

Import transactions can be completed in 5 quick and easy steps:

1. **Estimated Date of Arrival (ETA):** can be found via the following link: [container tracking](#)
Registry Number, Tag Time, ATA, ATB: please go to [Vessel Arrival Details](#).
2. **Arrival Notice:** is automatically sent **2- 3 days before ETA** via email to the recorded recipient of the declared consignee of the BL.
To request for update of Arrival Notice Recipients, please send an email to: PH.Import@maersk.com.
We will allow consignee's respective broker and/or representative by providing us a written letter of authority – with letterhead and signature from consignee.
3. **Invoice:** is automatically sent **2 – 3 days before ETA** to the recorded invoice recipient of the declared consignee of the BL.
In case of missing invoices, please visit **MyFinance** in <https://www.maersk.com/>. Please note that the requestor must be linked and assigned as a registered user for the declared consignee's account in order to view the invoices.

- For the step by step procedure to **Register**, please click [here](#).
- For the step by step procedure to **access MyFinance**, please click [here](#).

Dispute: Dispute: Please send an email only to disputes@maersk.com.

4. **Payment:** We've partnered with UnionBank to enable you to settle charges over-the-counter for select UnionBank branches and you no longer need to email us your deposit slip. For the step by step guide, please click [here](#).

Please expect to receive the **Official Receipt** or reply **within 2 hours** after upload has been completed. For any questions or clarifications on payments, please do not hesitate to reach our Finance line at **02-689-9090**.

For the **Rate of Exchange**, please click [here](#).

5. **Electronic Deliver Order (E-DO) Release:** please send all necessary requirements to PH.Import@maersk.com.
E-DO will be sent **within 2 hours** after request has been made.
Delivery Order Guidelines, Requirements and procedures, please click [here](#):

Container Return: We have multiple depots open for **Manila, Batangas, Subic, Cebu and Davao**. For more information, please click [here](#).

In line with our efforts to ensure we account for your payments correctly and give you accurate documents for all your transactions with us, we will be extending our new “NO VALID DELIVERY ORDER, NO EMPTY CONTAINER RETURN POLICY” on the following ports:

For Empty Return Policy in **Davao**, please click [here](#).
For Empty Return Policy in **Cagayan de Oro**, please click [here](#).
For Empty Return Policy in **Cebu and General Santos**, please click [here](#).

Demurrage and Detention Charges: Compute for Incurred charges via this [link](#).

To Know more about our **Import Procedures**, click [here](#).

We want to hear from you. For questions and suggestions, please go to [Maersk Line Contact Offices](#).

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