

Instant D0

Step by step guide (for Consignees/Party of the BL)



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Step 1:

- Go to Maersk.com and log in
- **Scroll down** on the webpage and In **"Delivery Order"** widget input shipment number and click on **"Request delivery Order"**

The screenshot displays the Maersk website's main navigation bar and a grid of service widgets. The 'Delivery Order' widget is highlighted with a red rectangular border. It contains a text input field with the value '206919713' and a 'Request delivery order' button. Other visible widgets include 'Latest Advisories', 'Rate Announcements', and 'Import Demurrage & Detention'.

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3-7 days 9 Over 7 days 19 View all ETA changes

cargo visibility wherever you are. Maersk Shipment app

Latest Advisories

2021 Quebec spring thaw period – revised thaw period	11 MAR
Temporarily suspend activities during 8th-14th	11 MAR
Update for cargo from/into Sydney, Australia ↗	10 MAR
Maersk Essen 051N impacted by heavy weather ↗	09 MAR
Depot schedule (Indonesia) March holiday 2021 ↗	09 MAR
Far East Asia to Europe Services Schedule reliability	09 MAR

View all advisories

Rate Announcements

Georgia Export Demurrage and detention (DnD) tariff	10 MAR
Documentation fee – Destination (DDF) – World to	09 MAR
Pick Up (PIC) and Drop Off (DRP) Tariff for Quarter 2	09 MAR
Terminal Handling Service - Origin (OHC) and Destination	09 MAR
Terminal Handling Service – Origin (OHC) Terminal	08 MAR
Terminal Handling Service – Origin (OHC) and Terminal	08 MAR

View all rate announcements

Import Demurrage & Detention

Enter a bill of lading number to view detention and demurrage details

View details

Delivery Order


Enter a Bill of Lading number to request the delivery order

206919713

Request delivery order

Step 2:

- Check if all the impediments are in green/cleared (BL surrender, manifest and finance status). If all of these are cleared, there is a high possibility that customer will proceed in Instant DO.

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B/L no. 207115145

B/L Status

Cargo release status

● Bill of Lading surrendered

● Manifest submitted to customs

Finance status

● Prepaid charges payment is completed

● Collect charges payment is completed


Other actions

[Nominate a Release to Party\(Optional\)](#)
No "Release to party" assigned for this shipment yet.

Delivery orders

None of the containers on this shipment are requested for delivery order. Currently, 2 containers are with 'ready to submit' status. Please proceed to delivery order request for these containers.

Request delivery order

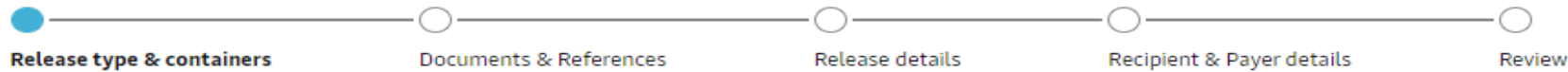
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Step 3:

- Select release type (CY) and click all the containers you wish to request for Instant DO and click **Continue**.

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Request delivery order



Selected release type

- ☒ **Merchant Haulage (CY)**
Release to a third-party haulage provider you arrange.
- ☐ **Carrier Haulage (SD)**
Delivery by our global intermodal network. [Learn more.](#)

Selected Containers

Shipment: 206919713		FROM (City, Country/Region) Oakland, US 15 February 2021	→	TO (City, Country/Region) Batangas, PH 18 March 2021
<input checked="" type="checkbox"/> All (3 of 3) "Ready to submit" containers selected for DO Request.		Hide Details ^		
 Containers		 Delivery Order Status		
<input checked="" type="checkbox"/>	FSCU8276205 40' Dry Standard Lactose, gums, foodstuff (20260 kg)	Ready to Submit		
<input checked="" type="checkbox"/>	MIEU3031462 40' Dry Standard Lactose, gums, foodstuff (20261 kg)	Ready to Submit		
<input checked="" type="checkbox"/>	TCKU7418101 40' Dry Standard Lactose, gums, foodstuff (20260 kg)	Ready to Submit		

Cancel


Continue



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Step 4:

- For Consignees, there is no need to submit Container Guarantee as it is already covered in our BL terms and conditions. You may proceed to **click continue** if you don't have any attachments to add (ie deposit slip, etc)

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Request delivery order

✓

Release type & containers Documents & References Release details Recipient & Payer details Review

Documents & References

Shipment: 207115145

📍 FROM (City, Country/Region)
Fremantle, AU
19 February 2021


→

📍 TO (City, Country/Region)
Cebu City, PH
14 March 2021

[+ Add other supporting Documents / References \(Optional \)](#)


Cancel

Continue

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Step 5:

- You have the option to select a party where you want to release your Instant DO.
- **For container return depot, no need to fill that up** since our depot availability changes on a daily basis.
- On this step, you can also see the **demurrage details of the shipment (if there is any)**
- **Click continue** once you are done filling up all the details

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Request delivery order

✓

✓

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Release type & containers Documents & References **Release details** Recipient & Payer details Review

Release details for Merchant Haulage

Port of discharge (City, Country/Region)
📍 Cebu City, PH

→

Place of release
📍 Cebu Terminal
14 Mar 2021, 21:30

Release and return details for all containers

ⓘ Please ensure pickup and return dates are during terminal operating hours. Demurrage and detention charges will apply if free time is exceeded.

Release container to (Optional)
➔ Select a party ▾

Pickup date
14 Mar 2021 📅

Pickup time
00:00 ⌚
Pick a time within terminal operating hours

Container return depot
⬅ Please input city name for which empty container return d... ▾

Return date (Optional)
14 Mar 2021 📅

Return time (Optional)
--:-- ⌚
Pick a time within terminal operating hours

▼ Demurrage details Total* Not available

▼ Detention details Total* PHP 0.00

☐ I made the payment for D&D charges.

Haulage instructions(Optional)

Cancel

Continue

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Step 6:

- The email address used upon log in is where the Instant DO will be sent. However, you have the option to add another recipient by clicking **'Add e-mail address'**
- You will also have the option to add the payer details of the import charges.
- Once you are done, **click continue.**



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Request delivery order



Release type & containers



Documents & References



Release details



Recipient & Payer details



Review

Delivery order recipient

E-mail address

When confirmed, the delivery order document will be sent to the email address(es) provided here.

☒ charleneann.quililan@maersk.com

[+ Add e-mail address](#)

Select payers

Select the parties who should receive invoices for the delivery and import services

Destination charges

No payer selected

[Select payer](#)

☐ Use for all

[Clear](#)

Import demurrage and detention

No payer selected

[Select payer](#)

[Clear](#)

Cancel


Continue



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Step 7:

- Review all the details you just input from previous steps by clicking the arrow on the rightmost part. Once all is in order, **click Submit.**

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Request delivery order

✓

✓

✓

✓

●

Release type & containers Documents & References Release details Recipient & Payer details **Review**

Review your order details

Shipment: **207115145**

📍 FROM (City, Country/Region)
Fremantle, AU
19 February 2021

→

📍 TO (City, Country/Region)
Cebu City, PH
14 March 2021

2 Containers are selected for Delivery Order Request

1 Documents & References

2 Release details for Merchant Haulage

3 Recipient & Payer details

▼


▼

▼

▼

Cancel

Submit

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- Once our system reads that the shipment is cleared and DO can be released, this is what will be shown in the webpage.
- **Note: the downloadable PDF on this page is not the Delivery Order**, it is just a file where you can see all the details you input upon Instant DO request.
- **DO will be sent Instantly on the email registered.**



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Delivery Order has been issued for the requested Containers

Confirmation



Great. Your Instant Delivery Order processed successfully



[Download Delivery Order Request submitted for 507311192.pdf](#)

All recipients for this request will receive a confirmation email shortly.

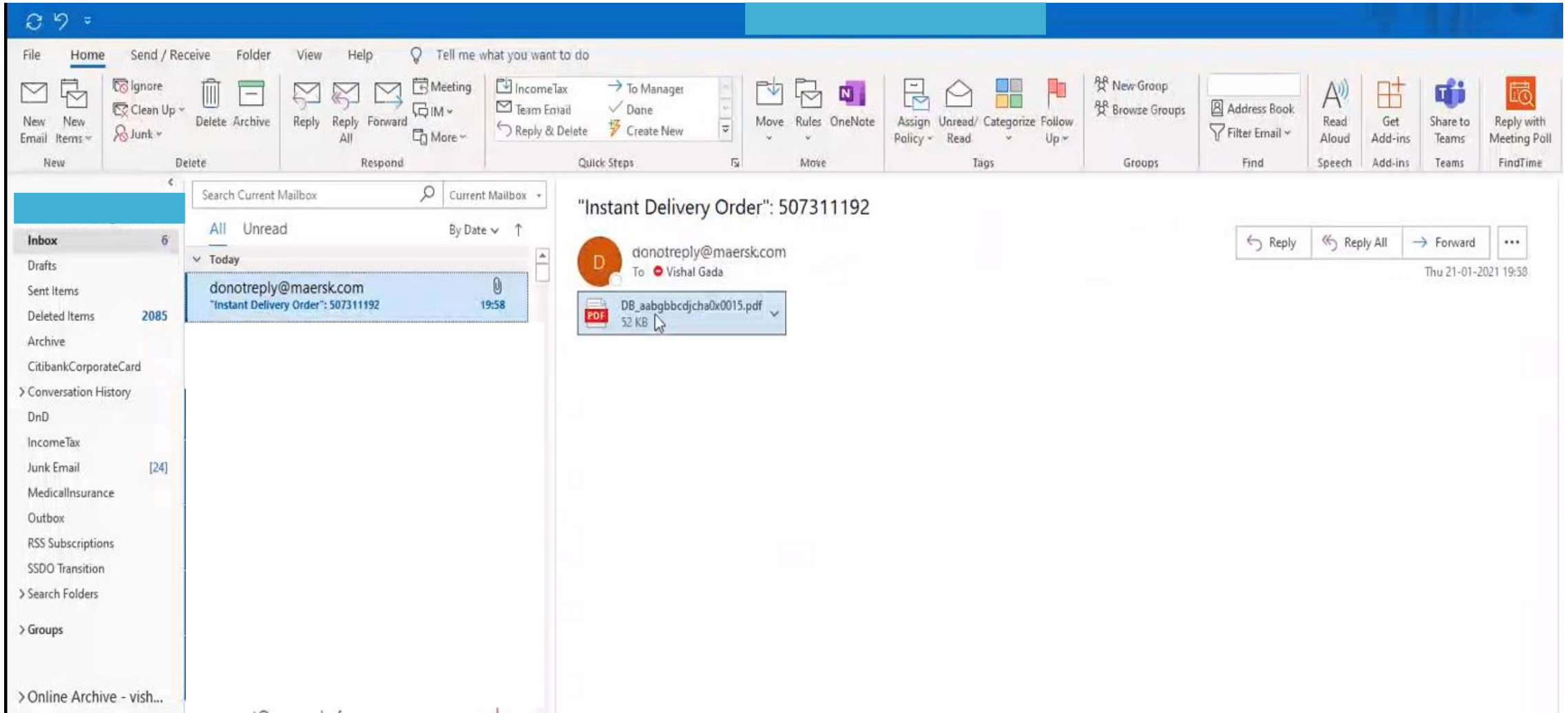
What can you do next?

In case of any changes or queries you can write back to our customer service team



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This is how it will look like when you receive the Instant DO in your registered email address.



Instant DO will only work if...

- the request is coming from **Consignee, release to party, lawful BL holder, blanket approved customer**).
- all pending actions on the shipments are cleared (freight and local charges, manifest status, BL status, etc.)
- The shipment is in CY mode

Instant DO will NOT work if...

- The shipment is in SD mode
- There are D&D charges on the shipment requested
- Freight charges are still not yet settled
- There are attachments (Letter of Authorization, Official Receipts, other mandatory documents)
- D&D payer is not assigned
- The requestor is a 3rd party and no blanket approval set yet.

Thank you!