

Online Delivery Order Request

Requesting Delivery Orders from our website for all your Import Shipments.

Step 1

Login to www.maersk.com

Start the journey by updating Booking Number and clicking "Request Delivery Order"

For Cargo Owners:

You can add your agent as the Release to Party

For Forwarders

Upload applicable Letter of Authorization

Step 2

- Choose your Haulage Mode
- Update Mandatory/Supporting Documents as applicable
- Update Haulage Details
- Add DO recipients details

Step 3

Click SUBMIT

You will receive a case confirmation number.

All requests can be viewed/monitored in the Support Tab

The screenshot shows the Maersk online portal dashboard. At the top, there is a navigation bar with 'MAERSK' logo and links for 'QUOTE', 'BOOK', 'MANAGE', 'TRACK', 'Support', 'English', and 'Settings'. Below this, there are links for 'SOLUTIONS', 'SCHEDULES', 'GLOBAL PRESENCE', and 'LOCAL INFORMATION'. The main content area is titled 'Welcome back' and includes a search bar for 'Track by shipment binder' with a 'Track' button. There are three main sections: 'Shipment ETA changes' with a table of changes, 'Vessel shipments' showing 233 departing and 252 arriving, and 'Pending tasks' including 'Export tasks (due in 7 days)'. A red box highlights the 'Delivery Order' section, which contains the text 'Place delivery order request for a shipment.' and a 'REQUEST DELIVERY ORDER' button.

The screenshot shows the 'Request delivery order' review page. At the top, there is a navigation bar with 'MAERSK' logo and links for 'QUOTE', 'BOOK', 'MANAGE', 'TRACK', 'Support', 'English', and 'Settings'. Below this, there are links for 'SOLUTIONS', 'SCHEDULES', 'GLOBAL PRESENCE', and 'LOCAL INFORMATION'. The main content area is titled 'Request delivery order' and includes a progress bar with five steps: 'Documents & References', 'Release details', 'Recipient & Payer details', 'Review', and 'Confirmation'. The 'Review' step is currently active. Below the progress bar, there is a 'Review your order details' section with a 'Shipment' summary showing 'FROM (City, Country/Region) Shanghai, CN 10 March 2020' and 'TO (City, Country/Region) Cape Town, ZA 15 April 2020'. There are three expandable sections: '1 Documents & References', '2 Release details for Merchant Haulage', and '3 Recipient & Payer details'. At the bottom right, there are 'Cancel' and 'Submit' buttons, with the 'Submit' button circled in red.