Take Control Of Your Import Demurrage & Detention (D&D) Online

MAERSK

ALL THE WAY

FOR YOUR BUSINESS

Benefits of controlling your Demurrage & Detention Online

Instant Visibility & zero waiting.

Access your D&D charges and free time immediately through self-service - no emails, no queues, no delays.

D&D Online Request	Instant
Typical Email Request	Several hours

Protect Your Bottom Line with lower costs.

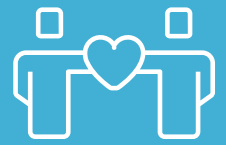
Identify potential demurrage & detention risks early. Act *before* charges are incurred, at **discounted rates** avoiding high post-facto charges.

D&D Online Request	Avoid costs
No D&D Online Request	High risk of costs

Less admin, more control.

Reduce manual follow-ups, rework, and uncertainty by managing D&D proactively in one place

D&D Online Request	One time, instant
No D&D Online Request	Follow ups, Rework



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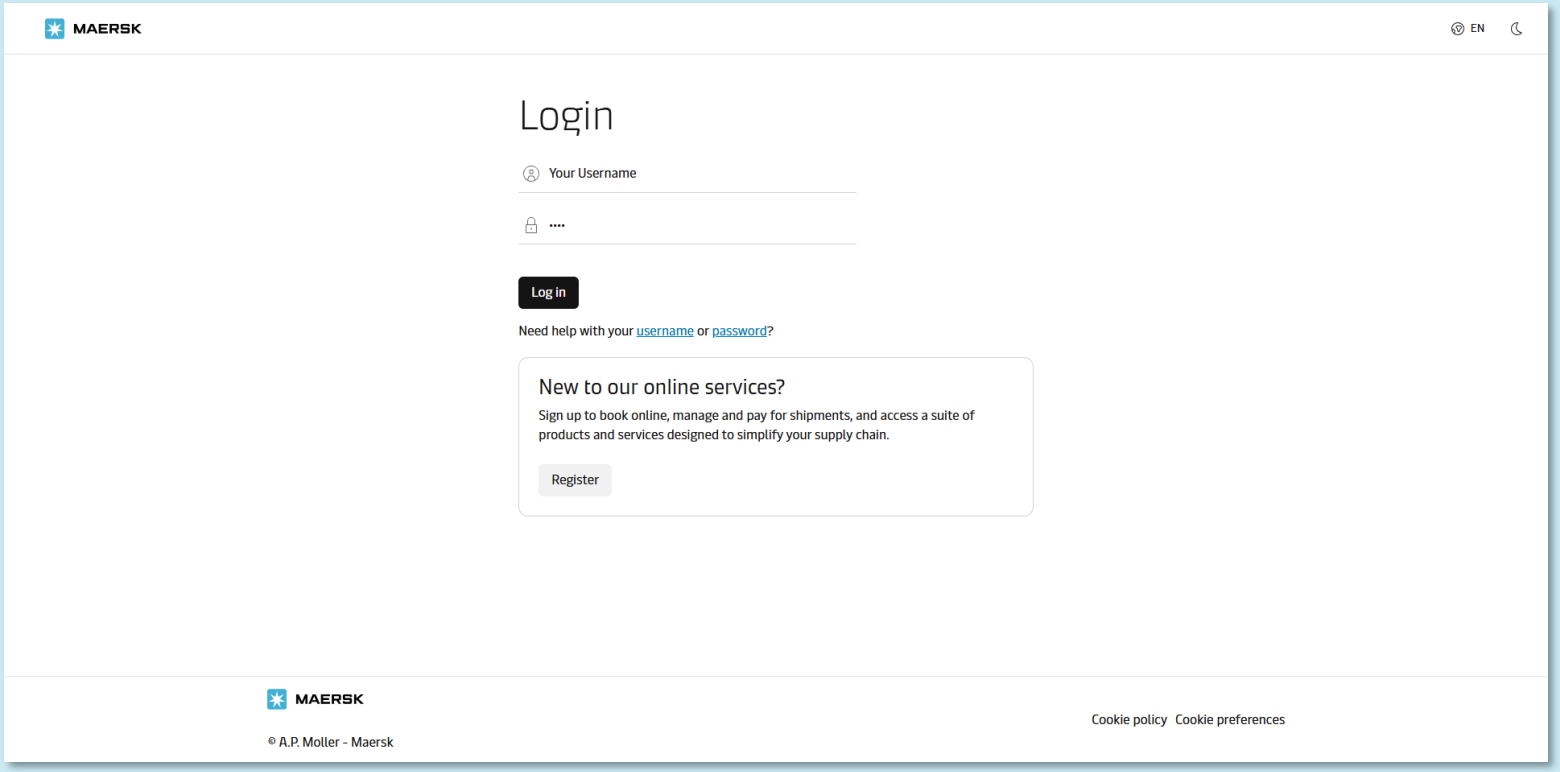
TAKE CONTROL OF YOUR DETENTION & DEMURRAGE

View & Calculate Your Demurrage & Detention charges Online



Step 1

Log in to your Maersk account

(Click here to log in)

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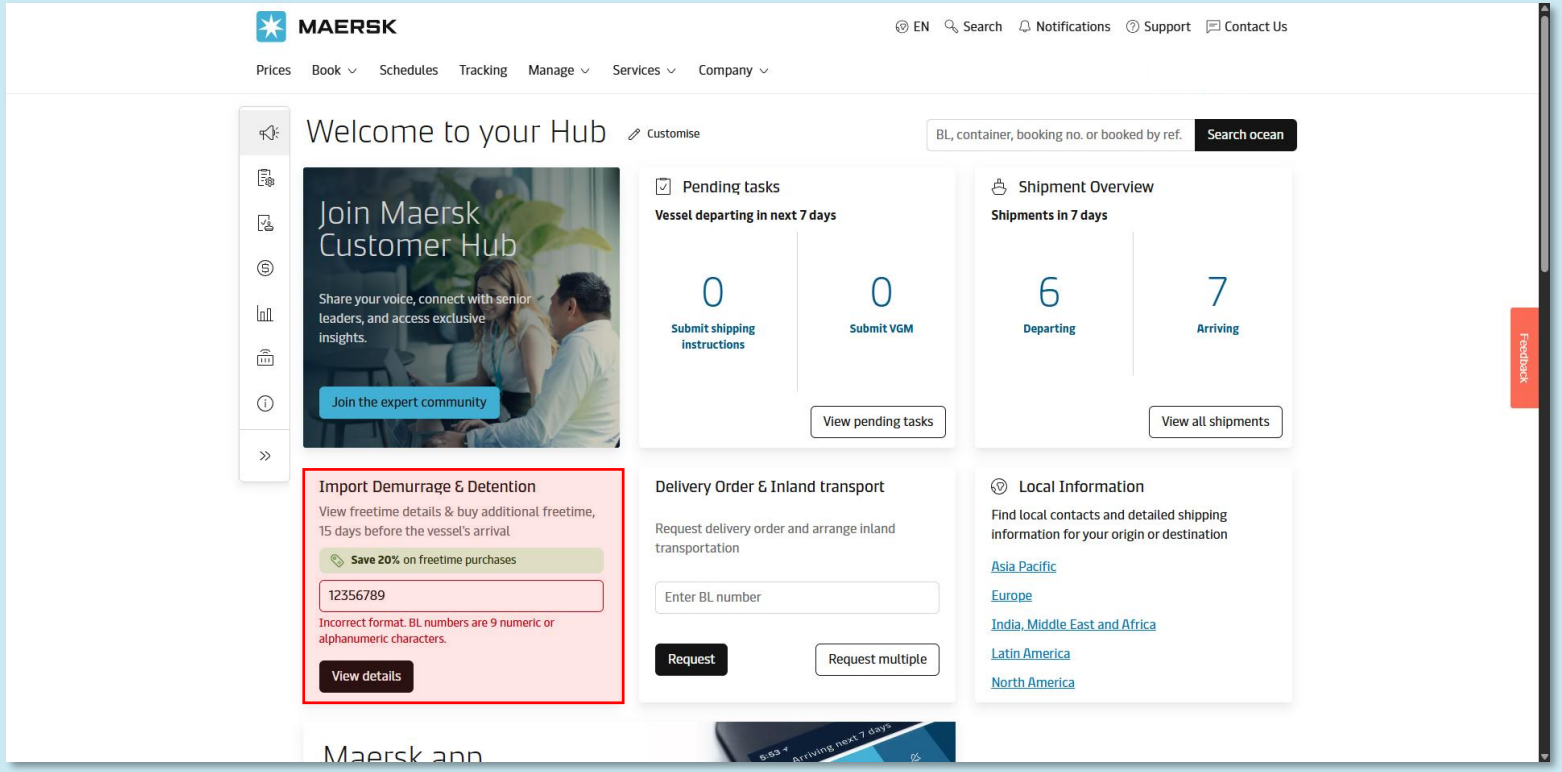
NEXT STEP >

TAKE CONTROL OF YOUR DETENTION & DEMURRAGE

View & Calculate Your Demurrage & Detention charges Online

Step 2



In the Import Demurrage & Detention widget **enter your 9-digit Bill of Lading** (B/L) number

Select “View Details”

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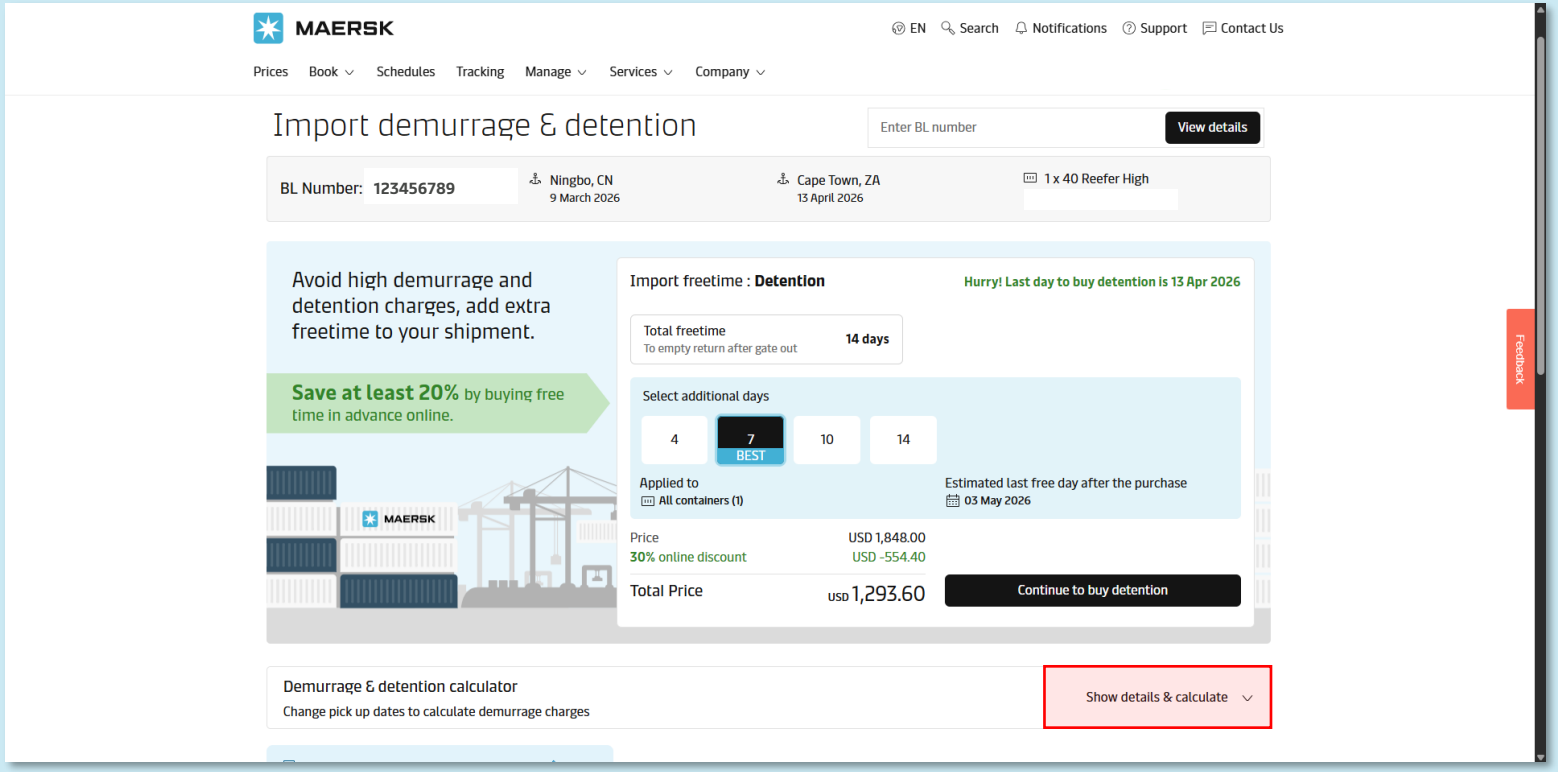
< **PREVIOUS** STEP

NEXT STEP >

TAKE CONTROL OF YOUR DETENTION & DEMURRAGE

View & Calculate Your Demurrage & Detention charges Online

Step 3



You will be redirected to the Import Demurrage & Detention page.

Scroll to the bottom and expand the section titled **"Show details & calculate"**

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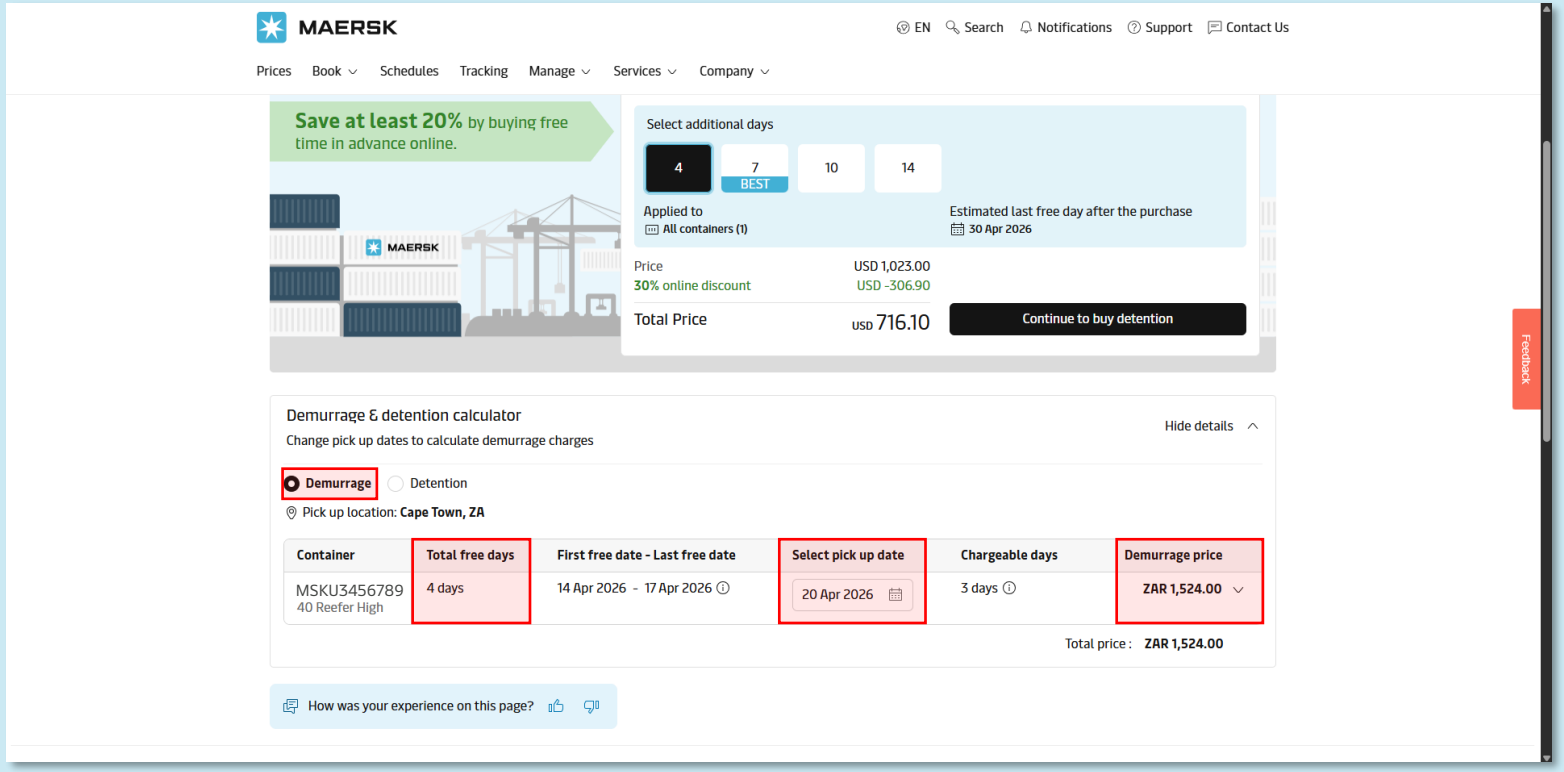
< **PREVIOUS** STEP

NEXT STEP >

TAKE CONTROL OF YOUR DETENTION & DEMURRAGE

View & Calculate Your Demurrage & Detention charges Online

Step 4



By default, you will see your Demurrage details, including: Total free days and a calendar tool under **"Select pick up date"**

You may select any date to preview potential **demurrage charges in ZAR**, based on when the container will be collected from the port

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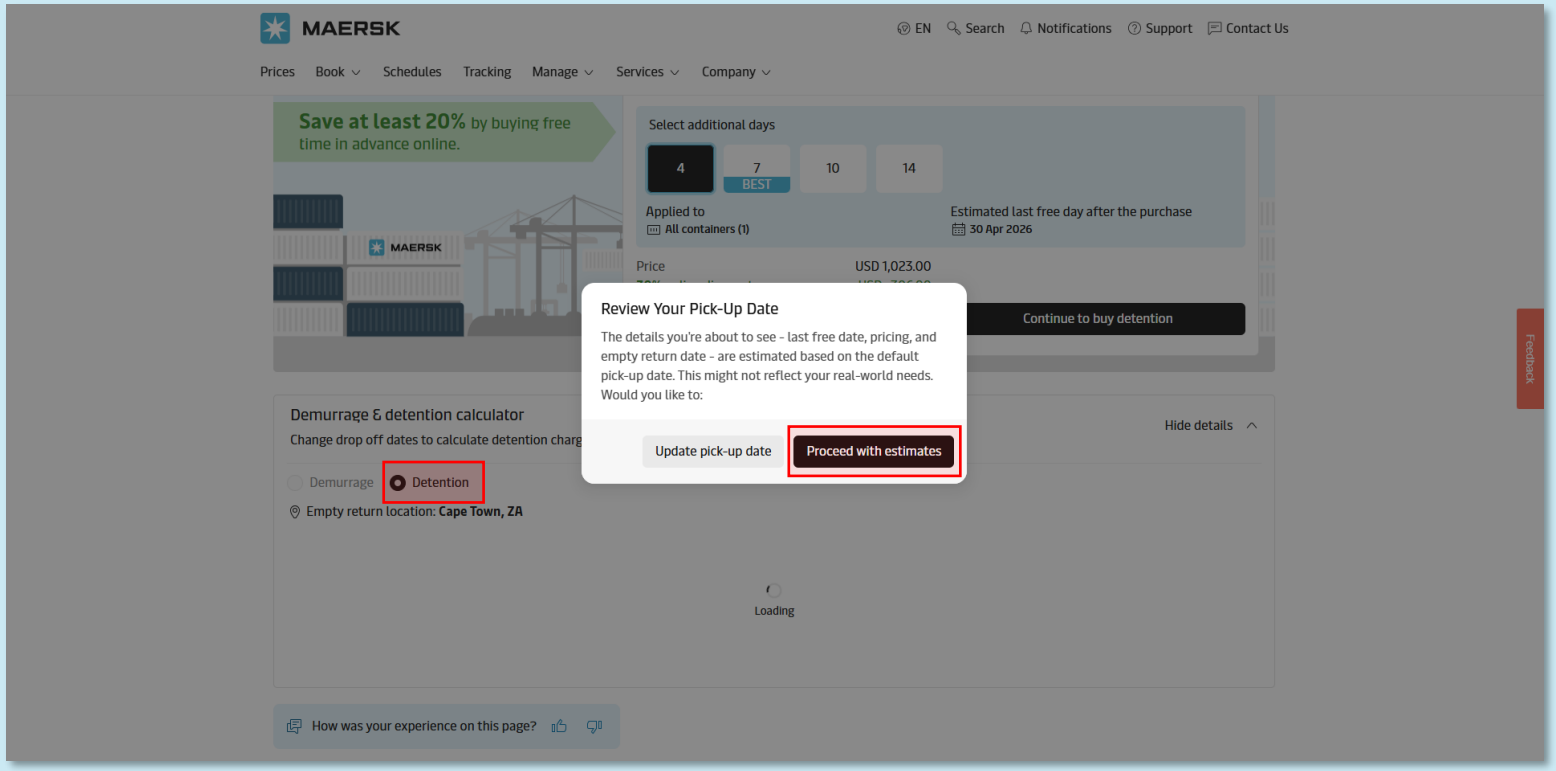
NEXT STEP >

View & Calculate Your Demurrage & Detention charges Online



Step 5

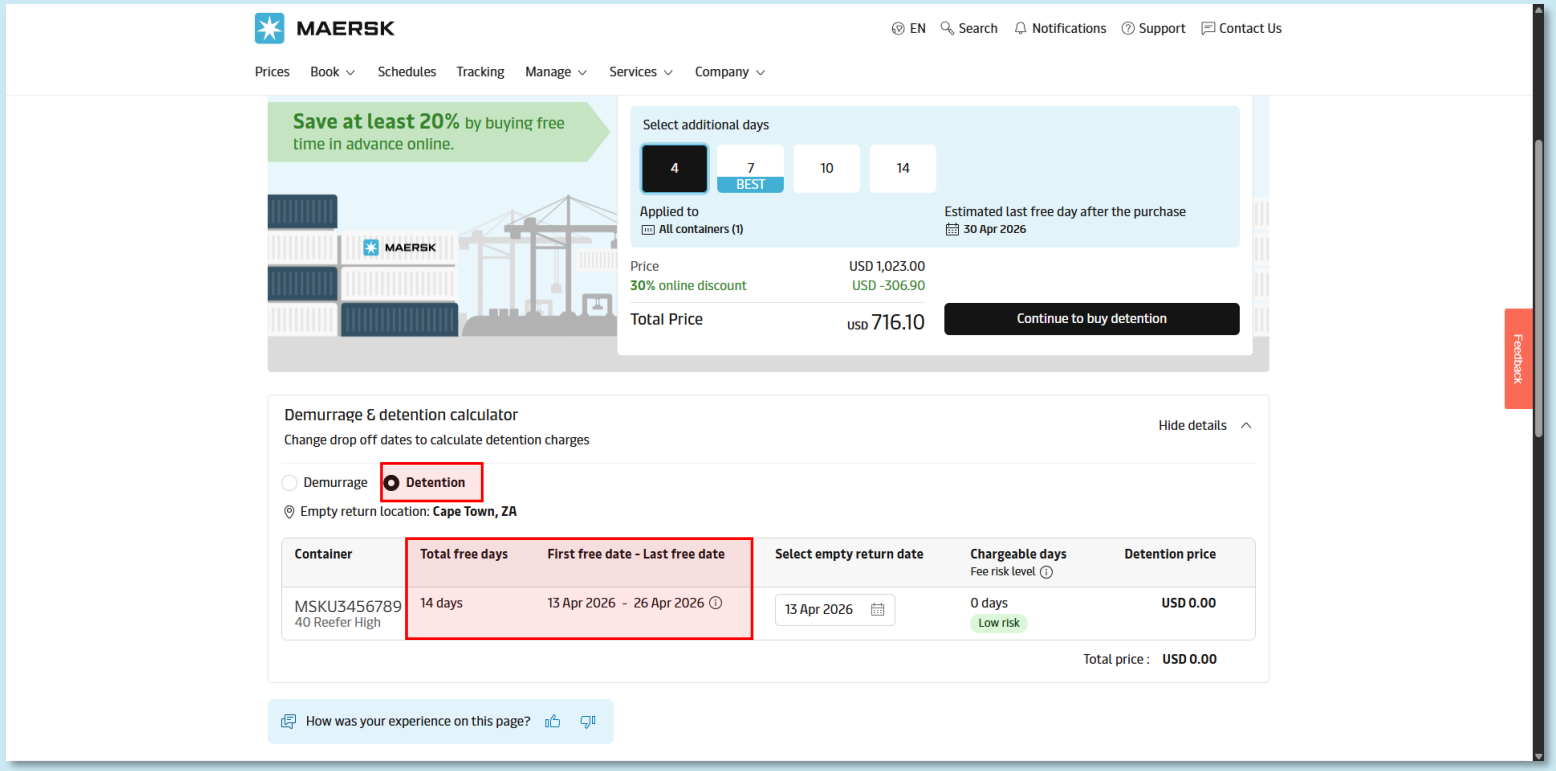
If you wish to view **Detention** information, select the Detention widget shown in the screenshot

Select **"Proceed with estimates"**

TAKE CONTROL OF YOUR DETENTION & DEMURRAGE

View & Calculate Your Demurrage & Detention charges Online

Step 6



You will be taken to the **Detention Calculator** page, where you can view:

- Total free days for returning the empty container
- Estimated detention charges (if applicable)

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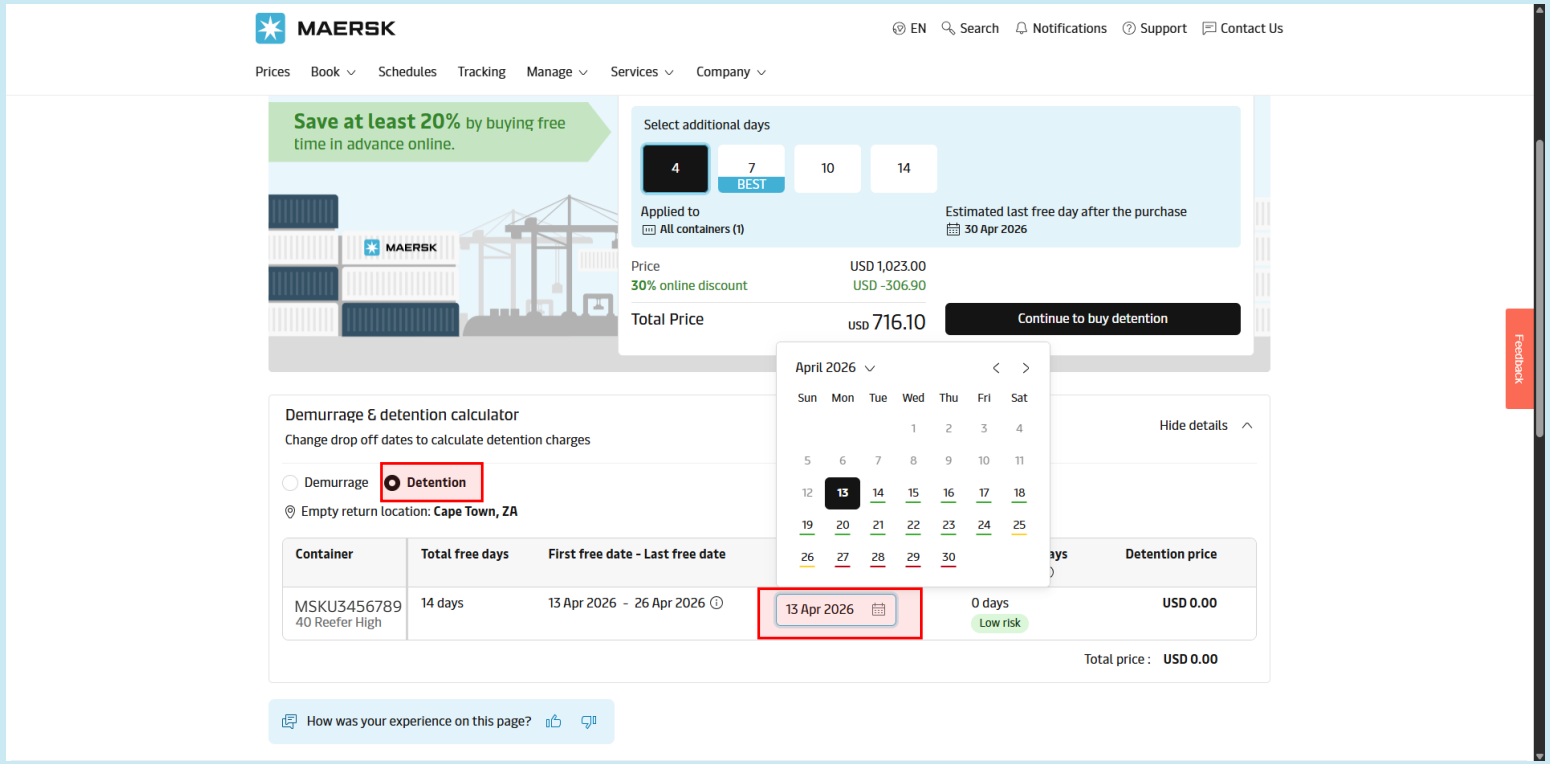
NEXT STEP >

View & Calculate Your Demurrage & Detention charges Online



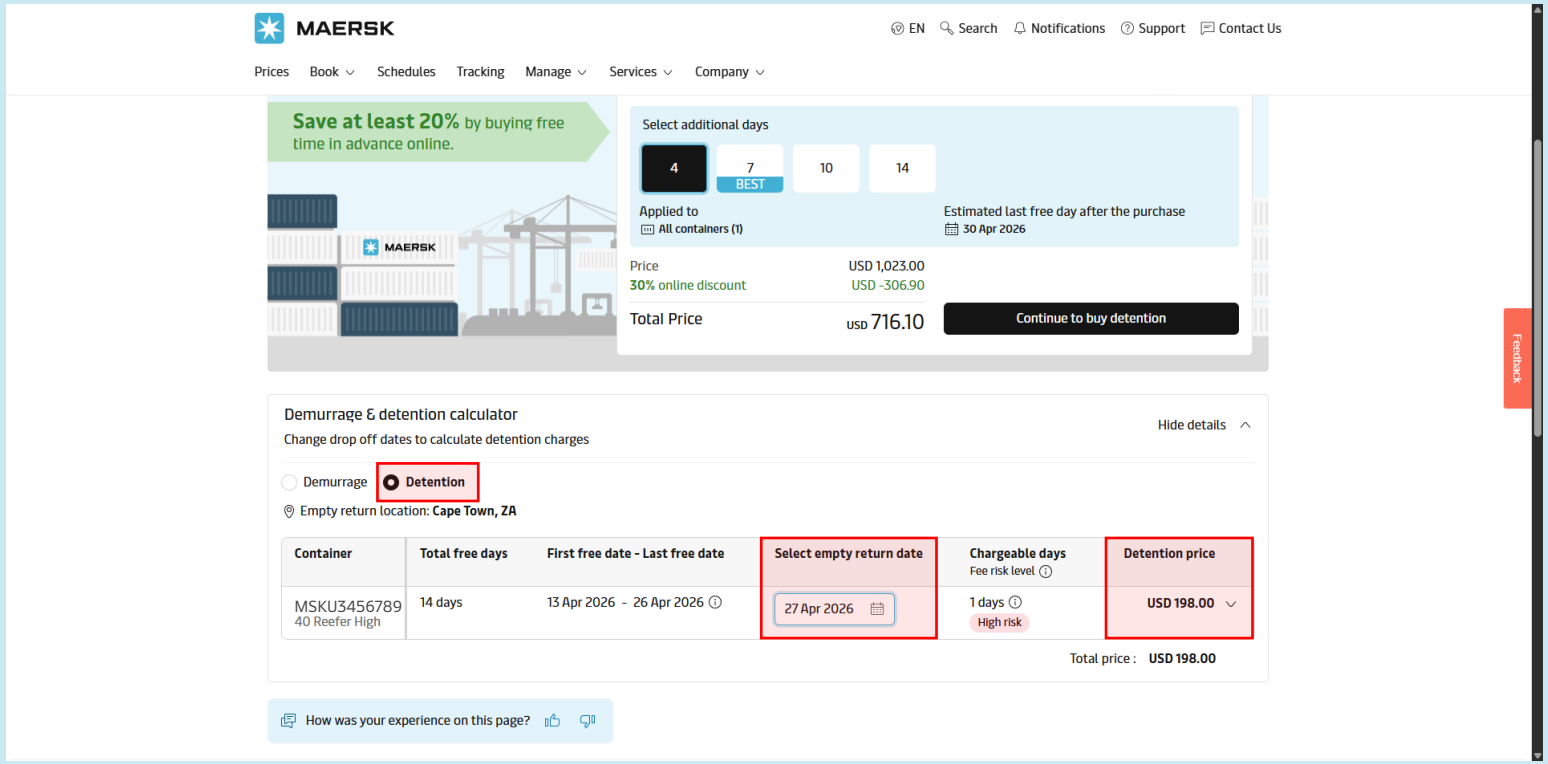
Step 7

When selecting an **empty return date**, the system will calculate your level of risk to show the likelihood of incurring detention charges:

Green: Low risk | **Orange**: Medium risk | **Red**: High risk

TAKE CONTROL OF YOUR DETENTION & DEMURRAGE

View & Calculate Your Demurrage & Detention charges Online

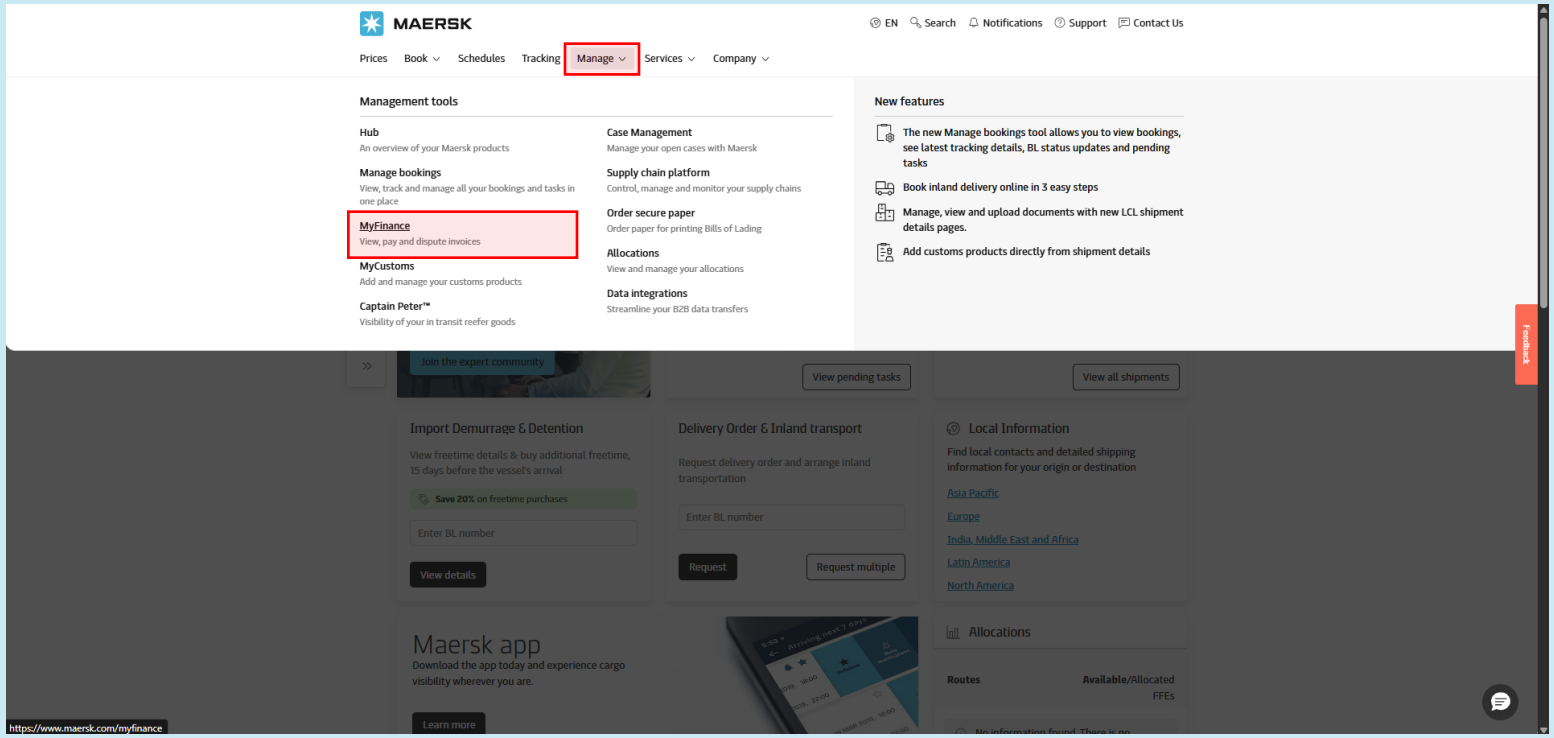


Step 8

You may select an empty return date beyond the free time to see potential detention charges, displayed in USD

TAKE CONTROL OF YOUR DETENTION & DEMURRAGE

View your Rate of Exchange for Detention (USD)



Step 1

Go to “Manage”

Select “**MyFinance**”

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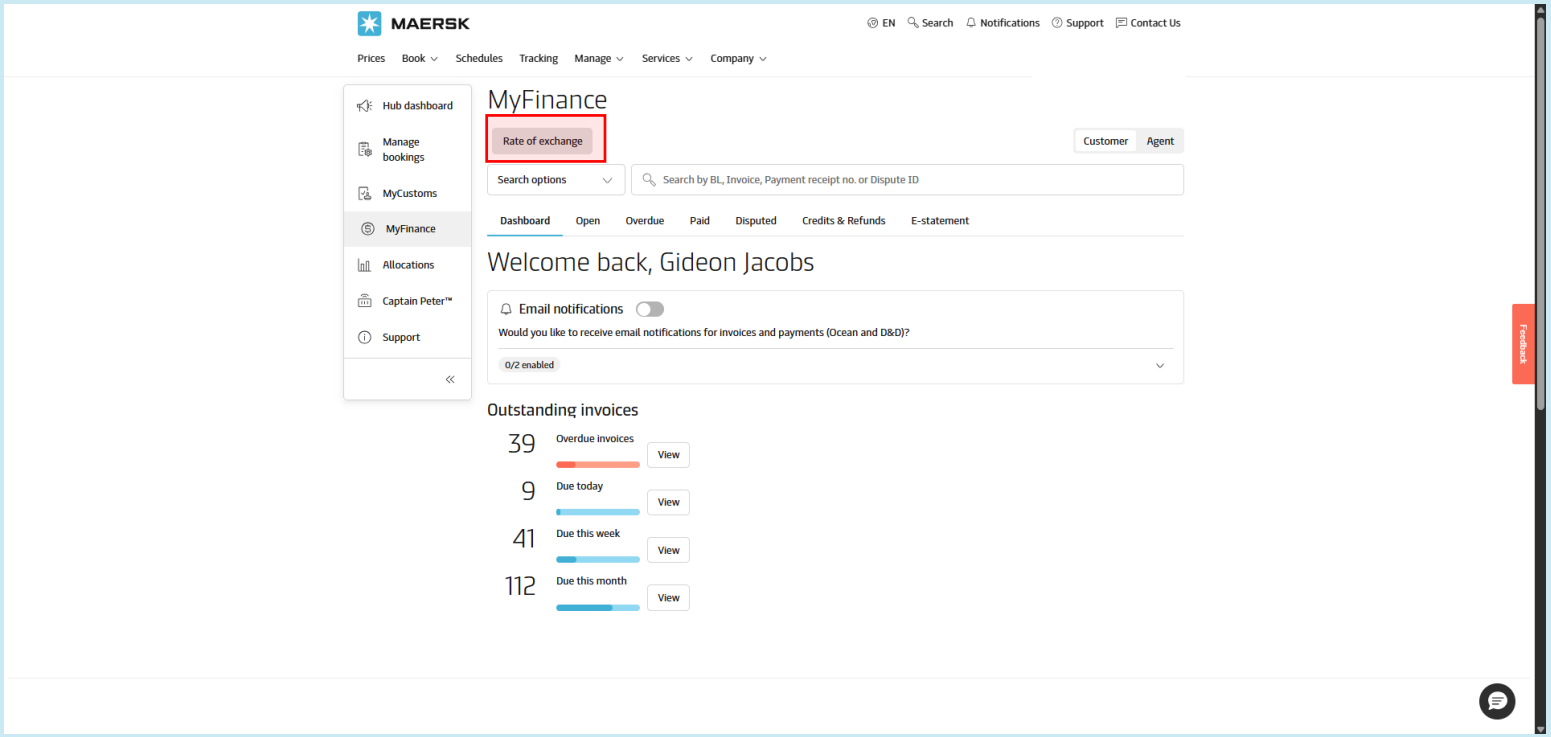
NEXT STEP >

TAKE CONTROL OF YOUR DETENTION & DEMURRAGE

View your Rate of Exchange for Detention (USD)



Step 2

Select **Rate of exchange**

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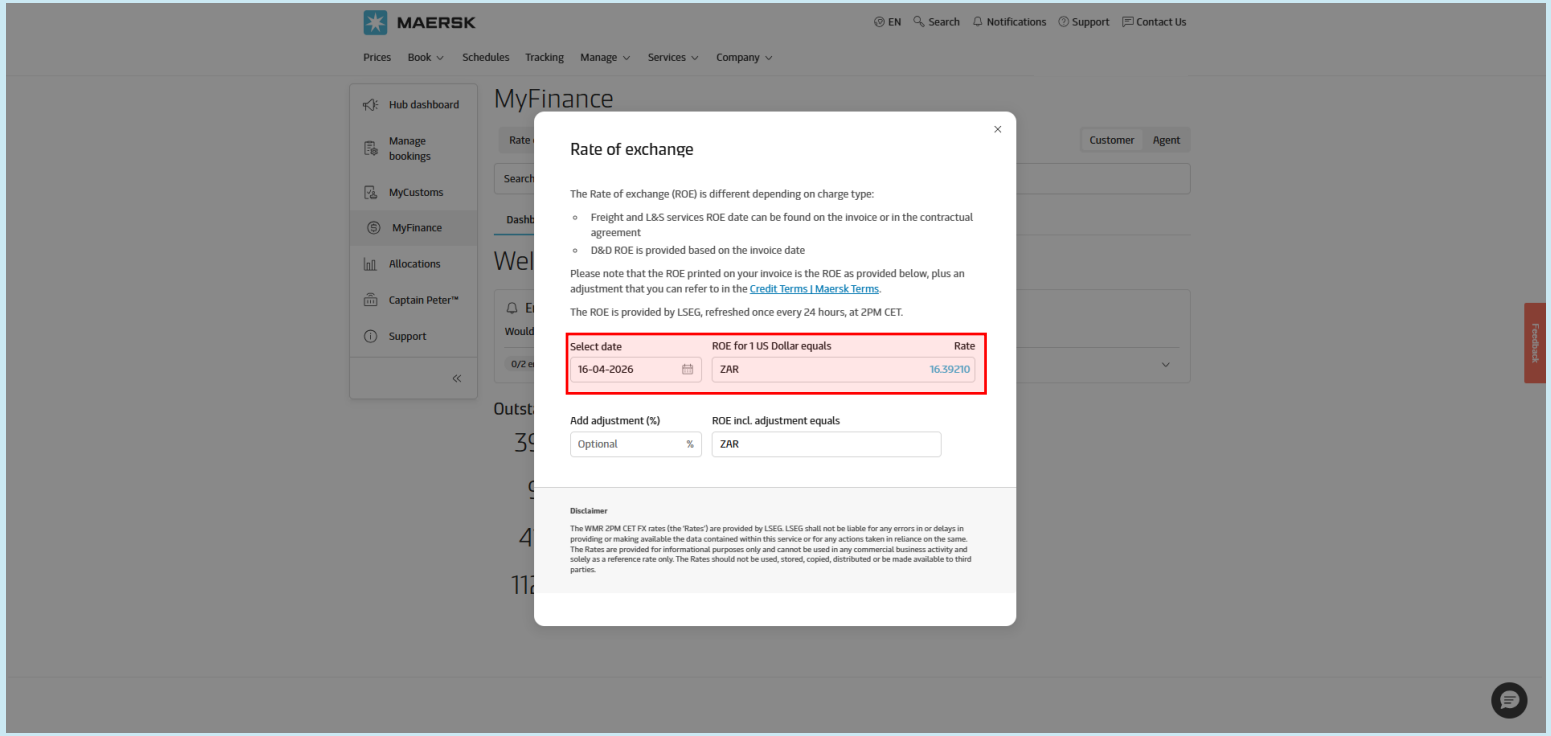
View your Rate of Exchange for Detention (USD)



Step 3

Select the current date

Select the currency e.g., ZAR

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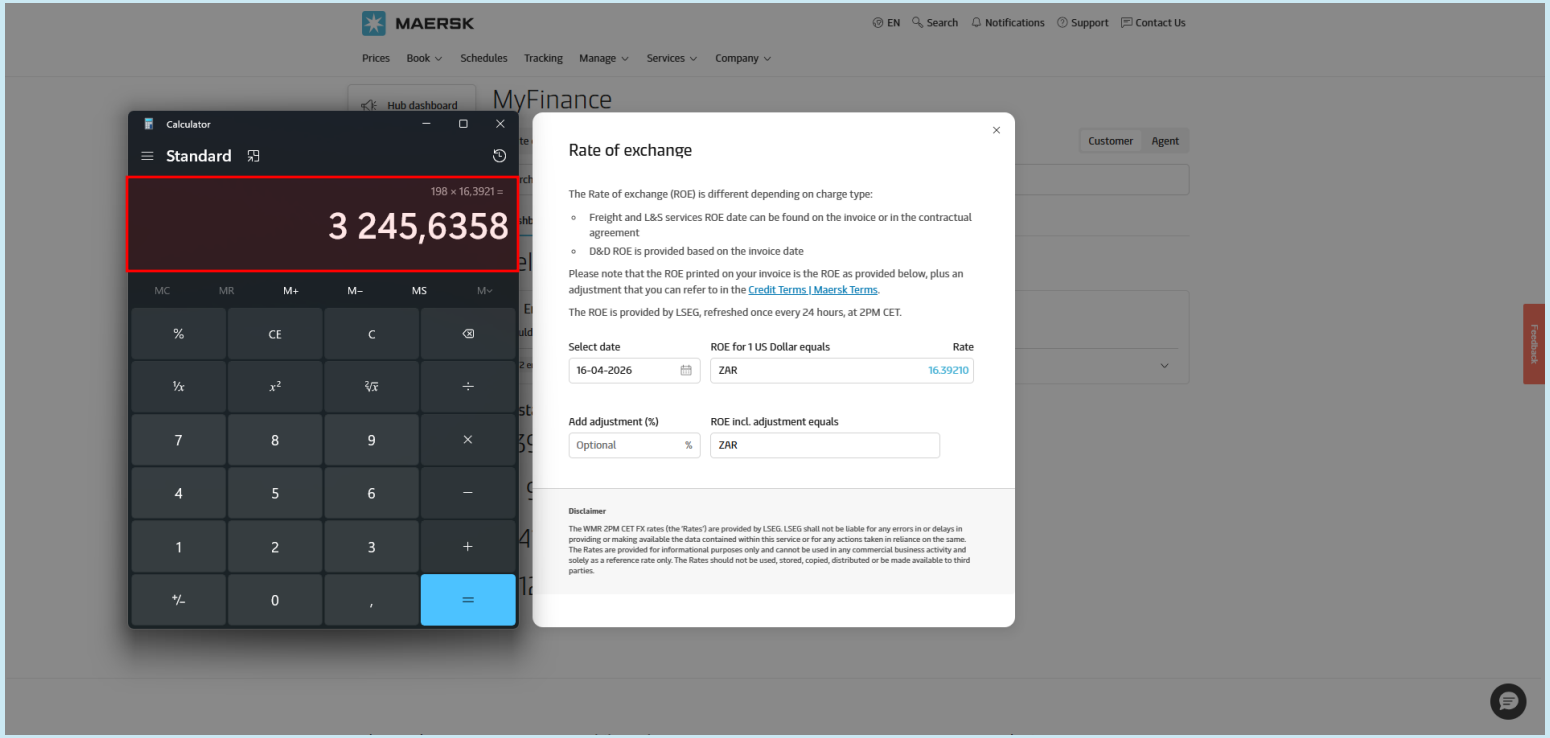
< **PREVIOUS** STEP

NEXT STEP >

View your Rate of Exchange for Detention (USD)



Step 4

Multiply your USD Detention amount by the Rate of Exchange to calculate your total in ZAR. The calculation can be used for:

- Advance D&D payments
- Internal cost forecasting

Customer Advisory

Dear Valued Customer,

We would like to inform all customers to use the **online Detention & Demurrage (D&D) Calculator** to verify contractual free days and to estimate applicable D&D charges based on the selected pick-up and empty return dates. Using this self-service feature is easy and significantly faster compared to email enquiries about free-day information.

If you anticipate that the time required to clear your import consignment may exceed the contractual free days, we strongly encourage you to purchase additional free days in advance through our website. Discounted rates are available for purchases made before vessel ETA.

We understand that unforeseen circumstances may occasionally cause shipments to exceed the free time, resulting in DnD charges. For all **advance invoicing requests**, it is mandatory to provide the complete details listed below when emailing Maersk Customer Service. Supplying accurate information at the first instance ensures timely and correct invoice issuance and improves overall invoice quality.

Required Information for Advance Invoicing for DnD charges.

Enclosed here for your easy reference:

How to View Your Import Demurrage & Detention (D&D) Charges

Thank you for your cooperation and continued support.

For any queries, please feel free to contact our Customer Service team

Best Regards.
Maersk

Our Purpose

To improve life for all by integrating the world

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ALL THE WAY