

Delivery Order request

Please note that release requests cannot be processed via email. We kindly ask you to submit your request online by following the instructions below. All required information can be provided in a single submission, and the release will be processed accordingly.

When you are the consignee of the shipment:

1. Click **Account** located at the top right corner of the **home page** and Login.
www.maersk.com
2. In "**Delivery order**" widget input **shipment** & click on Request Delivery Order.
3. You can **view Task status**. (Bills of Lading surrendered and Prepaid charges payment has to be green).
4. Click on **Request Delivery Order**.
5. **Validate Payer for party** paying collect charges and Detention & Demurrage.
6. Click on **required haulage mode** Carrier Haulage / Merchant Haulage.
7. Click on **Continue**.
8. **Update haulage details** like (Release to , Release date).
9. Check for **Detention & Demurrage** details.
10. Update **haulage instructions** for any Specific details not covered and click on Continue.
11. **Update Email address** where you need to receive Final Delivery order.
12. You can review & Click on **Submit**.
13. If all ok you will get **Instant Delivery order** or else it will go to Customer service team for processing along with case number.

When you are a third party of the shipment:

[How to get details of Request Delivery Order – Third Party? | Support | Maersk](#)

For easy reference, please check the **tutorial video** on YouTube:

<https://www.youtube.com/watch?v=FsHaPvyJ3xA>

For further assistance we kindly ask you to check the **Maersk Guide**:

<https://www.maersk.com/support/website-guide/request-delivery-order>

<https://www.maersk.com/support/website-guide/request-delivery-order-third-party>

If you have any further questions, please do not hesitate to contact your usual Maersk representative. We trust this information is helpful.