



Self Service Delivery Order
Request your Delivery Order Online at anytime

Step 1: Log-in to **maersk.com** and start the journey by updating Booking number and clicking 'Request delivery order'.



QUOTE BOOK MANAGE TRACK

Joanne Gallardo Settings

SOLUTIONS SCHEDULES LOCAL INFORMATION

Changes in the last

24 hrs	0
1-3 days	0
3-7 days	1

ETA changed by

1-3 days	0
3-7 days	0
Over 7 days	1

VIEW ALL ETA CHANGES

2

Departing
in the next
7 days

VIEW ALL SHIPMENTS

2

Arriving
in the next
7 days

Export tasks (due in 7 days)

Submit Shipping Instructions	1
Submit VGM	2

VIEW PENDING TASKS

Import Demurrage & Detention

View information on demurrage & detention for Port CY shipments.

B/L number

VIEW D&D DETAILS

Delivery Order

Place delivery order request for a shipment.

910385410

REQUEST DELIVERY ORDER

Chat



Step 2: (For brokers/forwarders/3rd party agents)

Upload applicable Letter of Authorization and update email and contact number

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B/L no. 910385410

Cargo release status

Bill of Lading surrendered 

Manifest not submitted to customs

Finance status

Prepaid charges payment is completed 

Collect charges payment is pending

Authorization & set release to party request

As you are not an assigned released to party to this shipment, in order to request for Delivery Order, you need to apply for self nomination for release to Party.

Upload Letter of Authorization*

 Drop file to attach, or [browse](#)

Only 1 file allowed with maximum file size **25MB**

Supported file types: .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .MSG

Email*

Phone*

[Continue](#)



For consignees, the view will be like this since there is no need to attach letter of authorization.

B/L no. 910385410

Cargo release status

- Bill of Lading surrendered
- Manifest not submitted to customs

Finance status

- Prepaid charges payment is completed
- Collect charges payment is pending

Delivery orders

i All the containers on this shipment are submitted for delivery order. Please contact customer support if you have further queries.

Shipment: 910385410		FROM (City, Country/Region) Norfolk, US 28 March 2020	→	TO (City, Country/Region) Cebu City, PH 22 May 2020
Containers	Delivery Order Status			
 GLDU5592557 20' Dry Standard Consolidated Cargo (19856 kg)	DO Submitted CASE ID: 2005-118128409			
 MSKU2571684 20' Dry Standard Consolidated Cargo (19959 kg)	DO Submitted CASE ID: 2005-118128409			
 MSKU3659790 20' Dry Standard Consolidated Cargo (19322 kg)	DO Submitted CASE ID: 2005-118128409			



Step 3: Once uploaded, select the merchant haulage applicable click on the **'Request Delivery order'** button

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Delivery orders

✔ **Your Letter of Authorization is attached successfully!**
Please proceed with delivery order request.
On submission of delivery order, we will verify all the details within 4 hours of submission and notify you via email.

Request delivery order with selected release type and containers

Select release type

Carrier haulage (SD) Merchant haulage (CY)

 **Maersk carrier haulage**

Our global intermodal network can take your containers to their destination. With competitive rates, integrated inland haulage managed online could save you time and money.

[Find out more](#)

Selected containers

Shipment: 606995058	
FROM (City, Country/Region)	TO (City, Country/Region)
Chicago, US 11 May 2020	Nansha New Port, CN 21 June 2020
✔ All (1 of 1) "Ready to submit" container selected for DO Request . Hide Details ^	
Containers	Delivery Order Status
✔  HASU4517106 40' Dry Standard	Ready to Submit

[Request delivery order](#)

Step 4: Upload other relevant documents (proof of payment and container guarantee)

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Request delivery order

● — ○ — ○ — ○ — ○

Documents & References Release details Recipient & Payer details Review Confirmation

Documents & References

Shipment: 606995058

FROM (City, Country/Region)
Chicago, US
11 May 2020

→

TO (City, Country/Region)
Nansha New Port, CN
21 June 2020

Proof of payment

Payment for the collect charges is pending, please upload documents for 'Proof of Payment' if payment is done. If you have already submitted proof of payment within last 24 hrs, it might be under process and no need to upload it again.

Step 5: Update haulage details like 'Release to', 'Date & Time' and 'Any special Haulage instructions' (optional)

Progress bar: Documents & References (checked), **Release details** (active), Recipient & Payer details, Review, Confirmation

Release details for Merchant Haulage

Port of discharge (City, Country/Region): Nansha New Port, CN

Place of release: GZ Oceangate Container Terminal, 22 May 2020, 6:00

Container release and return

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

PONU7856340 | 40' Dry Standard

Release container to (Optional)

Release to badge/name/reference: [dropdown]

Release date*: 22/05/2020

Time*: 06:00

Release reference: [input]

Please ensure this release type is supported at the release location.

Provide details of the party authorised to collect the container and the date/time it should be released.
Note: It is not mandatory to provide party details for container collection.

Container return depot: [dropdown]

Return date: dd/MM/yyyy

Time: --:--

Return depot requests are subject to approval and may incur additional costs. Please contact your local office to confirm the availability of this service.

Haulage instructions (Optional): [text area]

0/800



Step 6: Confirm the email address reflected and add additional recipient as needed. In case there is no invoice received for said shipment, you may update the same on below and click continue.

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Request delivery order

Documents & References Release details **Recipient & Payer details** Review Confirmation

Delivery order recipient

E-mail address

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

joanne.gallardo@damco.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	<input type="checkbox"/> Use for all	Clear
Import demurrage and detention	No payer selected	Select payer		Clear

[Cancel](#) [Continue](#)

Step 7: Review your Delivery Order request details and click submit.

Request delivery order

Progress: Documents & References (checked) → Release details (checked) → Recipient & Payer details (checked) → **Review** (active) → Confirmation (unchecked)

Review your order details

Shipment: 606995067

FROM (City, Country/Region)
Chicago, US
22 April 2020

→

TO (City, Country/Region)
Nansha New Port, CN
22 May 2020

1 Container is selected for Delivery Order Request

1 Documents & References [Edit Documents & References](#)

2 Release details for Merchant Haulage

3 Recipient & Payer details [Edit Recipient & Payer details](#)

Delivery order recipient details

E-mail ID

Payer details

Destination charges	No payer selected
Import demurrage and detention	No payer selected



Step 8: Take note of your case number and our Customer Service Team will assist your request shortly.

[← Back to dashboard](#)

Request delivery order

✓ ——— ✓ ——— ✓ ——— ✓ ——— ●

Documents & References Release details Recipient & Payer details Review **Confirmation**

Confirmation

✓ **Great.** Your request has been submitted with case ID 2005-118705193.

↓ Download Request 2005-118705193.pdf

This request will be handled by our customer services team.
All recipients for this request will receive a confirmation email within 24 hours.

What can you do next?

[Check status/ proceed for new request](#)

You can proceed to request for other 'ready to submit' containers on this shipment

[View/ Make a change to your request](#)

You will need your case ID 2005-118705193

Follow-Ups: While our Customer Service team is processing your request, you can follow the status of your case in Support and view details by choosing one to view.

MAERSK QUOTE BOOK MANAGE TRACK

Joanne Gallardo Settings

SOLUTIONS SCHEDULES LOCAL INFORMATION

Support

MY CASES CREATE CASE SEARCH FOR HELP CONTACT US

Search your case numbers

Filter 1

Displaying 1-2 of 2

Case number	Date created	Category	Description	Status	
1907-52972680	17 Jul, 2019 15:53	Cargo/Container	Bill of Lading: 830060807 Port of discharge: Georgetown, Guyana Place of release: MUNESHWERS LIMITED...	Open	VIEW CASE
1907-52972674	17 Jul, 2019 15:40	Cargo/Container	Bill of Lading: 579310369 Release To Party =====	Open	VIEW CASE