

Import Booklet

All you need to know in your import shipping journey

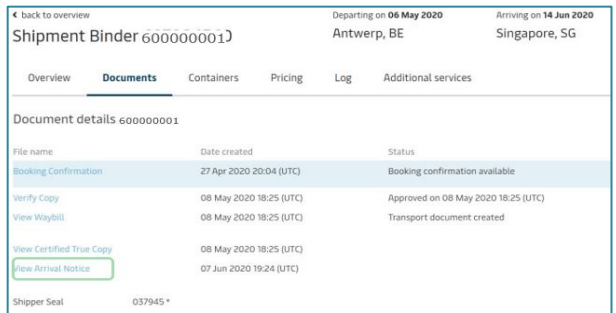


E-Guide ([link](#)) - Your 24 hours teacher for Maersk.com

1. Arrival Notice

Arrival Notice is generated **3 calendar days before vessel arrival** and send to consignee via [email](#).

Alternatively, consignee may download your Arrival Notice through the [Shipment Binder](#).



← back to overview Departing on **06 May 2020** Arriving on **14 Jun 2020**
Shipment Binder 600000001 Antwerp, BE Singapore, SG

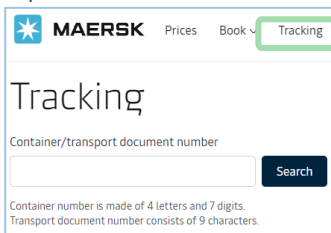
Overview **Documents** Containers Pricing Log Additional services

Document details 600000001

File name	Date created	Status
Booking Confirmation	27 Apr 2020 20:04 (UTC)	Booking confirmation available
Verify Copy	08 May 2020 18:25 (UTC)	Approved on 08 May 2020 18:25 (UTC)
View Waybill	08 May 2020 18:25 (UTC)	Transport document created
View Certified True Copy	08 May 2020 18:25 (UTC)	
View Arrival Notice	07 Jun 2020 19:24 (UTC)	

Shipper Seal 037945 *

You may go to Shipment Binder by [Tracking](#) or [Clicking on the shipment in Import Shipment Overview](#).

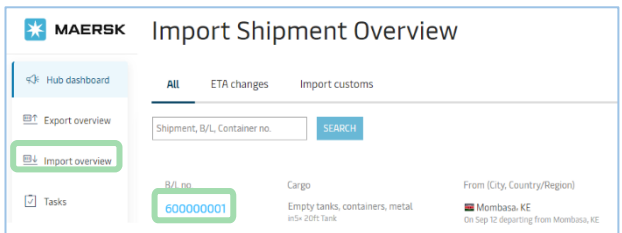


MAERSK Prices Book > **Tracking**

Tracking

Container/transport document number

Container number is made of 4 letters and 7 digits.
Transport document number consists of 9 characters.



MAERSK Import Shipment Overview

Hub dashboard All ETA changes Import customs


Export overview Shipment, B/L, Container no.

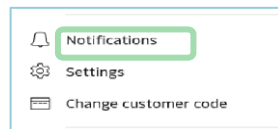
Import overview B/L no. Cargo From (City, Country/Region)


[600000001](#) Empty tanks, containers, metal **Mombasa, KE**


Tasks InS=20ft Tank On Sep 12 departing from Mombasa, KE


Make things easier? -> Subscribe to arrival notice [notifications](#) on Maersk.com.

Click on  > Notifications



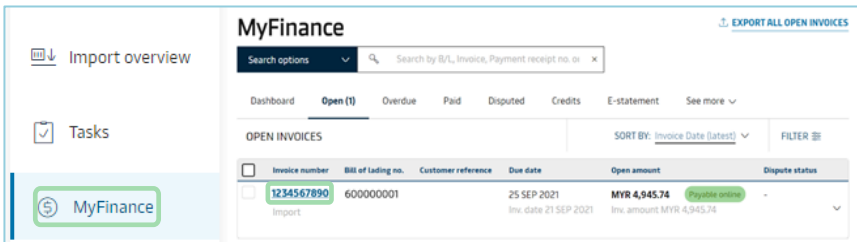
 **Notifications**

 **Settings**

 **Change customer code**

2. Invoice Payment

Invoices are generated 3 calendar days prior to vessel arrival. You may download your Invoice through MyFinance.



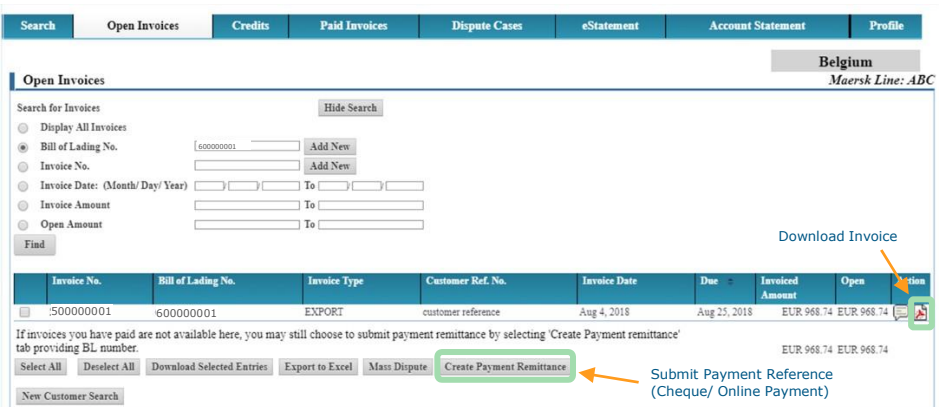
The screenshot shows the MyFinance interface. On the left, there are navigation options: 'Import overview' and 'Tasks'. The main area is titled 'MyFinance' and includes a search bar with 'Search options' and a search input field. Below the search bar, there are tabs for 'Dashboard', 'Open (1)', 'Overdue', 'Paid', 'Disputed', 'Credits', 'E-statement', and 'See more'. The 'Open Invoices' section is active, showing a table with columns: Invoice number, Bill of lading no., Customer reference, Due date, Open amount, and Dispute status. One invoice is listed with invoice number 1234567890, bill of lading no. 600000001, due date 25 SEP 2021, and an open amount of MYR 4,945.74. A 'Dispute status' column shows 'Dispute online'.

Payment information is available on the invoice. Payment can be made by online payment.

Submit Payment Reference

You may submit your payment proof to MyFinance.

Click 'See more' > '3rd Party invoice search' > 'Redirect'



The screenshot shows the 'Open Invoices' search results page. At the top, there are navigation tabs: Search, Open Invoices, Credits, Paid Invoices, Dispute Cases, eStatement, Account Statement, and Profile. The 'Open Invoices' tab is selected. Below the tabs, there is a search section with a 'Search for Invoices' label and a 'Hide Search' button. The search criteria include: Display All Invoices (radio button), Bill of Lading No. (text input with value 600000001 and 'Add New' button), Invoice No. (text input and 'Add New' button), Invoice Date: (Month/Day/Year) (range selector), Invoice Amount (range selector), and Open Amount (range selector). A 'Find' button is at the bottom left. Below the search section is a table with columns: Invoice No., Bill of Lading No., Invoice Type, Customer Ref. No., Invoice Date, Due, Invoiced Amount, Open Amount, and a 'Download Invoice' button. The table contains one row with invoice number 500000001, bill of lading no. 600000001, invoice type EXPORT, customer reference, invoice date Aug 4, 2018, due date Aug 25, 2018, invoiced amount EUR 968.74, and open amount EUR 968.74. Below the table, there is a message: 'If invoices you have paid are not available here, you may still choose to submit payment remittance by selecting 'Create Payment remittance' tab providing BL number.' Below the message are buttons: Select All, Deselect All, Download Selected Entries, Export to Excel, Mass Dispute, Create Payment Remittance, and New Customer Search. An arrow points to the 'Create Payment Remittance' button with the text 'Submit Payment Reference (Cheque/ Online Payment)'. Another arrow points to the 'Download Invoice' button with the text 'Download Invoice'.

Submit the payment reference via Create Payment Remittance button above

3. Surrender OBL

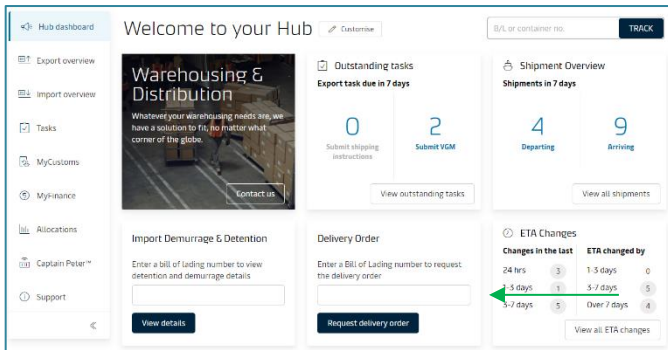
You may surrender your OBL (original Bill of Lading) at **Maersk counter**.

Counter Operation Hours: 9.00am – 4.30pm

Break for lunch from 12.30pm – 1.30pm

4. Delivery Order

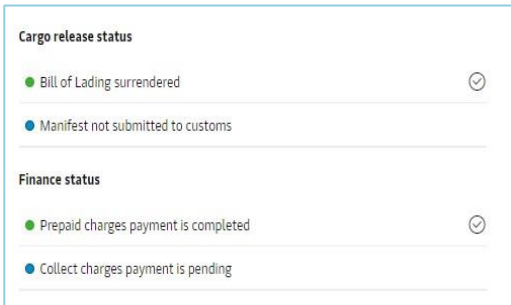
Delivery request is now submitted **online** via **Maersk.com**.



The screenshot shows the Maersk Hub dashboard with the following sections:

- Welcome to your Hub:** Includes a search bar for 'Bill of container no.' and a 'TRACK' button.
- Export overview:** A card for 'Warehousing & Distribution' with a 'Contact us' button.
- Outstanding tasks:** Shows 'Export task due in 7 days' with a count of 0 and 'Submit shipping instructions' button.
- Shipment Overview:** Shows 'Shipments in 7 days' with counts for 'Departing' (4) and 'Arriving' (9), and a 'View all shipments' button.
- Import Demurrage & Detention:** A section to 'Enter a bill of lading number to view detention and demurrage details' with a 'View details' button.
- Delivery Order:** A section to 'Enter a Bill of Lading number to request the delivery order' with a 'Request delivery order' button.
- ETA Changes:** A table showing changes in ETA with a green arrow pointing to the '-5 days' row.

Changes in the last		ETA changed by	
24 hrs	3	1-3 days	0
-5 days	1	5-7 days	5
-7 days	5	Over 7 days	4



The screenshot shows the 'Cargo release status' and 'Finance status' sections:

- Cargo release status:**
 - Bill of Lading surrendered (checked)
 - Manifest not submitted to customs
- Finance status:**
 - Prepaid charges payment is completed (checked)
 - Collect charges payment is pending

You may check **Cargo Release Status** and **Finance Status** here.

You can only proceed with **submission of delivery order**:

- Bill of Lading has been **surrendered**
- **2 days** before **ETA** for shipment to **Port Klang & Tanjung Pelepas**

Delivery orders

Please proceed to delivery order request for the containers with 'ready to submit' status.



Continue



Release type, payers & containers



Documents & References



Release details



Review

Attached Letter of Authorization

You will only see this if you are a **third-party** requesting for delivery order release.

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](#)

Maximum allowed file size or total size of all files is 10MB (0.00MB / 10MB)

Supported formats are: .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .ZIP

If you are trucking-out the containers yourself, select **merchant haulage**. Once selected, ensure all the containers are selected for release and confirm if details are correct. Then, click on **Request Delivery Order**.

If your shipment is booked for store door delivery, the release type will be by default as **Carrier Haulage (SD)**. Alternatively, you can still purchase our trucking services by selecting **inland delivery** option.

Selected release type

Merchant Haulage (CY)
Release to a third-party haulage provider you arrange

Inland Delivery
Delivery by our global intermodal network. [Learn more](#)

View Payer

5 Charges in Shipment

Containers awaiting delivery order request

Containers	Request id / Case Number	Status
<input checked="" type="checkbox"/> CAU06461626	-	Ready to Submit
<input checked="" type="checkbox"/> CIP05041078	-	Ready to Submit
<input checked="" type="checkbox"/> MR014270369	-	Ready to Submit



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Payment proof upload will be prompt if Collect Charges payment status are pending.

Key in the **ledger account number / FA code / DIC number** according to the port of discharges.

Documents & References

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.

Upload Document

Maximum allowed file size or total size of all files is 10MB (0.24MB / 10MB)
Supported formats are: XLS, XLSX, PDF, DOC, DOCX, PPT, PPTX, JPG, JPEG, TXT, ZIP

Mandatory Documents / References

Ledger account

[CY mode] Kindly select **closest estimated release date** based on the ETA date and Time for this shipment. The indicated pickup time would **not affect actual release date**, as container release will take place immediately after we have received and processed your delivery order submission on maersk.com

Release container details will be updated as consignee. No worries, release party in port system will updated based on the Ledger account / FA code input before.

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)

Pickup date

Pickup time
Pick a time within terminal operating hours

Detention details Total* Not available

I made the payment for D&D charges.

Haulage instructions(Optional)

0/800



[SD Mode] Fill up the details of the delivery – address, date, time & contact.

Delivery reference: Please advise below details in this fill

- Type of preferred haulier (normal haulier / side loader)
- Empty return details (direct unload / advise date)

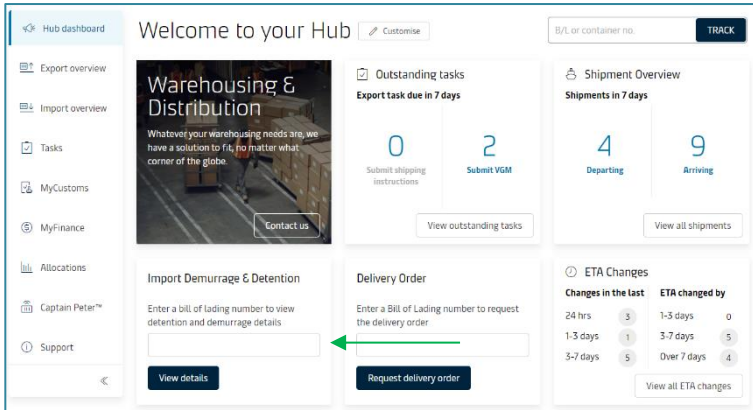
Optional: **Detention details** – This feature will show you the estimated D&D charges of the shipment for your reference. In case if you have made the D&D payment in advance, you may tick the box to upload the payment proof.

Input your **email** address or **more** as desired, then you're good to go.

Once confirmed, the documents will be uploaded and automatically notify our import team. You will also receive a case number for your reference.

5. Demurrage & Detention

Demurrage & Detention (DnD) Information? [Check it online!](#)



The screenshot shows the Maersk Hub dashboard. A green arrow points to the 'Request delivery order' button in the 'Delivery Order' section, which is linked to the 'Import Demurrage & Detention' section.

One-click online visibility of **free days & last free date**.

Change to your **plan empty return date** to check the **possible detention price**.

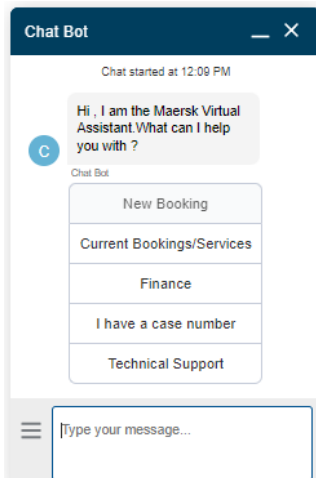
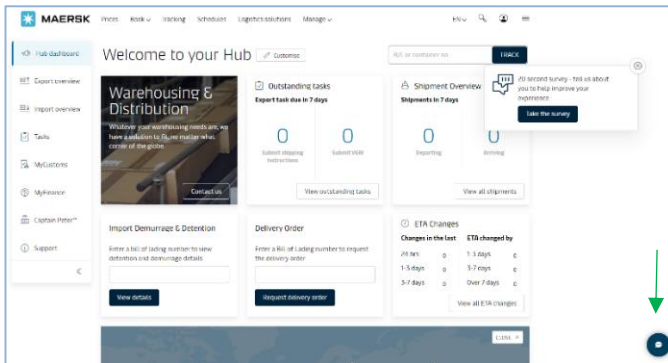
Detention					
Detention charge & free days details					
You can select a new 'Empty return date' to view detention charge applicable (as per the contract/ standard tariff). Empty return location					
Containers	Free Days	Last Free Date	Empty return date	Chargeable days	Detention price Days X Rate
PONU1939386 40' DRY Animal fodder, pet food, non-frozen	7 days	17 Sep 2022 🕒	21 Sep 2022 📅	4 days 🕒	MYR 600.00 ⌵
Total no. of containers: 1			Total price* MYR 600.00		
<small>*Detention price displayed is initial estimate to this shipment based on selected empty return date. Your invoice will contain additional local tax or changes to these figures in accordance to terms and conditions.</small>					

Contact: We are here to assist

If at any time support is required.

ChatBot

Click on the [Chat](#) to start.



- Use the Options ([Main Menu](#)) to get the answers to your queries.
- If ChatBot cannot serve with your request and Agent Chat is not available, there will be [Case Number](#) and your request will be [email-based](#).
- Live Agent is available during our business hours ([Mon-Fri 0900 to 1700hrs](#)) and subject to availability.
- Please provide the details matched with the required format when ChatBot requests for more details; Otherwise, ChatBot will not be able to detect your request.



MAERSK

Mailbox (Import) : my.import@maersk.com

Customer Service Hotline : +60 3 8601 2940

Address : Malaysia Main Office Address
Suites C-06-05/6/7/8, Level 6
SkyPark @ One City, Jalan USJ 25/1
47650 Subang Jaya, Selangor
MALAYSIA.

Counter Operation Hours : 09:00 – 16:30
Lunch Break 12:30 to 13:30
Closed on Saturday, Sunday and Public
Holidays
Scan QR Code for counter appointment form

