

A person with long blonde hair, wearing a dark jacket and a patterned knit hat, is sitting on a rocky mountain peak. They are looking out over a vast, hazy landscape under a warm, golden sunset sky. The foreground consists of large, dark rocks.

How to request Import Delivery Orders online for Merchant Haulage shipments



MAERSK

- Hub dashboard
- Export overview
- Import overview
- Tasks
- MyCustoms
- MyFinance
- Allocations
- Captain Peter™
- Support

Welcome to your Hub

Customise

B/L or container no.

View details

We're looking to improve your Hub

We would appreciate your feedback in a short survey

[Survey](#)

Outstanding tasks

For vessel departing in next 7 days

0 Submit shipping instructions

0 Submit VGM

[View outstanding tasks](#)

Shipment Overview

Shipments in 7 days

6 Departing

8 Arriving

[View all shipments](#)

Import Demurrage & Detention

Enter a bill of lading number to view detention and demurrage details

[View details](#)

Import manifest & delivery order

Request import manifest and delivery order

[Request](#)

Local Information

Find local contacts and detailed shipping information for your origin or destination

[Asia Pacific](#)

[Europe](#)

[India, Middle East and Africa](#)

[Latin America](#)

[North America](#)

Maersk app

Download the app today and experience cargo visibility wherever you are.

[Learn more](#)



Allocations

Week 41 (09 Oct - 15 Oct)

Routes	Available/Allocated	FFE
No information found. There is no allocation agreement that exists for Week - 41.		

Maersk Spot

Your Spot prices for 40FT DRY

Maersk.com/Hub page

To get started

Log in to www.maersk.com/hub

Start the journey by updating the bill of Lading number and clicking request Delivery Order



← Back to dashboard

B/L no. 230000059

B/L Status

Cargo release status

● Bill of Lading (Originals) surrender pending

● Manifest not submitted to customs

IGM pending

View IGM

● CFS Manifest Import - Status : Submit Request

DeadLine: 06 Oct 2023 20:00

Create CFS

● HSS Manifest Import Submit Request

DeadLine: 04 Oct 2023 20:00

DeadLine Passed

● HBL Manifest Import Submit Request

DeadLine: 04 Oct 2023 20:00

DeadLine Passed

Finance status

● Prepaid charges payment is completed

● Collect charges payment is pending

Invoices and payment

ⓘ Invoice and Payment related information can only be viewed by payer of invoice. In case of any clarification around same you can contact our Customer service team.

Delivery orders

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

Continue

View task statuses

Check status for:

- Bill Surrender
- IGM (Customs Manifest) filed
- Prepaid charge payments
- Collect charge payments

Users wont be able to proceed with a DO request unless all tasks are closed but can view the latest status here.

Page 2

Upload letter of authorization

Agents/CHA acting on behalf of consignee should upload LOA (Letter of Authorization) /NOC (No Objection Certificate)



← Back

Shipment: 230000059

Apapa, NG
3 Sep 2023

Ahmedabad, IN
12 Oct 2023



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

View Payer

7 Charges in Shipment 230000059

None selected Invoice reference (Optional)

Charge types	Payer Details	Price
Collect charges		
<input type="checkbox"/> Container Protect Essential	Payer assigned already Update Payer	Not available
<input type="checkbox"/> Inland Haulage Import	Payer assigned already Update Payer	Not available
<input type="checkbox"/> Terminal Handling Service - Destination	Payer assigned already Update Payer	Not available
<input type="checkbox"/> Documentation fee - Destination	Payer assigned already Update Payer	Not available
<input type="checkbox"/> Dry Port Surcharge - Import	Payer assigned already Update Payer	Not available
Import Demurrage & Detention charges		
<input type="checkbox"/> Import Demurrage	BAHETI RECYCLING INDUSTRIES LIMITED-*****697 Update Payer	Not available
<input type="checkbox"/> Import Detention	BAHETI RECYCLING INDUSTRIES LIMITED-*****697	Not available

Pre-requisite conditions & Continue

Pre conditions for requesting Delivery order:

- ✦ IGM (Customs Manifest) filing should be done.
- ✦ In case of Negotiable Bill of Lading (OBLs) same should be surrendered at CMS counter.
- ✦ All charges should be paid and payment proof uploaded in My Finance. (Freight Release Task closed)

Delivery order can only be requested when all above pre requisites are met, else you would see message and not allowed to request.

If all pre requisites met then continue with the DO request



Charge types	Payer Details	Price
Collect charges		
<input type="checkbox"/> Container Protect Essential	Payer assigned already Update Payer	Not available
<input type="checkbox"/> Inland Haulage Import	Payer assigned already Update Payer	Not available
<input type="checkbox"/> Terminal Handling Service - Destination	Payer assigned already Update Payer	Not available
<input type="checkbox"/> Documentation fee - Destination	Payer assigned already Update Payer	Not available
<input type="checkbox"/> Dry Port Surcharge - Import	Payer assigned already Update Payer	Not available
Import Demurrage & Detention charges		
<input type="checkbox"/> Import Demurrage	BAHETI RECYCLING INDUSTRIES LIMITED-*****697 Update Payer	Not available
<input type="checkbox"/> Import Detention	BAHETI RECYCLING INDUSTRIES LIMITED-*****697 Update Payer	Not available

Please check that the payers for Import Demurrage & Detention is updated correctly.

I agree to the [terms and conditions*](#) for price/rate information.

*The price displayed is initial estimate for the charges applicable to this shipment. Your invoice may contain additional local tax or charges if applicable.

Containers awaiting delivery order request

<input checked="" type="checkbox"/> Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> MRSU3591813	-	Ready to Submit

- You have not surrendered the original bill of lading. Kindly submit the original documents at the CMS counters
- Payments towards this shipment are not complete and not reflecting in our systems yet. Kindly submit the payment details in [MyFinance](#). Payment details submitted usually takes upto 6 hours to reflect in our systems, kindly ensure payments do for on time releases
- Custom filing (IGM filing) is still pending, you can request delivery order post same is filed

Shipment: 912345678

ETA 5 May 2020

From
Rocky Mount, US
9 March 2019

To
Algeciras, ES
19 March 2019

Page 3

Haulage details



Release details for merchant haulage

Port of discharge (City, country/region)

Ennore Chennai, IN

Place of release

Adani Ennore container terminal
5 APR 2020 16:30

Release and return details for all containers

Delivery type ⓘ

Please choose an option

Factory De-stuffing

CFS De-stuffing

ICD Dock De-stuffing

Pickup date

Select date

Pickup time

23:50

Pick a time within terminal operating hours

Return date (optional)

Select date

Return time (optional)

23:50

Pick a time within terminal operating hours

Demurrage details

Total INR 500,000.00 Total (18% GST)

Detention details

Total INR 500,000.00 Total (18% GST)

Include 18% Goods & Service Tax (GST)

Attach DD proof of payment

Haulage instructions (optional)

- * Delivery Type option to be selected as applicable
 - Factory Destuffing
 - CFS De-Stuffing
 - ICD Dock De-Stuffing
- * Haulage details get auto updated
 - Release to party (updated as consignee)
 - Pick Up Date & Time
 - Container return depot (would be auto updated)
 - Return Date & time (default Detention LFD)
 - Demurrage & Detention details
 - Any special Haulage instructions



Port of discharge (City, country/region)

Ennore Chennai, IN

Place of release

Adani Ennore container terminal

5 APR 2020 16:30

Release and return details for all containers

Delivery type ⓘ

Factory De-stuffing

Release container to (optional)

ABC CO LTD

Pickup date

Select date

Pickup time

23:50

Pick a time within terminal operating hours

Container return depot

Adani Ennore container terminal

Return date (optional)

Select date

Return time (optional)

23:50

Pick a time within terminal operating hours

Demurrage details

Total INR 500,000.00 Total (18% GST) INR 515,

Detention details

Total INR 500,000.00 Total (18% GST) INR 515,

Include 18% Goods & Service Tax (GST)

Attach DD proof of payment

Haulage instructions (optional)

Placeholder text

Continue

Back

Page 3

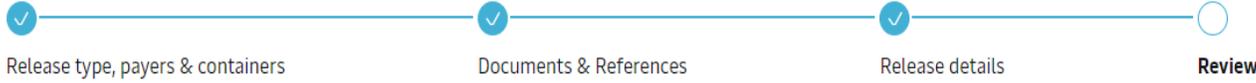
Haulage, Documents and DnD details

All required documents – mandatory and optional will be listed for upload by customers (basis rules)

In case we have Demurrage and Detention applicable then attaching Receipt of Payment is Mandatory.

Back

Request delivery order



Review your order details

Shipment: **1KT226263**

FROM (City, Country/Region)
Hoskote - Bangalore, IN
13 Aug 2021

→

TO (City, Country/Region)
Bremerhaven, DE
16 Oct 2021

Recipient details

Hide recipient details

Delivery order recipient e-mail ID

+ Add e-mail address

Payer details

View payer details

Documents and references

View documents and references

Release details

View release details for merchant haulage

Page 4

Additional Details

Provide DO receiver details who wants to receive the delivery order

User can preview before sending final confirmation for any changes.

Click on [submit](#)



Validating Shipment information ✓

Preparing Delivery Order ●

Upon Submission

- It will validate all pre requisites which are mandatory for releasing order for a release order (DO)
- Upon validation it will either create instant DO immediately or will go for manual handling by Maersk user basis document / DnD validation needs



[← Back to dashboard](#)

Delivery Order has been issued for the requested Containers

Confirmation

✔ Great. Your Instant Delivery Order processed successfully

📄 [Download Delivery Order Request submitted for 507311192.pdf](#)

All recipients for this request will receive a confirmation email shortly.

What can you do next?

In case of any changes or queries you can write back to our customer service team

Final Confirmation

Instant Delivery Order

- If all the pre conditions are validated and is successful, then you will receive an Instant DO confirmation
- A message will be displayed Delivery Order would be in receivers mailbox shortly

Express Delivery Order

- If all the pre conditions are not auto validated then you will receive Case/Ref Number confirmation
- Delivery Order would be send by Maersk user post validation of all relevant documents/ applicable DnD. (TAT – 2 Hours)

[← Back to dashboard](#)

Request delivery order



Confirmation

✔ Great. Your request has been submitted with case ID 2004-117329780.

📄 [Download Request 2004-117329780.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 2004-117329780

Support

[MY CASES](#) [CREATE CASE](#) [SEARCH FOR HELP](#) [CONTACT US](#)

Displaying 1-10 of 281

Case number	Date created	Category	Description	Status	
1907-52972596	17 Jul, 2019 10:16	Cargo/Container	Bill of Lading: 968043437 Port of discharge: St Petersburg FCT, Russia Place of release: First Conta...	Open	VIEW CASE
1907-52972553	16 Jul, 2019 19:19	Cargo/Container	Bill of Lading: 579554614 Release To Party	Open	VIEW CASE
1907-52972552	16 Jul, 2019 19:13	Cargo/Container	Bill of Lading: 606256520 Port of discharge: Norfolk, United States Delivery location: Baltimore, Un...	Open	VIEW CASE
1907-52972551	16 Jul, 2019 19:08	Cargo/Container	Bill of Lading: 968043437 Port of discharge: St Petersburg FCT, Russia Place of release: First Conta...	Open	VIEW CASE
1907-52972550	16 Jul, 2019 19:03	Cargo/Container	Bill of Lading: 967346472 Port of discharge: Montreal, Canada Delivery location: Chicago, United Sta...	Open	VIEW CASE
1907-52972549	16 Jul, 2019 19:01	Cargo/Container	Bill of Lading: 606256520 Port of discharge: Norfolk, United States Delivery location: Baltimore, Un...	Open	VIEW CASE

DO Requests can be viewed in support section

DO amendments (if any) can also be requested once the initial DO request is processed/ issued, from the same page itself.

A close-up, shallow depth-of-field photograph of a person's hands typing on a laptop keyboard. The person is wearing a light-colored, ribbed sweater. The background is a blurred office environment with a window showing a view of trees. Two soft, out-of-focus light spots (bokeh) are visible in the upper left quadrant. The text "Digital ALL THE WAY" is overlaid on the image, with "Digital" in white and "ALL THE WAY" in blue.

Digital ALL THE WAY

Thank You