

Self-Service

Delivery Order

Guide



New!

Inland delivery is now available at time of online delivery order.
Refer to Annex on pages 10-13.

Hello!

We're excited to have you here.

This is a feature to help you release your shipments seamlessly, at your convenience.

Before we start, you will need the below to use the online **Self-Service Delivery Order** feature:

1. [Maersk.com](#) account
 - If you have yet to sign-up, you may do so on our website and contact your local representative for quicker registration approval.
2. LOA Template (Letter of Authorization)
 - LOA required if you are login as agent. Please ensure file is saved as .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .MSG
3. Payment proof

Request

Delivery Order Release

To get started, [log-in](#) to Maersk.com to access your Hub.

Scroll down for the **Delivery Order & Inland transport** box, input the **Bill of Lading number** that you wish to release and click '**Request**'.

The screenshot shows the Maersk Hub dashboard. On the left, there's a sidebar with various menu items: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter™, Support, and a back arrow. The main area has a "Welcome to your Hub" banner with a person looking at a screen and a "Survey" button. Below it is an "Import Demurrage & Detention" section with a search bar and a "View details" button. To the right, there are sections for "Outstanding tasks" (checkbox for vessels departing in next 7 days), "Shipment Overview" (2 Departing, 4 Arriving), "Local Information" (Asia Pacific, Europe, India, Middle East and Africa, Latin America, North America), and a "Delivery Order & Inland transport" section which is highlighted with a yellow circle. This section contains a search bar for "Enter B/L no.", a "Request" button, and a "View outstanding tasks" button.

Check

your shipment status

You may check [Manifest, BL Surrender and Payment status](#) here.

You can only proceed with submission of delivery order if:

- Prepaid charges payment is completed
- Bill of Lading has been surrendered

If collect charges payment is not completed yet, you may still proceed with submission of delivery order, but release will only be processed after task is completed.

⚠ Container(s) are not ready for delivery request

Not all requirements are met, but you can still create a delivery order

[Hide details](#) ^

Cargo release status	Finance status
✓ Bill of lading (Waybill) issued at origin	✓ Prepaid charges payment is completed
⚠ Manifest not submitted to customs	⚠ Collect charges payment is pending

Purchase

additional free time at destination, up till ETA-1day

Require more time for your operational planning? You now have the option to purchase additional free time during your delivery order submission.

Kindly note that upon purchase, the charge will be invoiced to the purchasing party under the designated charge name "Free Time Extension Contract" and this is non-refundable.

Import freetime

Detention

Included free days 5 days

Select additional days

4 7 BEST 10 14

Applies to
All containers (1)

Estimated last free day after the purchase
04 Dec 2024

Price	SGD 645.00
28% online discount	SGD -180.60
Total Price	SGD 464.40

Continue to buy detention

Confirm

units for release

If you have your designated haulier, you may proceed to click on 'I will pick up my cargo' followed by 'Request delivery order'.

How do you want your cargo to be delivered?

Select your haulage preference below to start your request

✓ Selected

 I will pick up my cargo
Merchant haulage

 Use Maersk inland delivery
Carrier haulage

Request delivery order

Do not have appointed haulage yet? Maersk now provides **trucking service to deliver your cargo right to your doorstep**.

Refer to [pages 10-13](#) of this guide.

Submit

your Letter of Authorization

You will only see this field if you are a **third-party** requesting for EDO release. Here, you may click on browse to select the file to be uploaded. Alternately, you may drag the file from your desktop to the box.

Acceptable file format:

.XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .MSG

 Upload authorisation to request delivery order

To continue, upload a letter of authorisation from the consignee which grants you the permission to place the delivery order.

Upload Letter of Authorization

Please 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

Request delivery order

Update

payment proof & haulier UEN

Good news! You may now **upload your banking slip** while requesting for EDO release request without writing additional emails to us. This feature will only be prompted if Collect Charges payment status is **pending**.

Documents & References

Proof of payment

If payment for the collect charges is completed or pending, please upload documents for "Proof of payment". If you have already submitted a proof of payment within the last 24 hours, it might be processing and there is no need to upload it here.

Or please select one of the options below if you prefer not to attach proof of payment:

I want to continue and agree to share the proof of payment later.
 I have [credit terms](#), hence this proof of payment is not applicable to me.

Additional information

- Please note that a Company Registration (CR) number will not be accepted, and shipments will not be released based on the provision of a CR number.
- The TRANSPORTER/HAULIER UEN number should consist of 9 or 10 alphanumeric characters.

References

Mandatory

TRANSPORTER/HAULIER UEN NO (9-10 alphanumeric)

Enter reference number

Next, key in **haulier UEN number**. To keep things efficient, simply inputting the transporter's UEN is all that's needed. In fact, including both the transport company name and UEN could cause delays in processing your release.

Please note **Import Permit** can be uploaded as a **supporting document**.

Continue

Do note that '**release container to**' may automatically reflect party information of consignee in shipment, however **containers will be released based on the Haulier UEN indicated.**

Kindly select closest estimated release date based on the **ETA Date and Time** for this shipment.

Do note that the indicated pickup time **would not affect actual release date**, as container release on Portnet will take place immediately after Maersk has received and processed your delivery order submission on maersk.com.

The screenshot shows the Portnet software interface with two main sections: 'Release details' and 'Return details'.

Release details:

- Release container to:** A section where it says "Party has been pre-assigned to consignee". Below this is a "Change contact" button.
- Pick up date & time:** A section titled "Shipment ETA" with a "Change date and time" button.

Return details:

- Empty container return depot:** A section with a "Default return depot*" dropdown menu and a "Change date and time" button.
- Return date & time (optional):** A section titled "Shipment ETA" with a "Change date and time" button.

* For certain container types, you can choose to return empty containers to different depots by cancelling the default selection and making a new one.

Final Step!

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

Confirmation of the delivery order will be sent to:

1. abc@xyz.com
2. Email address (optional)

Add email

Terms and conditions

By accepting you agree to the haulage price applicable to selected delivery.

Also, understand that additional charges may incur.

Please refer to your country's local webpage or contact customer service for these details.

I accept the [Terms and conditions](#)

How was your experience on this page?  

SubmitCancel

Once submitted, the documents will be uploaded and automatically notify our import team. You will also receive a [case number](#) for your reference.

Annex

Online request for Inland Delivery

If your shipment is booked for store door delivery, the release type will be by default as **Carrier Haulage (SD)**.

The screenshot shows a user interface for selecting inland delivery methods. At the top, a question asks "How do you want your cargo to be delivered?" with a note to "Select your haulage preference below to start your request". Two options are shown: "I will pick up my cargo Merchant haulage" (unchecked) and "Use Maersk inland delivery Carrier haulage from SGD 395.00" (checked and highlighted with a blue border). Below this, a section titled "Select inland delivery location" lists several options: Singapore, Singapore (selected, SGD 410.00); Jurong, Singapore (unchecked, SGD 395.00); Bangkok, Thailand (unchecked, Price not available); Laem Chabang, Thailand (unchecked, Price not available); and a search bar labeled "Search location". A large "Book inland delivery" button is at the bottom.

How do you want your cargo to be delivered?
Select your haulage preference below to start your request

I will pick up my cargo
Merchant haulage

Use Maersk inland delivery
Carrier haulage
from SGD 395.00

Select inland delivery location

Singapore, Singapore by Truck Total: SGD 410.00

Jurong, Singapore by Truck Total: SGD 395.00

Bangkok, Thailand by Truck Price not available

Laem Chabang, Thailand by Truck Price not available

Search location

Book inland delivery

Alternatively, you can still [purchase our trucking services](#) by [selecting inland delivery option](#).

Select your [delivery location](#). You may also use the search function if the preferred location is not on the option list.

Select the [payer party](#), then click on [Book inland delivery](#).

Annex

Online request for Inland Delivery

Upload your **banking slip** while requesting for EDO release request without writing additional emails to us. This feature will only be prompt if Collect Charges payment status are **pending**.

Documents & References

Proof of payment

If payment for the collect charges is completed or pending, please upload documents for "Proof of payment". If you have already submitted a proof of payment within the last 24 hours, it might be processing and there is no need to upload it here.

[Upload document](#)

Additional information

- Please note you have requested our inland service, please fill up all the details provided in next page and submit the request and ensure custom clearance is taken care of before the request delivery date.

[+ Add optional documents](#)

Please note Import permit can be uploaded as a supporting document.

Do not have an appointed customs clearance agent yet? Maersk provides customs clearance services! For more information, kindly reach out to your local Customer Experience Consultation.

Annex

Online request for Inland Delivery

Fill up the details of the delivery – **address, date, time & contact**.

Address

Add the address you want your shipment to be delivered to

[Add address](#)

[Add next stop](#)

Date and time

23 Nov 2024

[Change date and time](#)

Delivery contact

ABC
abc@xyz.com

[Edit contact](#)

Preferred contractor (Optional)

Haulage instructions (Optional)

Please include any special instructions or reference needed to arrange the delivery 0 / 800

How was your experience on this page? [Up](#) [Down](#)

[Continue →](#) [Cancel](#)

Annex

Online request for Inland Delivery

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

Confirmation of the delivery order will be sent to:

1. abc@xyz.com
2. Email address (optional)

Enter consignee or other email address

Add email

Terms and conditions

By accepting you agree to the haulage price applicable to selected delivery.

Also, understand that additional charges may incur.

Please refer to your country's local webpage or contact customer service for these details.

I accept the [Terms and conditions](#)

How was your experience on this page?  

Submit

Cancel

Once submitted, the documents will be uploaded and automatically notify our import team. You will also receive a [case number](#) for your reference.

Contact Us

If at any time you have difficulties with your release request, feel free to approach us via sg.import@maersk.com.