

# Customer Advisory

## Process Changes on Import Delivery Order

**March 25<sup>th</sup> 2024**

Dear Valued Customer,

We would like to express our thankfulness on your continuous support on our service.

In order to ensure we could simplify the way we are offering the service to our customers, we would like to inform about the container deposit removal effectively from April 1<sup>st</sup>, 2024 for all import cargo into Cambodia.

Below are key adjustments to import delivery order process.

### **A)- Validity of Delivery Order**

Starting from April 1<sup>st</sup>, 2024, all delivery order documents will be issued with validity which containers must be returned before expiry date. Otherwise depot will reject your empty container returned upon your container delivered to assigned depot.

### **B)- Delivery Order Validity Extension**

Customers can purchase DnD by one of below options

1. Import DnD extension during delivery order request with discounted prices. Please refer to guidelines [here](#)
2. Manual DnD Purchase with full prices. Please submit your request to [KH.Import@maersk.com](mailto:KH.Import@maersk.com) with subject **"Import Detention Extension + Shipment Number"**. Customer Experience Team will send you the extended delivery order within 2 working hours.
3. To check for DnD freetime and calculation, please refer to think [link](#)

### **C)- Disclaimer**

The manual freetime extension needs to be requested within working hours as Customer Experience Team will respond back within 2 working hours. Maersk will not take responsibility on any consequences for any request submitted outside working hours.

We do hope that the new process will even provide you a better experiences with Maersk, and we appreciate your further support on making our service better in the future.

Best Regards,

**Maersk Customer Experience Team  
Cambodia**