



Self Service Delivery Order
Request your Delivery Order Online at Anytime

October 9, 2023



SSDO Prerequisites


As we are continuously striving to provide you a faster and seamless DO releasing, we are seeking your cooperation to follow below guidelines before making an SSDO request on our SSDO Website.

1. Please ensure to upload payment for Collect charges in P2R via MyFinance and wait for the Official Receipt. Click [here](#) on how to check submit your payment and download your OR.
2. Container should be discharged status → Click [here](#) how to track your container movement.
3. OBL must be surrendered.
4. Please ensure payment for Demurrage/Detention (if applicable) is uploaded. → Click [here](#) how to check DND freetime/ calculator.

1. Log-in your account to www.maersk.com



Login

 amc096

Remember my username

Log in

Need help with your [username](#) or [password](#) ?

New to our online services?

Sign up to book online, manage and pay for shipments, and access a suite of products and services designed to streamline your supply chain.



2. Enter the BL number in Delivery Order box and click request

The screenshot shows the Maersk Hub dashboard interface. At the top, there is a navigation bar with the Maersk logo, a 'Beta' badge, and menu items for Prices, Book, Tracking, Schedules, Supply chain, and Manage. On the right side of the header, there are icons for language (EN), search, notifications, user profile, and a menu icon.

The main content area is titled 'Welcome to your Hub' and includes a 'Customise' button. Below this, there is a search bar for 'B/L or container no' with a 'View details' button. The dashboard is divided into several sections:

- Hub dashboard** (selected in the left sidebar)
- Export overview**
- Import overview**
- Tasks**
- MyCustoms**
- MyFinance**
- Allocations**
- Captain Peter™**
- Support**

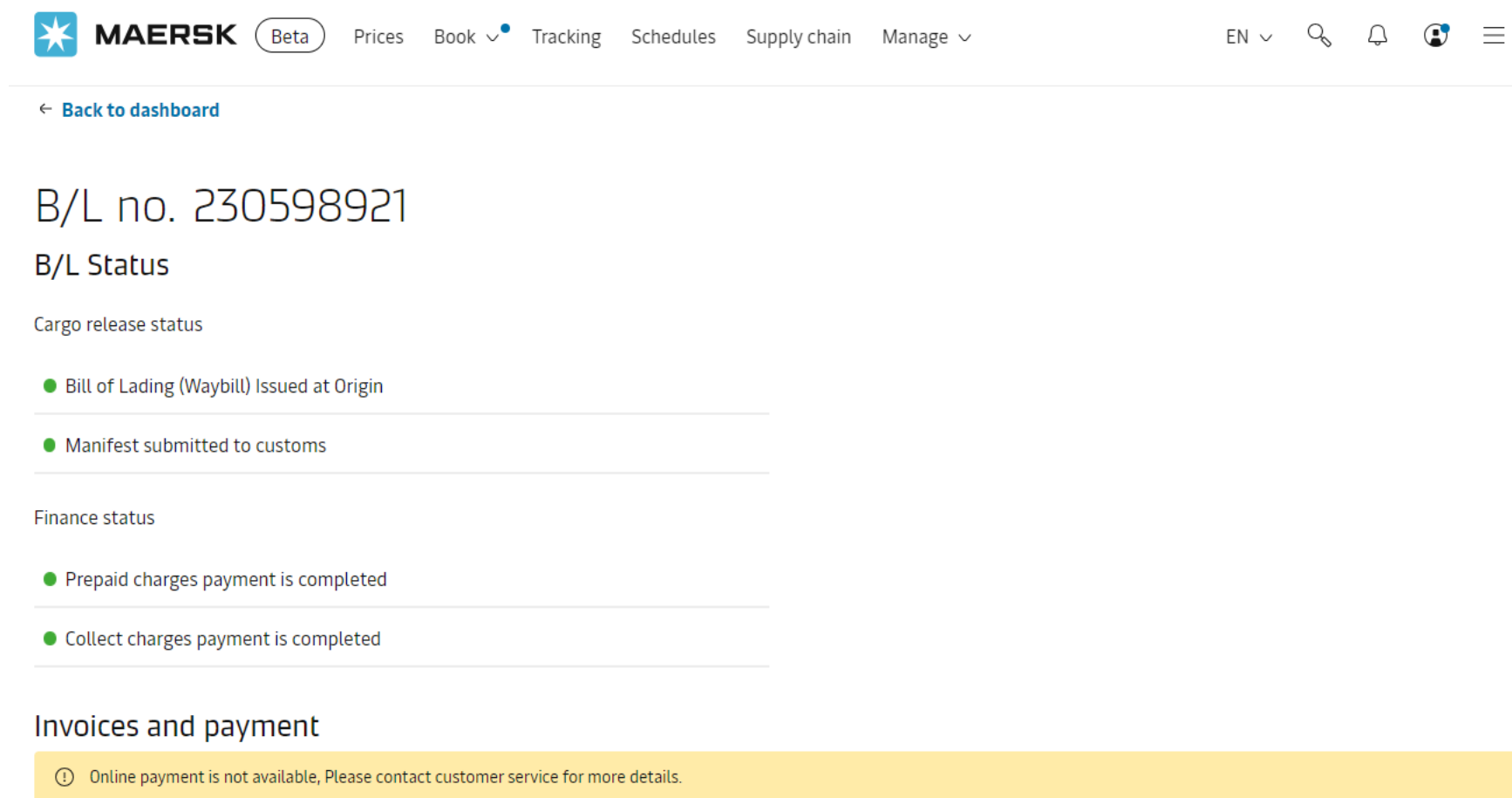
The main content area features a central banner with the text 'We're looking to improve your Hub' and a 'Survey' button. To the right, there are two summary cards:

- Outstanding tasks**: For vessel departing in next 7 days. It shows 0 'Submit shipping instructions' and 0 'Submit VGM' tasks. A 'View outstanding tasks' button is at the bottom.
- Shipment Overview**: Shipments in 7 days. It shows 0 'Departing' and 0 'Arriving' shipments. A 'View all shipments' button is at the bottom.

At the bottom of the dashboard, there are two input sections:

- Import Demurrage & Detention**: Enter a bill of lading number to view detention and demurrage details. Includes an empty input field and a 'View details' button.
- Delivery Order**: Enter a Bill of Lading number to request the delivery order. Includes an input field containing the number '230598921' (circled in red) and a 'Request' button.

3. Ensure that all status is completed (green color) if there's still pending status (blue color) do not proceed the process as this still be rejected.



The screenshot shows the Maersk user interface for a Bill of Lading (B/L) status page. At the top, the Maersk logo is on the left, followed by a 'Beta' badge and navigation links for 'Prices', 'Book', 'Tracking', 'Schedules', 'Supply chain', and 'Manage'. On the right, there are icons for language ('EN'), search, notifications, user profile, and a menu. Below the navigation bar, a 'Back to dashboard' link is visible. The main content area displays the B/L number '230598921' and the title 'B/L Status'. Under 'Cargo release status', two items are listed with green status indicators: 'Bill of Lading (Waybill) Issued at Origin' and 'Manifest submitted to customs'. Under 'Finance status', two items are listed with green status indicators: 'Prepaid charges payment is completed' and 'Collect charges payment is completed'. At the bottom, a yellow warning box states: 'Online payment is not available, Please contact customer service for more details.'

4.1 Click continue in Delivery Orders and do not change payer details

Delivery orders

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

Continue

Other actions

Change payer details to charges

Change payer details for all the charges for this shipment

Change payer details

4.2 (For brokers/forwarders/3rd party agents)

Upload applicable Letter of Authorization and update email and contact numbers

← Back

Shipment: 609578743 Cleveland, US 8 Aug 2023 Manila, PH 9 Oct 2023

Payers & containers Documents & References Release details Review

Authorization & set release to party request

As you are not 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

⊗ In order to continue with delivery order request, you need to upload letter of authorization.

View Payer

3 Charges in Shipment 609578743

None selected Invoice reference (Optional)

Charge types	Payer Details	Price
Collect charges		
<input type="checkbox"/> Terminal Handling Service - Destination	Payer assigned already Update Payer	Not available
Import Demurrage & Detention charges		
<input type="checkbox"/> Import Demurrage	OPTODEV INC-*****30P Update Payer	Not available
<input type="checkbox"/> Import Detention	OPTODEV INC-*****30P 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

Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> MRSU0258157	-	Ready to Submit

5. Click "Continue with Merchant Haulage"

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"/> MNBU4370624 40' Reefer High Meat, nos, frozen (25747 kg)	2310-236799671 ⓘ	Request submitted

6. Click "Continue"

MAERSK (Ueta) Prices Look Tracking Schedules Supply chain Manage LN

Detention details Total* PHP 0.00

I made the payment for D&D charges.

Haulage Instructions(Optional)

Feedback

6.2 For incurred Demurrage/ Charges, upload proof of payment

Container return depot

Return date (Optional)

Return time (Optional) Pick a time within terminal operating hours

Demurrage details Total* Not available

Detention details Total* PHP 4,000.00

I made the payment for D&D charges.

+ Upload proof of payment (Demurrage & Detention)
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

Haulage instructions(Optional)

7. Enter "email address of DO recipient and click "Submit"

Recipient details

Hide recipient details

Delivery order recipient e-mail ID

+ Add e-mail address

Payer details

View payer details

Release details

View release details for merchant haulage

Cancel Submit

8. Below prompt for successful SSDO process. Please expect your SSDO in 1.5 Hours

The screenshot displays the Maersk website interface. At the top, the Maersk logo is on the left, followed by a 'Beta' badge and navigation links for 'Prices', 'Book', 'Tracking', 'Schedules', 'Supply chain', and 'Manage'. On the right, there are icons for language ('EN'), search, notifications, user profile, and a menu. Below the navigation bar, a blue link '← Back to dashboard' is visible. The main heading reads 'Delivery Order has been issued for the requested Containers Confirmation'. A green success message states: 'Great. Your Instant Delivery Order processed successfully'. Below this, there is a download link for 'Download Delivery Order Request submitted for 229370105.pdf' and a note: 'All recipients for this request will receive a confirmation email shortly.' A red 'Feedback' button is on the right side of the message box. Under the heading 'What can you do next?', there are two cards: 'Check status/ proceed for new request' (with subtext 'You can proceed to request for other 'ready to submit' containers on this shipment') and 'Go to release type/container selection' (with subtext 'You can view all your containers'). A circular chat icon is located on the right side of the page.