

01 October 2023

Dear Valued Customer,

### How to Request D/O Extensions Effectively

We at Maersk, constantly strive to provide more reliable, innovative and efficient ways to do business.

In order to serve you better and effectively, we kindly request you to note the below requirements in **submitting Delivery Order Extension requests**. Please ensure that relevant parties handling these requests on your behalf are duly informed.

Shipment **Consignee** can check the applicable shipment **Free Time** and **applicable detention charges** for specific **extension date** on Maersk web (<https://www.maersk.com/hub/>) using "**Import Demurrage & Detention**" option under their **secured login**.

Delivery Order Extension requests need to be submitted via email on **working days** (Monday to Friday) **before 3pm**.

- Please mention the BL number(s) that the payment is being made under the reference / comments area (when performing the transaction through online banking).
- Once the transfer is completed, please submit the bank payment confirmation through the **Paid to Release** option on **Maersk web**.
- Once payment receipt is received from Maersk submit your extension request through **Maersk web SSDO platform**. Clearly indicating the **Extension Date** and uploading your **Extension Payment Receipt**.
- In the event extension request is submitted via email instead of the above recommended option. The following steps to be followed. Email extension request will be processed within TWO working hours, post payment being receipted.
  - Send email to [lk.import@maersk.com](mailto:lk.import@maersk.com) **with a copy to [payments@maersk.com](mailto:payments@maersk.com)**.
  - Email Subject "**DELIVERY ORDER EXTENSION – {B/L NUMBER}**"
  - Relevant **Container Number/s**
  - Last **Expiry Date**
  - Required **Extension Date**

- Submit all **NEW requests** ONLY on a **NEW email**. **Avoid** sending Delivery Order Extension requests on top of **previously email trails**.

Should you require further information, please feel free to contact your respective customer service account holder or our Customer Service Hotline on [+94 72 0109420](tel:+94720109420) (between 9am to 5pm on weekdays)

Assuring our best services at all times.

Maersk Lanka Team