

Customer Advisory

Process Changes on Import Delivery Order

March 26th 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 1st, 2024 for all import cargo into Cambodia.

Below are key adjustments to import delivery order process.

A)- Validity of Delivery Order

Starting from April 1st, 2024, all delivery order documents will be issued with validity which containers must be returned to assigned depot before expiry date. Otherwise depot will reject your empty container returned, and you will be asked to pay additional detention with customer experience team.

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 with subject **"Import Detention Extension + Shipment Number"**. Customer Experience Team will send you the extended delivery order within 2 working hours. Inquiries outside working hour will be handled on the next working day.
3. To check for DnD freetime and calculation, please refer to this [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.

Our working hour is from Monday to Friday 8:30 to 12:00 and from 13:30 to 17:30.

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

Best Regards,

Maersk Customer Experience Team
Cambodia