

Hamburg, 20<sup>th</sup> February 2023

Dear Customer,

We are glad that you are importing your goods with us.

In order to guarantee a smooth process for you import container(s) kindly follow this guideline and this timeline step by step:

**21-14 days prior ETA of vessel at the final discharge port:**

- Make sure matters related to the Bill of Lading are clarified with your Shipper:
  - Original BL to be surrendered at destination counter?
  - Telex Release to be done at origin counter?
  - Seaway Bill / Express BL?
- Register/Sign up for [Maersk.com](https://www.maersk.com) (if you have no access yet)

**13-6 days prior ETA of vessel at the final discharge port:**

- Import Release Order (Merchant Haulage / CY) or Import Delivery/Transport Order (Carrier Haulage / SD) to be sent over Maersk.com:
  - For Release Order (CY) following tutorials:
    - [Video](#)
    - [Written](#)
  - For Transport Order (SD) following tutorials:
    - [Video](#)
    - [Written](#)
- Send payer and payment instructions for the collect/import charges (if not already prepaid) and Demurrage/Detention during the process for your Release/Transport Order.
- Preparation for customs clearance. If support is required, you can contact us over [de.import@maersk.com](mailto:de.import@maersk.com)

**LATEST 5 days prior ETA of vessel at the final discharge port:**

- Find your invoices in Maersk.com [MyFinance](#)
- Pay your collect/import charges (if you do not have a credit line with Maersk and your Shipper has not paid them)

**IMPORTANT NOTES:**

1. Manual release and transport requests will only be entertained in exceptional cases (i.e. customer not yet registered in Maersk.com 5 days prior ETA) and only with written acceptance of Manual Release Fee (Booking Services Destination) of EUR 50 per BL and sent to [de.import@maersk.com](mailto:de.import@maersk.com)
2. If OBLs are not surrendered, Telex Release is not finalized or the final Seaway Bill is not available, the Release/Transport Order cannot be sent.
3. If there are open payment at the origin country or by any other prepaid payer, the Release/Transport Order cannot be sent.
4. If you do not have a credit line with Maersk, the release will only be sent and the transport will only be performed once the collect charges are settled.
5. Invoices are to be paid by their due date. We however offer a grace period of 7 days.

6. Late payment fee of USD 50 per invoice will be applicable when payment has not been remitted within 7 days from the invoice due date, or later than otherwise agreed payment terms.
7. Import Demurrage/Detention are to be taken over by the Consignee, their agent or any other Merchant related to the Bill of Lading.
8. Disputes are solely to be raised over Maersk.com [MyFinance](#).
9. Maersk and its agents have freedom of contract. An inland transport or a request for customs clearance may be rejected anytime if there is no written confirmation to perform.

For further questions do not hesitate to contact us over our [Live Chat](#), by raising a [Case](#) or per phone under the number on our Local Information page.