



MAERSK

.....

Dear customer,

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

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)
- Get yourself acquainted with our local tutorials for Poland (see page 2)
- Get yourself acquainted with your Maersk HUB and how to [track and manage](#) your shipment
- Subscribe to receive your [Arrival Notice](#) and further [proactive notifications](#) you might need.

13-7 days prior ETA of vessel at the final discharge port:

- Submit payer and payment instructions for the collect/import charges (if not already prepaid) and Import Demurrage/Detention
- Please use our Self Service Delivery Order (SSDO) to get the release: [Self Service Delivery Order - Effective 1st August 2023 | Maersk / video](#)
- Purchase additional detention freetime for your Import shipment
- Maersk can offer carrier haulage, please reach out to your local CX agent.

IMPORTANT NOTES:

1. 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.
2. If there is open payment in the country of origin or by any other prepaid payer, the Release/Transport Order cannot be sent.
3. If you do not have a credit agreement with Maersk, the release will only be sent, and the transport will only be performed once the collect charges are settled. To speed up this process please provide a proof of payment online on the SSDO portal.
4. Import Demurrage/Detention are to be taken over by the Consignee, their agent or any other Merchant related to the Bill of Lading.

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.

Helping You Navigate Every Step
Hassle-free

IMPORT CHECKLIST CONTAINER RECEIVER POLAND



Earlier in 2026, we launched a new initiative to provide faster, friendlier, and more proactive support for our new Import customers. We know that getting started in logistics can be complex — especially if you're new to the process — so we're here to make your journey smoother from day one. To support you, our dedicated Customer Service Teams in Poland have developed easy-to-follow checklists and quick onepagers covering the key steps of your shipping journey.

LET'S GET STARTED – YOUR SMOOTH
SHIPPING EXPERIENCE BEGINS HERE!

These guides are designed to be simple, clear, and practical – so you can focus on growing your business, while we handle the logistics.

☐ CUSTOM CLEARING ACCOUNT MCS

• (Deadline is 21 days before ETA).

☐ EMAERSK GUIDE

• (Deadline is 14 days before ETA)

☐ CUSTOMS CLEARING ORDER

• (Deadline is 12 days before ETA).

☐ BILL OF LADING

• (Deadline is 7 days before ETA).

☐ TRACING SHIPMENT

• (Can be traced every day).

☐ INVOICE RECEIVED & PAID

• (Deadline is 2 days before ETA).

☐ DELIVERY ORDER CONFIRMED

• (Deadline is before ETA).