



How to raise a Self-Service Delivery Order request by consignee

Make sure to have the following documents with you before you start your SSDO journey!

1. Consignee Authorisation Letter for Delivery Order.
2. Third party Letter if Delivery order required on 3rd Party.
3. Maersk Line Official payment receipt.
4. Emirates ID of the person requesting for Delivery order.

Step 1. Login to **www.maersk.com** and enter the BL number in the space below on the HUB (New). Click on Request in Delivery Order Column.

The screenshot shows the Maersk website header with navigation links: MAERSK, Prices, Book, Tracking, Schedules, Supply chain, and Manage. Below the header, there are two main panels. The left panel lists charges: 'Merchant Haulage Charge - Italy' (29 JAN), 'Demurrage freetimes to Kati (Mali)' (28 JAN), and 'Terminal Handling Service - Origin (OHC)/ Terminal Handling...' (28 JAN), with a 'View all' button. The right panel is titled 'Delivery Order' and contains the text 'Place a delivery order request', a text input field containing '911309360', and a 'Request' button. Red dashed circles highlight the input field and the 'Request' button. At the bottom, there are links for 'About us', 'Contact us', and 'Terms & conditions'.

Step 2. Check the Cargo Release status and make a request when everything is **Green**. You may also request to release the delivery order to a **specific party**.

The screenshot shows the Maersk website header with navigation links: MAERSK, Prices, Book, Tracking, Schedules, Supply chain, and Manage. On the right side of the header, there are links for 'EN', a search icon, a user profile icon, and a menu icon. Below the header, there is a 'Back to dashboard' link. The main content area is titled 'B/L no. 911731409' and 'B/L Status'. It features three sections: 'Cargo release status' with two green status indicators ('Bill of Lading surrendered' and 'Manifest submitted to customs'), 'Finance status' with two green status indicators ('Prepaid charges payment is completed' and 'Collect charges payment is completed'), and 'Delivery orders'. In the 'Delivery orders' section, there is a text box stating: 'None of the containers on this shipment are requested for delivery order. Currently, 1 containers are with 'ready to submit' status. Please proceed to delivery order request for these containers.' To the right of this text box is a 'Request delivery order' button. A red dashed circle highlights the 'Other actions' section, which includes the text 'Nominate a Release to Party(Optional)' and 'No "Release to party" assigned for this shipment yet.' Another red dashed circle highlights the 'Request delivery order' button.

Step 3. Select the **haulage mode** as applicable. To proceed, click on Request Delivery Order.

Request delivery order

Selected release type

- Merchant Haulage (CY)**
Release to a third-party haulage provider you arrange.
- Carrier Haulage (SD)**
Delivery by our global intermodal network. [Learn more.](#)

Selected Containers

Shipment: **207190801**

FROM (City, Country/Region)
Palau Plegamans, ES
29 December 2020

TO (City, Country/Region)
Jebel Ali, AE
28 January 2021

All (4 of 4) "Ready to submit" containers selected for **DO Request.**

Containers	Delivery Order Status
<input checked="" type="checkbox"/> MRKU9945716 20' Dry Standard Plastic, plastic articles, new (24000 kg)	Ready to Submit
<input checked="" type="checkbox"/> MSKU4223543 20' Dry Standard Plastic, plastic articles, new (24000 kg)	Ready to Submit
<input checked="" type="checkbox"/> SUDU7384756 20' Dry Standard Plastic, plastic articles, new (24000 kg)	Ready to Submit
<input checked="" type="checkbox"/> TGHU1019292 20' Dry Standard Plastic, plastic articles, new (24000 kg)	Ready to Submit

Cancel Continue

Step 4. Upload req documents and provide Importer code in "Consignee Code" Column. Mention the Importer license type in consignee type

Request delivery order

Documents & References

Shipment: **207190801**

FROM (City, Country/Region)
Palau Plegamans, ES
29 December 2020

TO (City, Country/Region)
Jebel Ali, AE
28 January 2021

Mandatory Documents / References

Consignee Request letter*
No document selected Upload

Emirates ID / Passport copy*
No document selected Upload

Consignee code*
Enter reference number

Consignee Type (Importer / Free zone license) For Importer Mention "I" for Freezone mention "F"
Enter reference number

Other supporting Documents / References (Optional)

Select document type
Bank Guarantee
Letter of indemnity
List of Multiple Tpdoc
Maersk Official Receipt
Multiple Tpdoc List
Shinner letter
No document selected Upload

Cancel Continue

Step 5. Upload your Maersk official receipt via Optional TAB.

MAERSK Prices Book Tracking Schedules Supply chain Manage

EN

Request delivery order

Release type & containers Documents & References Release details Recipient & Payer details Review

Shipment: 207190801 FROM (City, Country/Region) Palau Plegamans, ES 29 December 2020 TO (City, Country/Region) Jebel Ali, AE 28 January 2021

Mandatory Documents / References

Consignee Request letter* No document selected Upload

Emirates ID / Passport copy* No document selected Upload

Consignee code* Enter reference number

Consignee Type(Importer /Free zone license) For Importer Mention "I" for Freezone mention "F"* Enter reference number

Other supporting Documents / References (Optional)

Select document type No document selected Upload

- Bank Guarantee
- Letter of indemnity
- List of Multiple Tpdoc
- Maersk Official Receipt
- Multiple Tpdoc List
- Chinner Letter

Cancel Continue

Step 6. If you have paid Demurrage for Maersk-Owned Containers mention in the "haulage instructions" box.

MAERSK Prices Book Tracking Schedules Supply chain Manage

EN

Release and return details for all containers

Please ensure pickup and return dates are during terminal operating hours. Demurrage and detention charges will apply if free time is exceeded.

Release container to (Optional) Pickup date* Pickup time*

Select a party 02/02/2021 00:00

Container return depot Please confirm with your local office that changing return depot is supported. It may also incur additional charges.

Default return depot

Haulage instructions (Optional)

0/800

Cancel Continue

Step 7. Add your emails and click on Continue. It is currently not available for the UAE. Any change in payer, please send mail to ae.import@Maersk.com.

MAERSK QUOTE BOOK MANAGE TRACK Support English Reem Soliman Settings

SOLUTIONS SCHEDULES LOCAL INFORMATION

E-mail address
When confirmed, the delivery order document will be sent to the email address(es) provided here.
reem.soliman@maersk.com
+ Add e-mail address

Select payers
Select the parties who should receive invoices for the delivery and import services

Destination charges	No payer selected	Select payer	<input type="checkbox"/> Use for all	Clear
Import demurrage and detention	No payer selected	Select payer		Clear

Cancel Continue Chat

Step 8. Review and Submit.

MAERSK QUOTE BOOK MANAGE TRACK Support English Reem Soliman Settings

release type & containers Documents & references release details recipient & payer details review

Review your order details

Shipment: 203765496 FROM (City, Country/Region) Tuticorin, IN 9 July 2020 TO (City, Country/Region) Jebel Ali, AE 19 July 2020

1 Container is selected for Delivery Order Request

- 1 Documents & References
- 2 Release details for Merchant Haulage
- 3 Recipient & Payer details

Cancel Submit Chat

Step 9. Save the case number for any future references.

[← Back to dashboard](#)

Request delivery order



Confirmation

✔ **Great.** Your request has been submitted with case ID 2004-117329780.

📄 [Download Request 2004-117329780.pdf](#)

This request will be handled by our customer services team.
All recipients for this request will receive a confirmation email within 24 hours.

What can you do next?

[Check status/ proceed for new request](#)

You can proceed to request for other 'ready to submit' containers on this shipment

[View/ Make a change to your request](#)

You will need your case ID 2004-117329780

Step 10. You can also track your request on the Maersk website.

MAERSK
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Support

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Displaying 1-10 of 281

Case number	Date created	Category	Description	Status	
1907-52972596	17 Jul, 2019 10:16	Cargo/Container	Bill of Lading: 968043437 Port of discharge: St Petersburg FCT, Russia Place of release: First Conta...	Open	VIEW CASE
1907-52972553	16 Jul, 2019 19:19	Cargo/Container	Bill of Lading: 579554614 Release To Party	Open	VIEW CASE
1907-52972552	16 Jul, 2019 19:13	Cargo/Container	Bill of Lading: 606256520 Port of discharge: Norfolk, United States Delivery location: Baltimore, Un...	Open	VIEW CASE
1907-52972551	16 Jul, 2019 19:08	Cargo/Container	Bill of Lading: 968043437 Port of discharge: St Petersburg FCT, Russia Place of release: First Conta...	Open	VIEW CASE
1907-52972550	16 Jul, 2019 19:03	Cargo/Container	Bill of Lading: 967346472 Port of discharge: Montreal, Canada Delivery location: Chicago, United Sta...	Open	VIEW CASE
1907-52972549	16 Jul, 2019 19:01	Cargo/Container	Bill of Lading: 606256520 Port of discharge: Norfolk, United States Delivery location: Baltimore, Un...	Open	VIEW CASE