



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

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 interface. At the top left is the Maersk logo. To its right are navigation links: Prices, Book, Tracking, Schedules, Supply chain, and Manage. Below this is a list of charges:

Merchant Haulage Charge – Italy	29 JAN
Demurrage freetimes to Kati (Mali)	28 JAN
Terminal Handling Service - Origin (OHC)/ Terminal Handling...	28 JAN

A 'View all' button is located below the list. To the right is a 'Delivery Order' section with the text 'Place a delivery order request'. Below this text is a text input field containing the BL number '911309360'. Below the input field is a dark blue button labeled 'Request'. Red dashed circles highlight the input field and the 'Request' button.

At the bottom of the page 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**.

The screenshot shows the 'Cargo release status' page. At the top left is a 'Back' link. Below it is the B/L number '598309061'. The page is divided into two sections: 'Cargo release status' and 'Finance status'. Each section contains a list of items with green status indicators and checkmarks.

Cargo release status

- Bill of Lading surrendered
- Manifest submitted to customs

Finance status

- Prepaid charges payment is completed
- Collect charges payment is completed

Step 3. You must upload an authorization letter from the Consignee in order to proceed.

Authorization & set release to party request

As you are not an assigned released to party to this shipment, in order to request for Delivery Order, you need to apply for self nomination for release to Party.

The screenshot shows the 'Upload Letter of Authorization*' form. It features a large dashed box for file upload with a 'Drop file to attach, or browse' prompt. Below this is a note: 'Only 1 file allowed with maximum file size 25MB. Supported file types: .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .MSG'. At the bottom are input fields for 'Email*' and 'Phone*'. A dark blue 'Continue' button is located at the bottom right, highlighted with a red dashed circle.

Step 4. Select the **haulage mode** as applicable. To proceed, click on Request Delivery Order.

Request delivery order

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

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.** [Hide Details](#)

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

Step 5. Upload req documents and provide Importer code in "Consignee Code" Column. Mention the Importer license type in consignee type

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

Emirates ID / Passport copy*
No document selected

Consignee code*

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

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

Step 6. Upload your Maersk official receipt via Optional TAB.

Step 7. If you have paid Demurrage for Maersk-Owned Containers mention in the "haulage instructions" box.

Step 8. 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 9. 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 10. 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 11. You can also track your request on the Maersk website.

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Support

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Filter

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