

We are introducing Online Import Delivery Order Request for Cambodia



Key Differences between Online and Email Request of Delivery Order

Effective from
March 3rd, 2025



Guidelines



1 maersk.com/hub/

MAERSK Prices Book Tracking Schedules Services Manage

EN

Welcome to your Hub

Hub dashboard

Export overview

Import overview

Tasks

MyCustoms

MyFinance

Allocations

Captain Peter™

Support

We're looking to improve your Hub

Outstanding tasks

Shipment Overview

Import Demurrage & Detention

Import manifest & delivery order

Local Information

Maersk app

285210479

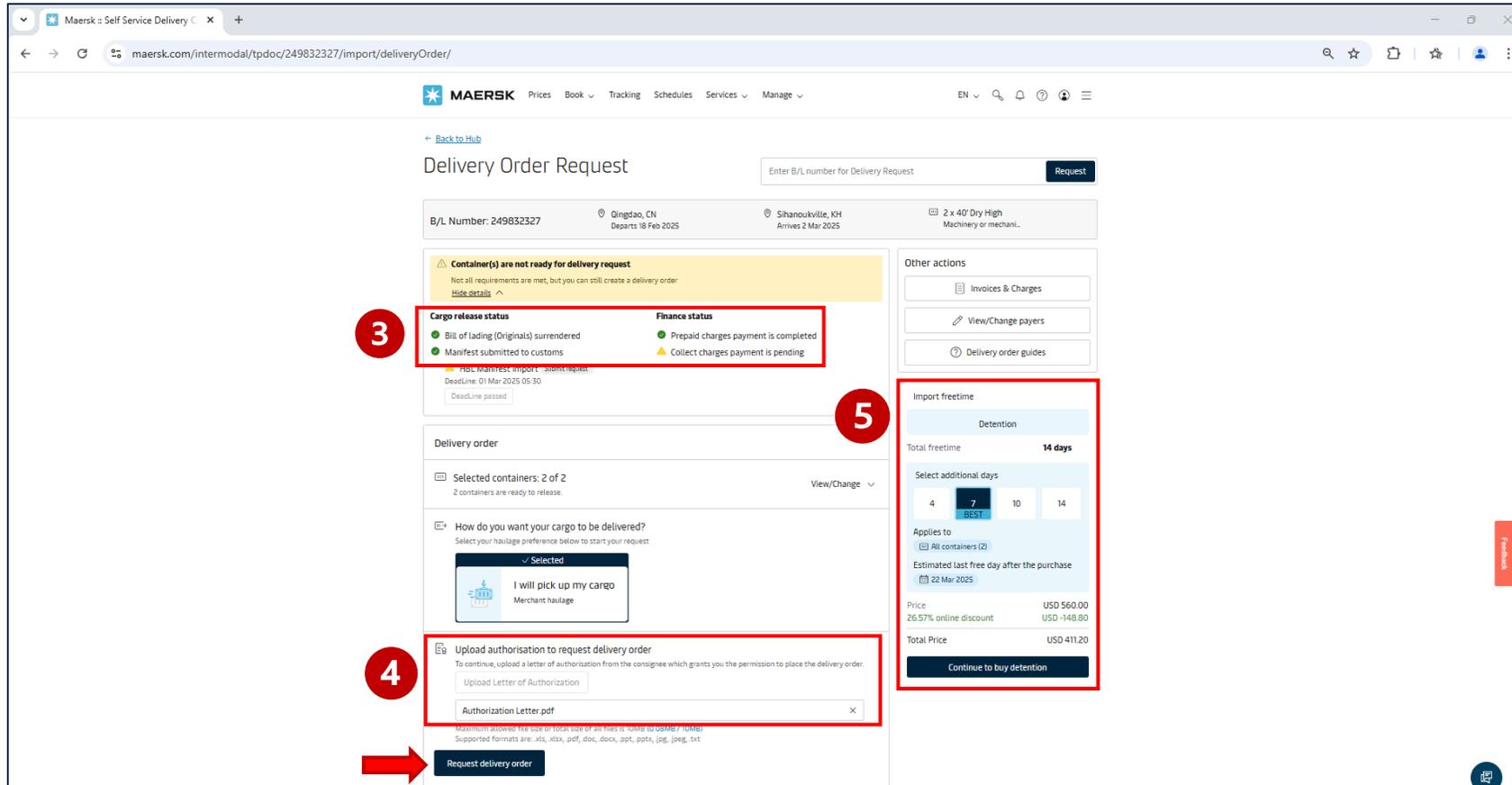
Request

Step 1

Log into <https://www.maersk.com/hub/>

Step 2

Paste BL Number into Delivery Order request box and press request



The screenshot shows the Maersk Self Service Delivery Order Request interface. The page title is "Delivery Order Request" and the URL is "maersk.com/intermodal/tpdoc/249832327/import/deliveryOrder/". The interface includes a search bar for B/L number, a "Request" button, and a summary of the shipment details: B/L Number: 249832327, Origin: Qingdao, CN (Departing 18 Feb 2025), Destination: Sihanoukville, KH (Arriving 2 Mar 2025), and Container: 2 x 40' Dry High Machinery or mechani....

Key sections and annotations:

- 3**: A red box highlights the "Cargo release status" and "Finance status" sections. The "Cargo release status" shows "Bill of Lading (Originals) surrendered" and "Manifest submitted to customs". The "Finance status" shows "Prepaid charges payment is completed" and "Collect charges payment is pending".
- 4**: A red box highlights the "Upload authorisation to request delivery order" section, which includes a text input field for "Upload Letter of Authorization" and a file upload button labeled "Authorization Letter.pdf".
- 5**: A red box highlights the "Import freetime" section, which shows a "Detention" of 14 days and a "Select additional days" section with options 4, 7 (BEST), 10, and 14. It also displays pricing: Price USD 560.00, 26.57% online discount USD -148.80, and Total Price USD 411.20.

A red arrow points to the "Request delivery order" button at the bottom of the page.

Step 3

Check status of your shipment for reference.

Step 4

Upload authorization letter if you are 3rd party who request for delivery order. If you are direct customer, this is not required.

Step 5

You can purchase additional freetime before ETA with discount offering if you foresee that you will need more freetime

Guidelines



Step 6

Upload your payment slip you have settled to bank.

The screenshot shows the Maersk Self Service Delivery portal interface. At the top, there is a navigation bar with the Maersk logo and various menu items like 'Prices', 'Book', 'Tracking', 'Schedules', 'Services', and 'Manage'. Below this, there is a header section with a 'Back to Delivery Order request' link and a summary of the delivery order details: B/L Number: 249832327, Origin: Qingdao, CN (Departing 18 Feb 2025), Destination: Sihanoukville, KH (Arriving 2 Mar 2025), and Cargo: 2 x 40' Dry High Machinery or mechan... A progress bar below the header shows three steps: 'Documents & references' (active), 'Add release details', and 'Review & submit'. The main content area is titled 'Documents & References' and contains a 'Proof of payment' section. This section includes an 'Upload document' button, which is highlighted with a red box. Below the button, the file 'Payment Slip.pdf' is listed. To the right of the upload area, there is a box indicating the maximum file size is 0.16MB / 10MB and listing supported formats: .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT. Below the upload area, there are two radio button options: 'I want to continue and agree to share the proof of payment later.' and 'I have credit terms, hence this proof of payment is not applicable to me.' At the bottom of the page, there is a feedback prompt 'How was your experience on this page?' and a 'Continue' button with a right arrow, which is highlighted with a red arrow. A 'Cancel' button is also present. A 'Previous' link is located at the bottom left.

Guidelines



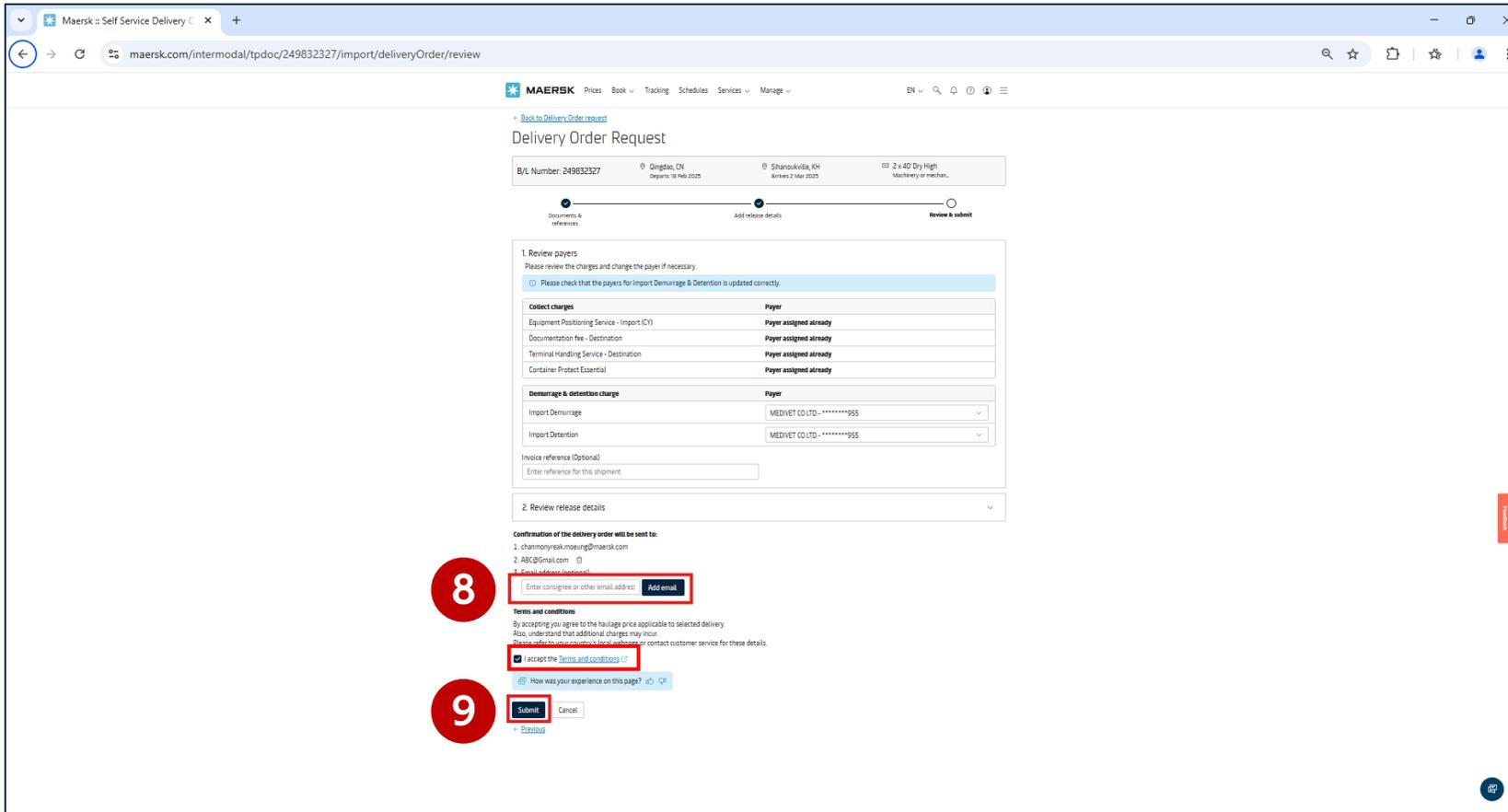
Step 7

Press Continue

The screenshot displays the Maersk Self Service Delivery web application. The browser address bar shows the URL: `maersk.com/intermodal/tpdoc/249832327/import/deliveryOrder/details`. The page header includes the Maersk logo and navigation menus for Prices, Book, Tracking, Schedules, Services, and Manage. The main content area is divided into several sections:

- Release container to:** Includes fields for MEDIVET CO LTD (Customer code: *****955), Address (52 - SANGKAT TEKTHLA KHAN RUSSEYKED, PHNOM PENH Cambodia), and a 'Change contact' button.
- Pick up date & time:** Shows 03 Mar 2025 at 12:00 with a 'Change date and time' button.
- Return details:** Includes an 'Empty container return depot' field, a 'Return date & time (optional)' field (03 Mar 2025), and a 'Change date and time' button.
- Demurrage details:** A collapsed section.
- Detention details:** A collapsed section.
- Payment and Receipts:** A checkbox for 'I made the payment for D&D charges' and a file upload area for 'Drag and drop or browse files to upload paid receipts (Demurrage & Detention)'. The upload area specifies a maximum file size of 10MB and supported formats: xls,xlsx,pdf,doc,docx,ppt,pptx,jpg,jpeg,txt.
- Haulage instructions (Optional):** A text area for providing special instructions or references.

At the bottom of the page, there is a feedback prompt: 'How was your experience on this page?'. A red circle with the number 7 highlights the 'Continue' button, which is positioned next to a 'Cancel' button. A 'Previous' button is also visible below the 'Continue' button.



Maersk : Self Service Delivery

maersk.com/intermodal/tpdoc/249832327/import/deliveryOrder/review

MAERSK Prices Book Tracking Schedules Services Manage

EN

[Back to Delivery Order request](#)

Delivery Order Request

B/L Number: 249832327 Qingdao, CN Shanghai, KH 2 x 40 Dry High

Documents & references Add release details Review & submit

1. Review payers

Please review the charges and change the payer if necessary.

Please check that the payers for Import Demurrage & Detention is updated correctly.

Collect charges

Charge	Payer
Equipment Positioning Service - Import (CI)	Payer assigned already
Documentation fee - Destination	Payer assigned already
Terminal Handling Service - Destination	Payer assigned already
Container Protect Essential	Payer assigned already

Demurrage & detention charge

Charge	Payer
Import Demurrage	MEDIVET CO LTD - *****955
Import Detention	MEDIVET CO LTD - *****955

Invoice reference (Optional)
Enter reference for this shipment

2. Review release details

Confirmation of the delivery order will be sent to:

- chanmonyreak.moeung@maersk.com
- ABC@gmail.com
- Enter consignee or other email address:

Terms and conditions

By accepting you agree to the haulage price applicable to selected delivery. Also, understand that additional charges may incur. Please refer to our website for details or contact customer service for these details.

I accept the [Terms and conditions of](#)

How was your experience on this page?

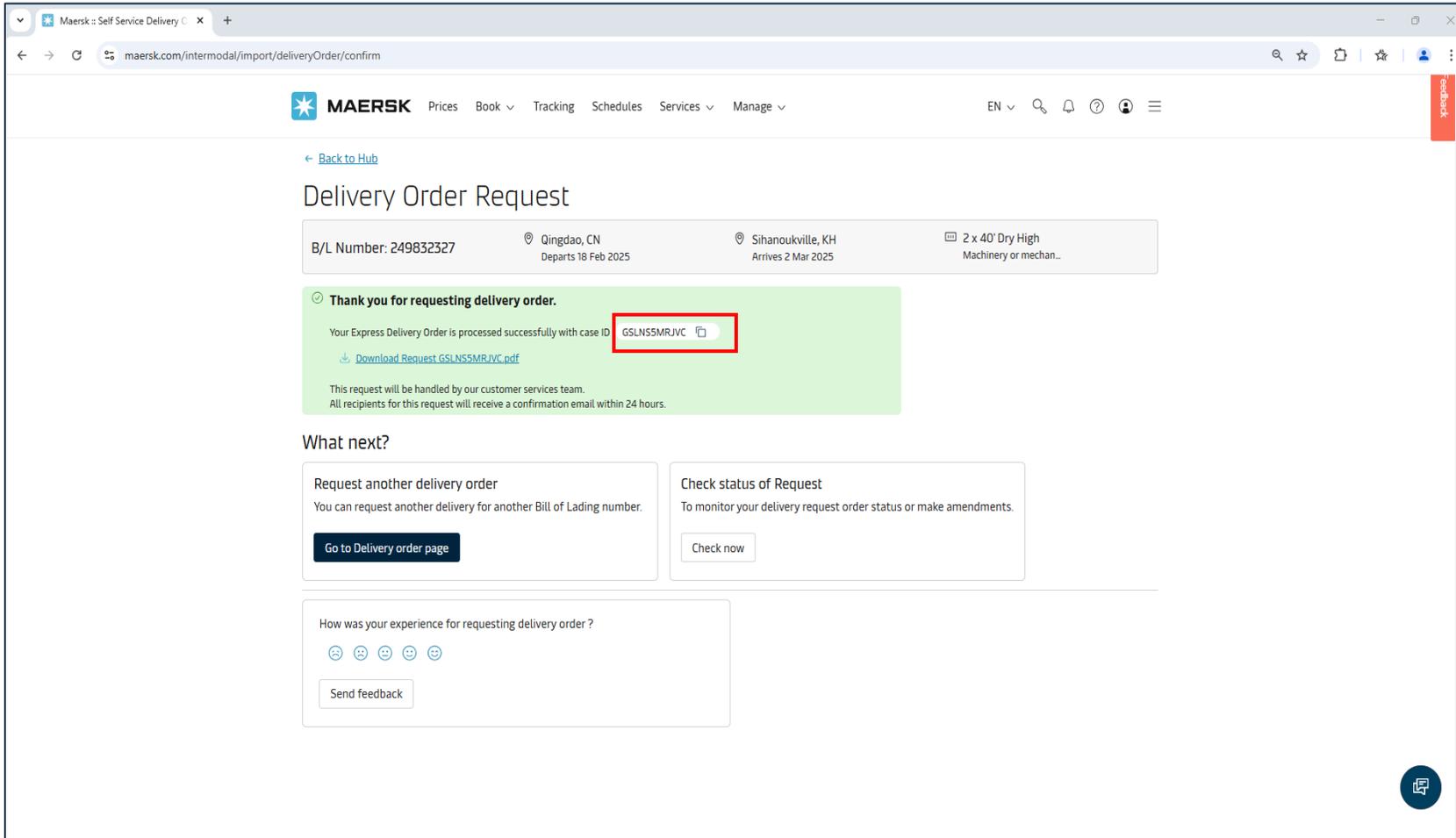
[Previous](#)

Step 8

You can add additional email addresses of your team who you want us to send delivery order to them as well

Step 9

Click "Accept the terms and condition" then press submit



The screenshot displays the Maersk Self Service Delivery portal. The page title is "Delivery Order Request". It shows a confirmation message: "Thank you for requesting delivery order." Below this, it states: "Your Express Delivery Order is processed successfully with case ID **GSLNS5MRJVC**". A red box highlights the case ID. There is a link to "Download Request: GSLNS5MRJVC.pdf". The page also includes a "What next?" section with two options: "Request another delivery order" (with a "Go to Delivery order page" button) and "Check status of Request" (with a "Check now" button). At the bottom, there is a feedback section titled "How was your experience for requesting delivery order?" with a "Send feedback" button.

You have successfully requested for delivery order.
Once you received this

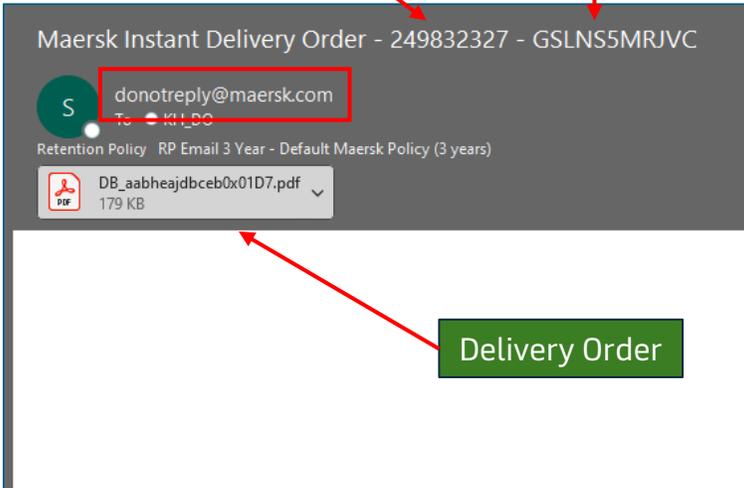
Customers will receive 2 separate files of Delivery Order



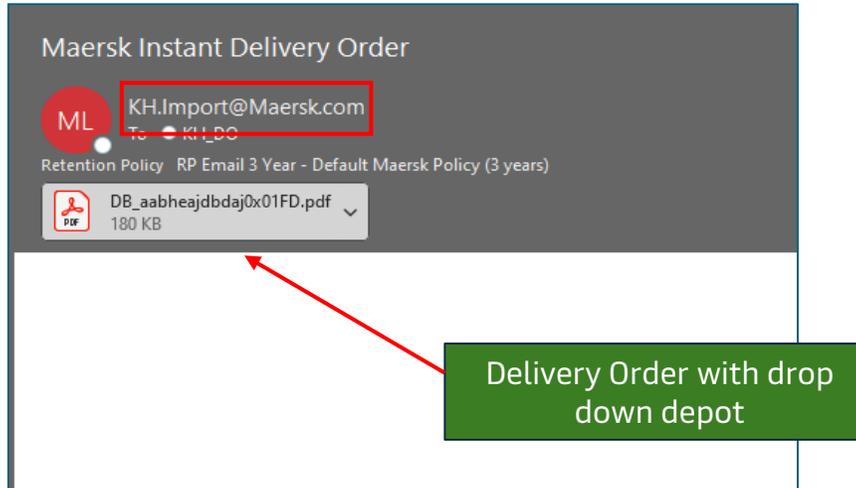
BL Number

Request ID

1



2



Note :

- 1- Customer will receive the delivery order no longer than 3 working hours, and we will release to terminal 30 minutes after.
- 2- Maersk will later send another delivery order with dropdown empty for customers to return the empty containers.
- 3- Customers can download receipt from Myfinance in 1 working hour after delivery order released.

How to read Delivery Order File



DELIVERY ORDER AMENDMENT

Transport Document No.: 249832327 **Print Date:** 2025-03-02 16:01
Order Number: 229884569/002
Business Unit: Maersk Cambodia (Phnom Penh) **Release To:** ABC CO LTD
Phnom Penh, Cambodia
Customs Ref. No.:

Equipment count: 2

Equipment No	Size/Type	Tare Weight	Cargo Weight	Pin	Interim Pin	Properties	Condition	Quantity
GCKU5772268	40 DRY 0'6	3700.000 KGS	10280.000 KGS					
TRHU4280978	40 DRY 0'6	3700.000 KGS	7020.000 KGS					

Transport Plan

From	To	Mode	Vessel	Voy No.	ETD	ETA
QINGDAO QIANWAN CONTAINER CO LTD	SIHANOUKVILLE AUTONOMOUS PORT (PAS)	MVS	MAERSK VIGO	507S	2025-02-18 15.00.00	2025-03-02 05.30.00

Merchant Haulage Delivery Itinerary

Type	Name	Release Date	Time	Valid to Date	Time	Est. Del. Date & Time	Reference
Full Delivery Pickup Terminal	SIHANOUKVILLE AUTONOMOUS PORT (PAS) SIHANOUKVILLE AUTONOMOUS PORT (PAS) 11 Vithai Phe, Sihanoukville, Cambod Sihanoukville	2025-03-03	12:00	2025-03-15	23:59		
Empty Container Depot	SIHANOUKVILLE AUTONOMOUS PORT (PAS) SIHANOUKVILLE AUTONOMOUS PORT (PAS) 11 Vithai Phe, Sihanoukville, Cambod Sihanoukville						

Dear Port,

This Bill of Lading has been surrendered and payment has been fully paid thus please release cargo to consignee without originals and paid invoice receipt
Your arrangement and facilitation in cargo release are of highly appreciation.

Thank you

AGENT AT DESTINATION:
MAERSK (CAMBODIA) LTD., - BRANCH OFFICE
14 INDEPENDENCE ST. SIHANOUKVILLE
SIHANOUKVILLE CAMBODIA
PHONE: 855 12 881824
FAX: 855 34 933696

Haulage Instructions:
14

BL Number

Consignee

Validity of DO

Empty Dropdown Location

Total Freetime

If you have any further inquiries, please contact our customer experience representatives.

Email : KH.Import@maersk.com
Mainline : 023 962 592