

# Request ECR and Order secure paper



<https://www.maersk.com>



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## Pre-requisite to request Electronic Cargo Release (ECR)

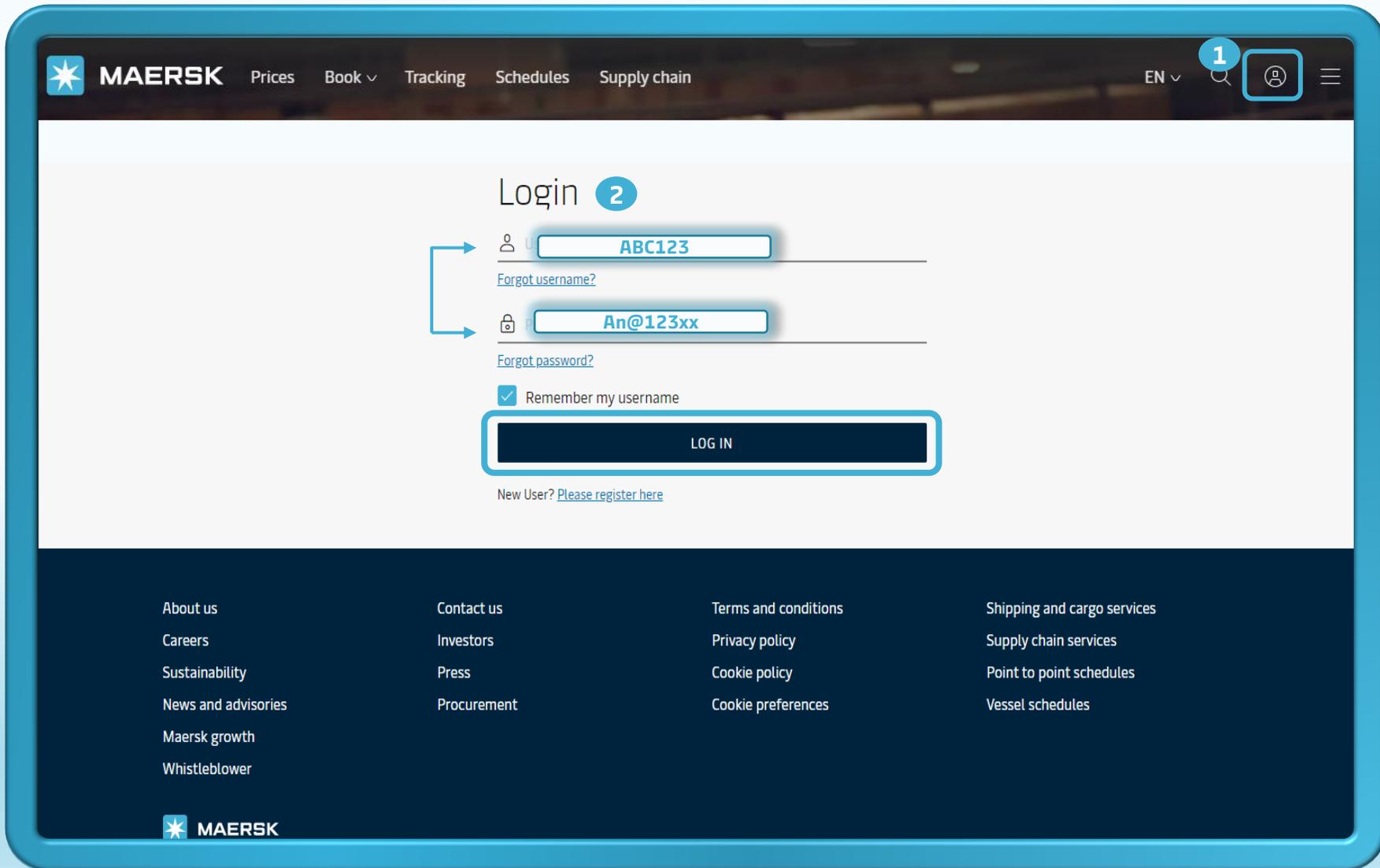
- ✓ B/L is negotiable
- ✓ B/L has been issued online
- ✓ B/L is not surrendered
- ✓ Requestor org is a transport document receiver party (TPDR)
- ✓ TPDR party has a web B/L agreement with Maersk
- ✓ ECR is permitted in the place of delivery country

- **Step 1:** Sign off Web-bill  
Printing contract with Maersk

- **Step 2:** Submit contract to  
Maersk office

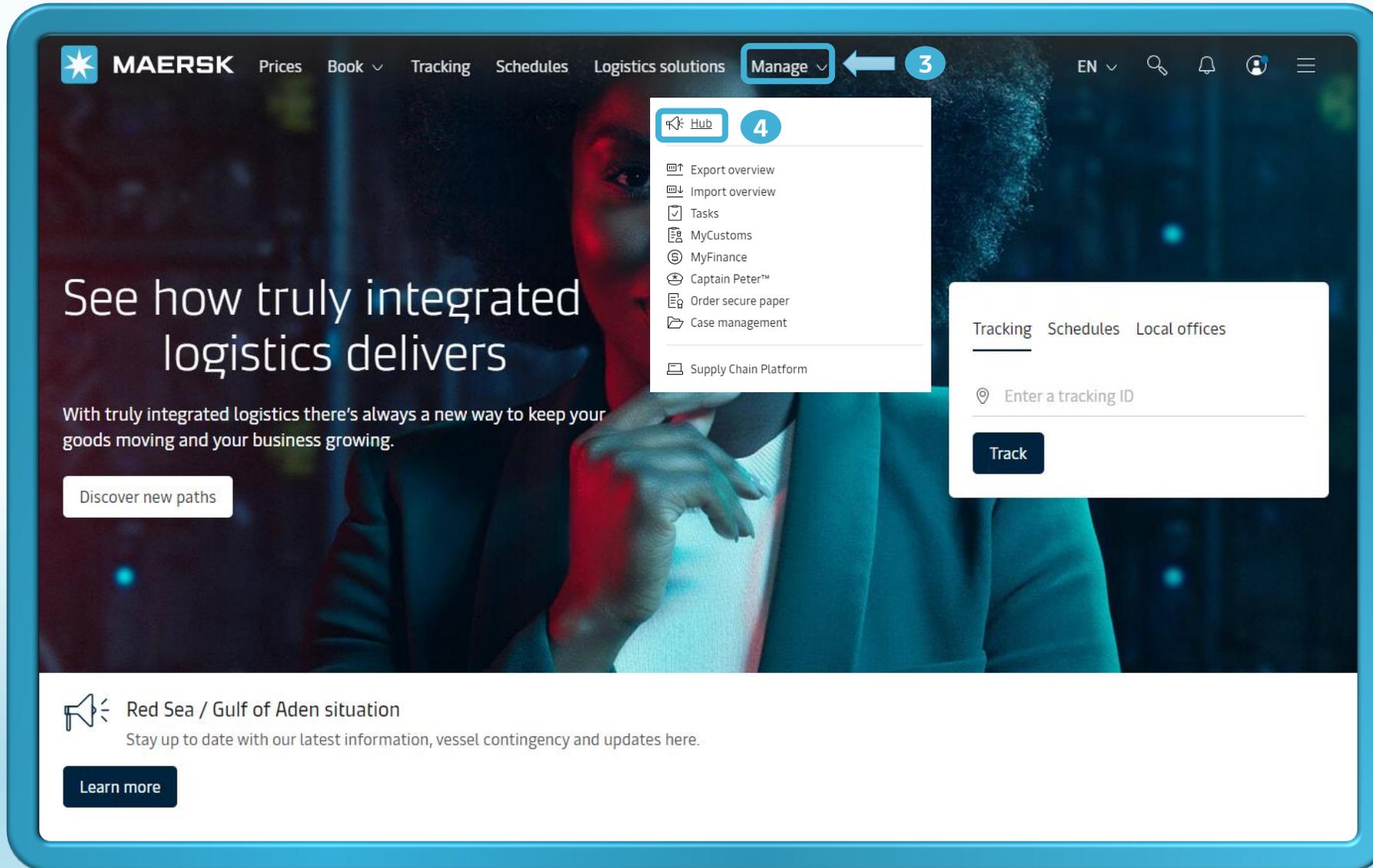
- **Step 3:** Order secure paper  
with Maersk

- **Step 4:** Receive paper from  
Maersk and submit new order  
secure paper on Maersk.com if  
paper nearly out of stock



- **Step 1:** Click on the above login icon

- **Step 2:** Go to the MAERSK.com and enter your username and password.



- Step 3: After you login, then click on “Manage”.

- Step 4: Then, click on “Hub”.



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Prices

Book ▾

Tracking

Schedules

Supply chain

Manage ▾

EN ▾



Welcome to your Hub

9XXXXXXXX

TRACK

5

## Warehousing & Distribution

Whatever your warehousing needs are, we have a solution to fit, no matter what corner of the globe.

Contact us

### Outstanding tasks

Export task due in 7 days

0

Submit shipping instructions

0

Submit VGM

View all

### Shipment Overview

9

Departing in the next 7 days

9

Arriving in the next 7 days

View all

Hub dashboard

Export overview

Import overview

Tasks

MyCustoms

MyFinance

Allocations

Captain Peter™

Support

a vessel, country/region, container yard, port or local office

View all

### Import Demurrage & Detention

Enter a bill of lading number to view detention and demurrage details

Enter B/L no. to search

View details

### Import manifest & delivery order

Request import manifest and delivery order

Enter B/L no. to search

Request

### Local Information

Find local contacts and detailed shipping information for your origin or destination

[Asia Pacific](#)

[Europe](#)

[India, Middle East and Africa](#)

[Latin America](#)

[North America](#)



Chat

- Step 5: Input Booking number then click "Track"



# MAERSK

MAERSK Prices Book Tracking Schedules Supply chain Manage

← Back

## Shipment details

9XXXXXXXXX [View details](#)

B/L number: 9xxxxxxx [Track](#) [Duplicate](#) [Amend](#)

Sihanoukville, KH  
Departs Sihanoukville, Cambodia, KH  
06 Jun 2024

Los Angeles, US  
Arrives Los Angeles, California, US  
24 Jul 2024

2 x 40 Dry High  
Plywood, panel, board ...

Summary Documents Containers & VGM Parties Charges & Invoices Log

Have you used Maersk's inland delivery service?  Yes  No

0 tasks to complete

- Submit shipping instruction by 04 Jun 2024, 14:30
- Submit VGM by 05 Jun 2024, 12:30
- Container gate in by 05 Jun 2024, 14:30

[View all tasks](#)

3 documents issued

- Original Bill of Lading on 07 Jun 2024, 07:13 UTC [Download](#)
- Certified True Copy of B/L on 07 Jun 2024, 07:13 UTC [Download](#)
- Booking confirmation on 27 May 2024, 10:31 UTC [Download](#)

### Bill of Lading

B/L issued to **COMPANY ABC LIMITED** on 07 Jun 2024, 07:13 UTC

[Electronic cargo release](#) **1**

[Amend Bill of Lading](#)

[B/L release](#) **1**

### Import freetime

Free time details and purchase option will be available 15 days before last vessel arrival.

### Transport plan summary

Status: In transit

Last event: Vessel departure at 12:15 on 16 Jun 2024, Transit time: 48 days

- Step 1: Click to “ Electronic cargo release”

OR

- Step 1: Click to “ B/L release”



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**MAERSK** Prices Book Tracking Schedules Supply chain Manage EN

← Back

## Shipment details

View details

B/L number: 9xxxxxxx

Sihanoukville, KH  
Departs Sihanoukville, Cambodia, KH  
06 Jun 2024

Los Angeles, US  
Arrives Los Angeles, California, US  
24 Jul 2024

2 x 40 Dry High  
Plywood, panel, board ...

### Electronic cargo release

B/L surrender to Maersk

Electronic cargo release payer: **New**

COMPANY DEF LIMITED

#### Party details:

Consignee

COMPANY ABC LIMITED  
\*\*\*\*\*328

COMPANY ABC LIMITED

#### Confirmation of the B/L surrender will be sent to:

1. Abc@gmail.com (default)
2. Email address (optional)  
Enter consignee/another email address  
+ Add another email address

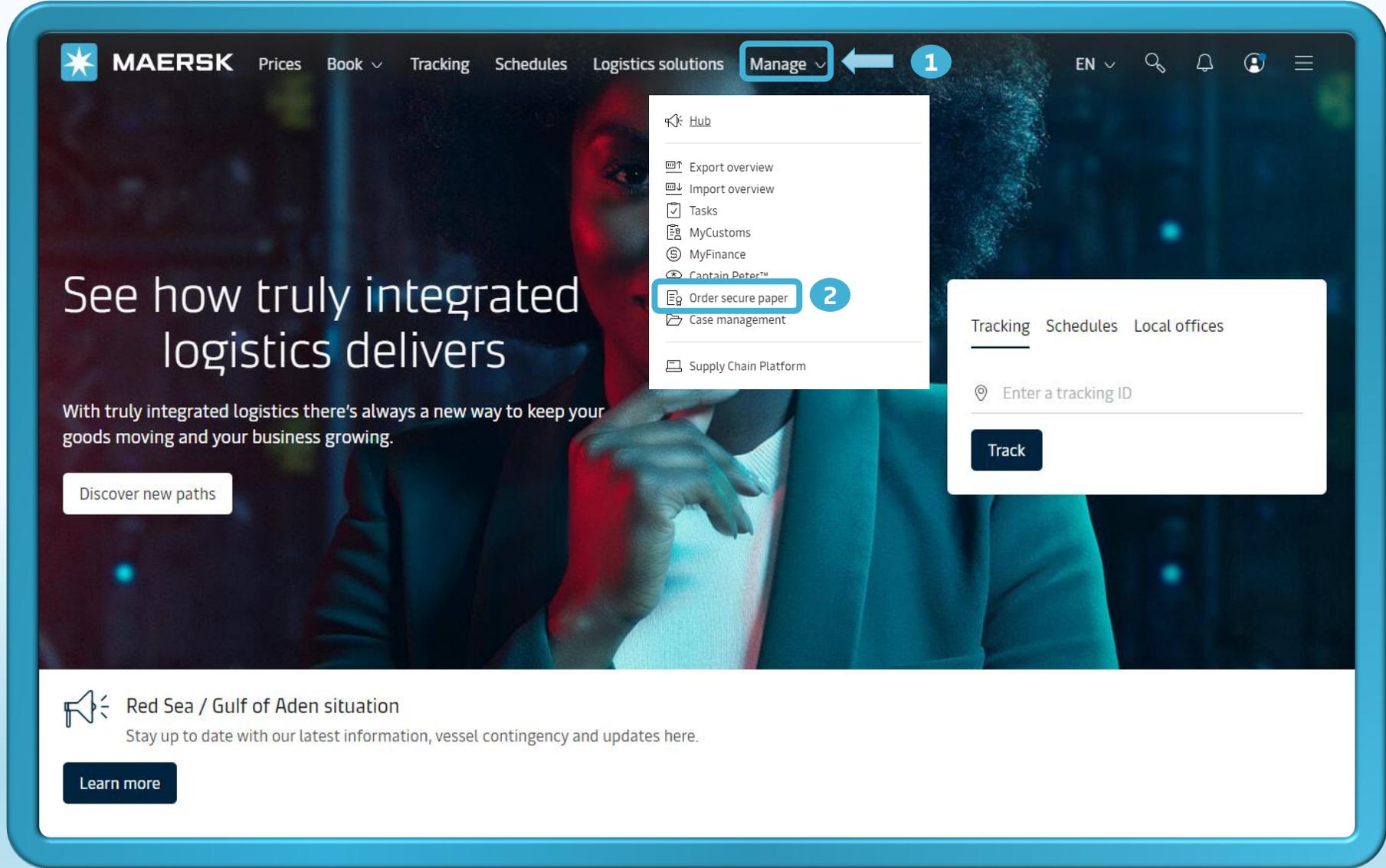
I accept the [terms and conditions for Electronic Cargo Release \(ECR\)](#), and also agree to be the payer of the invoice.

*Your invoice will be ready within the next 24-48 hours. For those without a credit agreement with Maersk, kindly complete your payment promptly to ensure a smooth cargo release at the destination. If you've already pre-paid the electronic cargo release fee – no need to worry about the above message. Thanks for your cooperation.*

Submit

- **Step 2:** Can input more email receiver in field “**Electronic cargo release payer**”

- **Step 3:** Stick to “**I accept the term...**” then Click “**Submit**”



## How to order more paper

- **Step 1:** After you login, then click on **“Manage”**.

- **Step 2:** Then, click on **“Order secure paper”**.



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## Order Secure Paper

Paper to print Original Bill of Lading

Number of reams **3**  
 (1 Ream = 500 pages)

Delivery address **4**  
  
78 / 250

Please include a contact telephone number (including country code) in the comments below in case we need to get in touch about your order.

Comments **5**  
  
0 / 250

**Submit request** **6**

- **Step 3:** Choose number of reams in drop down list

- **Step 4:** Update "Delivery address" with your company name address to receive paper

- **Step 5:** Input "comments"

- **Step 6:** Click "**Submit request**"



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Prices

Book ▾

Tracking

Schedules

Supply chain

Manage ▾

EN ▾



## Restricted country list

	Country code	Destination country	ECR permissible status
1	VE	Venezuela	ECR not permitted
2	PE	Peru	ECR not permitted
3	HN	Honduras	ECR not permitted
4	HT	Haiti	ECR not permitted
5	AR	Argentina	ECR not permitted
6	CR	Costa Rica	ECR not permitted
7	PY	Paraguay	ECR not permitted
8	NI	Nicaragua	ECR not permitted
9	EC	Ecuador	ECR not permitted
10	CO	Colombia	ECR not permitted
11	CL	Chile	ECR not permitted
12	BR	Brazil	ECR not permitted
13	DO	Dominican Republic	ECR not permitted
14	GT	Guatemala	ECR not permitted
15	SV	El Salvador	ECR not permitted
16	PA	Panama	ECR not permitted
17	BO	Bolivia	ECR not permitted
18	GW	Guinea-Bissau	ECR not permitted

List country restricted for ECR for your information



**THANK YOU**

