

2025-01-31

荷主各位

マースク AS
カスタマーエクスペリエンス**[Maersk 海上コンテナ輸送] BL サレンダーご依頼方法の変更
およびスタンプ付きサレンダーコピー提供終了のご案内**

拝啓、貴社益々ご清祥のこととお慶び申し上げます。
平素は格別のお引き立てを賜り、厚く御礼申し上げます。

さて、弊社では 2025 年 3 月 1 日より BL にスタンプを押したサレンダーコピーの提供を終了いたします。こちらはすでにグローバルでは導入されているものであり、日本でも準ずることとなりました。サレンダーコピー提供終了に伴い、カウンターへのご来店および窓口でのお手続きは不要となります。代わりに INDEMNITY FOR RELEASE OF CARGO (以下 LOI) をメールにてご提出いただきます。サレンダーのご依頼方法は下記 2 種類あり、手配完了後は弊社ウェブサイト で揚げ地側でも確認が可能です。

本件につきましてご不明な点がございましたら、カスタマーエクスペリエンスまでお問い合わせください。

敬具

記

【適用開始日】2025 年 3 月 1 日(土)以降、サレンダーコピーの提供を停止いたします。(提供は 2 月 28 日まで)

【オンラインによるご依頼方法】

WEB BL ご契約のお客様、かつ BL の受取人様 (Transport Document Receiver) のみご依頼可能です。

[オンラインサレンダーのご利用方法](#) をご参照いただけますようお願いいたします。

【メールによるご依頼方法】

BL の受取人様 (Transport Document Receiver) のみご依頼可能です。

Shipper 様の社判とサインが入った LOI を jp.export@maersk.com 宛てにお送りください。

ただし、Original BL 発行済の場合はカウンターへの返却が必要となります。必ずご返却前に LOI を添えて、jp.export@maersk.com に、返却ご予約と返却方法をご連絡ください。

メールにてご依頼を受領後、Electronic Cargo Release Service (以下 B/L Surrender Fee) を追加し、返信いたします。

弊社ウェブサイト My Finance より請求書をダウンロードのうえ、お支払いいただき、ご依頼のメールに続けて振込明細をご返信ください。入金確認後、サレンダー手配完了のご連絡をいたします。

また、B/L Surrender Fee 請求は本船出港前にご依頼いただくことも可能です。詳細は[こちら](#)をご確認ください。

【サレンダーステータス確認方法】

Shipper・Consignee・Booking Party が確認される場合

1. 弊社 e コマースサイト maersk.com にログイン
2. Hub ページにて BL 番号を入力し「追跡」を押す
3. 船積み詳細の船荷証券のステータス & アクションで確認
 - 日本語: ECR 経由でマースクにサレンダーした B/L ABC company
 - 英語: B/L surrendered to Maersk via ECR by ABC company



The screenshot shows the '船積み詳細' (Shipment Details) page. At the top, there is a search bar and a '詳細を表示' (Show Details) button. Below this, the shipment information is displayed: '船荷証券番号: [redacted]', 'Osaka, JP' (departure from Kobe, Hyogo, JP on 10 Nov 2024), 'Colombo, LK' (arrival in Colombo, Sri Lanka, LK on 05 Dec 2024), and '1 x 40 Dry High Machinery or mechani...' with a link to 'Add customs from USD 66'. A navigation bar includes '概要', '書類', 'コンテナ & VGM', 'Parties', 'チャージ', and 'ログ'. The main content area is divided into three sections: '0 対応が必要なタスクはありません' (No tasks require attention), '4 最近発行されたドキュメント' (4 recently issued documents), and '船荷証券のステータス & アクション' (Bill of Lading status & actions). The '船荷証券のステータス & アクション' section lists several items, with the first one, 'ECR 経由でマースクにサレンダーした B/L', highlighted with a red dashed box. Other items include 'Import manifest submitted to customs by Maersk', 'Prepaid charges payment is completed', and 'Collect charges payment is pending' with a 'Pay Invoice' link.

上記の画面はダイレクトリンクでも接続可能です。

なお、APU で始まるブッキング番号は下記のダイレクトリンクをご利用ください。

<https://www.maersk.com/shipment-details/BLnumber>

例: <https://www.maersk.com/shipment-details/123456789>

Shipper・Consignee・Booking Party 以外の方が確認する場合

1. 弊社 e コマースサイト maersk.com にログイン
2. Hub ページの荷渡指図書 (Delivery Order) で BL 番号を検索
 - 日本語: サレンダー船荷証券 (オリジナル)
 - 英語: Bill of lading (Originals) surrendered

荷渡指示書リクエスト

配送リクエストの船荷証券番号を入力

Request

B/L Number: XXXXXXXXXX	Tomakomai, JP 出発 15 Dec 2024	Mombasa, KE Arrives 26 Jan 2025	3 x Various containers Fish, nos, frozen
Cargo release status <ul style="list-style-type: none">サレンダー船荷証券(オリジナル)Manifest submitted to customs	Finance status <ul style="list-style-type: none">Prepaid charges payment is completedCollect charges payment is completed	Other actions <ul style="list-style-type: none">Invoices & Charges支払人の表示/変更荷渡指示書ガイド	
Delivery order			

上記の画面はダイレクトリンクでも接続可能です。

なお、APU で始まるブッキング番号は下記のダイレクトリンクをご利用ください。

<https://www.maersk.com/intermodal/tpdoc/BLnumber/import/deliveryOrder/>

例: <https://www.maersk.com/intermodal/tpdoc/123456789/import/deliveryOrder/>

以上

Termination of Surrender-stamped Original BL copy release

Dear Valued Customers,

To streamline the shipping process, Maersk introduced a simplified B/L surrender procedure a while ago. This includes faster surrender invoice issuance through online/offline channels, ability to complete the surrender requests within Maersk's global system, and enhanced surrender status visibility on www.maersk.com.

With this regards, we would like to inform you that, effective March 1st, 2025, we will no longer provide physical or soft copies of surrender-stamped B/Ls.

Effective date: 2025 Mar 01

With this regard, we will be accepting surrender request in 2 ways.

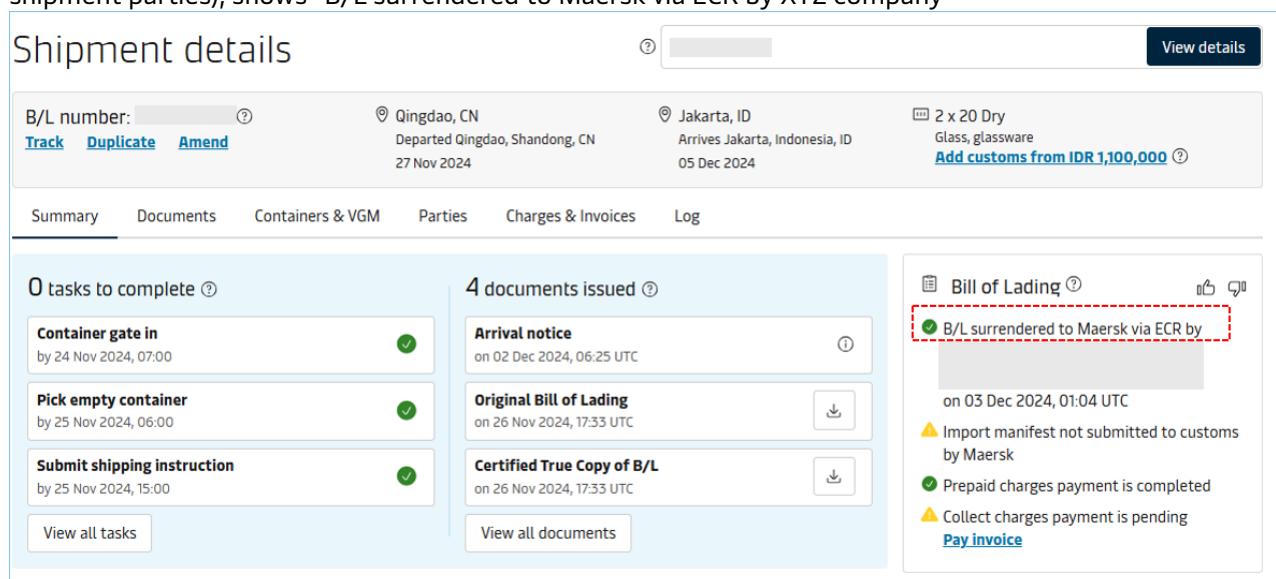
➤ **How to request telex release (surrender) request moving forward**

- 1) Online Electronic Cargo Release option for Web BL signed customers
- 2) E-mail request for Non-web BL signed customers (Shipper's LOI must be submitted, and OBL must be returned if you have already picked up OBL from Maersk office)

Thank you for your understanding.

➤ **How to check B/L surrender status online for Maersk bookings (Booking number does not begin with "APU")**

Option 1) Hub – Search B/L number - Shipment details – Summary – Bill of Lading (Accessible by any shipment parties), shows "B/L surrendered to Maersk via ECR by XYZ company"

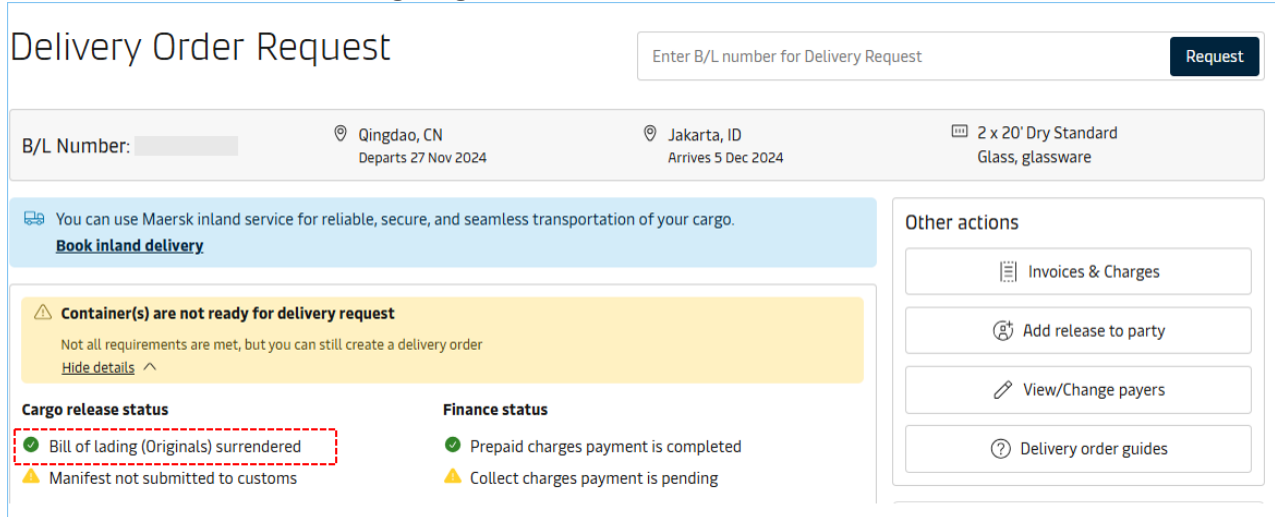


The screenshot displays the 'Shipment details' page for a Maersk booking. At the top, there is a search bar and a 'View details' button. Below this, key information is provided: B/L number (with 'Track', 'Duplicate', and 'Amend' links), origin (Qingdao, CN, departed 27 Nov 2024), destination (Jakarta, ID, arrives 05 Dec 2024), and cargo details (2 x 20 Dry, Glass, glassware, with a link to 'Add customs from IDR 1,100,000').

The page is divided into several sections:

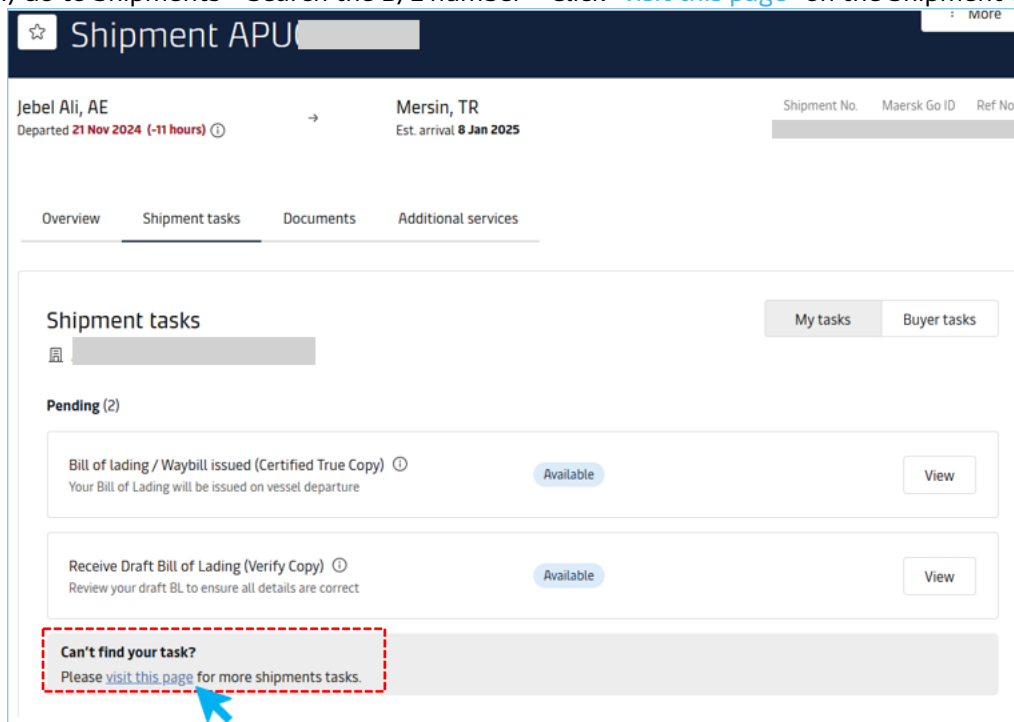
- Summary**: Shows '0 tasks to complete' with three items: 'Container gate in' (due 24 Nov 2024, 07:00), 'Pick empty container' (due 25 Nov 2024, 06:00), and 'Submit shipping instruction' (due 25 Nov 2024, 15:00). A 'View all tasks' button is present.
- Documents**: Shows '4 documents issued' including 'Arrival notice' (issued 02 Dec 2024, 06:25 UTC), 'Original Bill of Lading' (issued 26 Nov 2024, 17:33 UTC), and 'Certified True Copy of B/L' (issued 26 Nov 2024, 17:33 UTC). A 'View all documents' button is present.
- Bill of Lading**: Shows the status 'B/L surrendered to Maersk via ECR by [redacted]' on 03 Dec 2024, 01:04 UTC. Below this, there are two warnings: 'Import manifest not submitted to customs by Maersk' and 'Prepaid charges payment is completed'. A final warning states 'Collect charges payment is pending' with a 'Pay invoice' link.

Option 2) Hub – Delivery Order & Inland transport (Accessible by shipment parties + 3rd parties) – Search B/L number, shows “Bill of lading (Originals) surrendered”.



➤ **How to check B/L surrender status online for Maersk Go bookings (Booking number begins with “APU”)**

Option 1) Go to Shipments > Search the B/L number > Click “visit this page” on the Shipment tasks tab



On the shipment details page, you will see “B/L surrendered to Maersk via ECR by XYZ company”

Shipment details

B/L number: [redacted] [Track](#) [Amend](#) Jebel Ali, AE Mersin, TR 1 x 40 Dry High Cigarettes
 Departed Jebel Ali, United Arab Emirates, AE 17 Oct 2024 Arrives Mersin, Turkey, TR 05 Dec 2024

Summary Documents Containers & VGM Parties Charges & Invoices Log

0 tasks to complete

- Submit shipping instruction by 14 Oct 2024, 17:00 ✓
- Pick empty container by 14 Oct 2024, 17:00 ✓

5 documents issued

- Arrival notice on 29 Nov 2024, 06:06 UTC ⓘ
- Original Bill of Lading on 24 Oct 2024, 10:03 UTC 📄

Bill of Lading

- B/L surrendered to Maersk via ECR by [redacted] on 04 Dec 2024, 07:23 UTC 📄

Or you can also use below link to access the Shipment details page directly.
<https://www.maersk.com/shipment-details/inputBLnumber>

Option 2) After log in, go to <https://www.maersk.com/hub/>
 On Hub – Delivery Order (Accessible by shipment parties + 3rd parties) – Search the B/L number.

You will see the status “Bill of lading (Originals) surrendered”

Delivery Order

Enter a Bill of Lading number to request the delivery order

Enter B/L no.

[Request](#)

Delivery Order Request

Enter B/L number for Delivery Request [Request](#)

B/L Number: APU[redacted] Osaka, JP Colombo, LK 1 x 40' Dry High Machinery or mechan...
 Departs 10 Nov 2024 Arrives 6 Dec 2024

Delivery order can be requested for Merchant haulage from 6 Dec 2024, provided the below tasks are completed.
 Payments towards this shipment are not complete and not reflecting in our systems yet. Kindly submit the payment details using MyFinance. Payment details submitted usually takes upto 4 hours to reflect in our systems, kindly ensure payments done in advance for on time releases
[Hide details](#) ^

<p>Cargo release status</p> <ul style="list-style-type: none"> Bill of lading (Originals) surrendered ✓ Manifest submitted to customs ✓ 	<p>Finance status</p> <ul style="list-style-type: none"> Prepaid charges payment is completed ✓ Collect charges payment is pending ⚠
--	---

Other actions

- Invoices & Charges
- Add release to party
- View/Change payers
- Delivery order guides

- How to submit Electronic Cargo Release (aka OBL surrender) request online (For Web BL signed customer only)

This solution is suitable when you wish to surrender OBL without having to deliver the physical OBL to your partners in destination.

Online Electronic Cargo Release prerequisite

- Remote Printing Agreement Web (Web BL) signed customer
- Transport Document Receiver party
- B/L type is Original (=Negotiable)
- Shipment has departed from Origin and Original B/L has been issued
- Destination country allows telex release

How to submit online

1. Log in to www.maersk.com
2. Search the B/L
3. Click 'Electronic cargo release' on Shipment details Summary – Bill of Lading

Shipment details B/L, booking, container or booked by reference number [View details](#)

B/L number: Xingang, CN Durban, ZA 1 x 40 Dry High

[Track](#) [Duplicate](#) [Amend](#) Departed Xingang, Tianjin, CN Arrives Durban, KwaZulu-Natal, ZA Construction and buil...

03 Dec 2024 11 Jan 2025 [Add customs from ZAR 650](#)

Summary Documents Containers & VGM Parties Charges & Invoices Log

Change in vessel departure
New ETD: 03 Dec 2024, 16:00 (delayed by 1 day).
To receive email notifications on transport plan changes, [set notifications](#).

0 tasks to complete

- Pick empty container**
by 29 Nov 2024, 13:00 ✔
- Submit shipping instruction**
by 29 Nov 2024, 14:00 ✔
- Submit VGM**
by 29 Nov 2024, 14:30 ✔

[View all tasks](#)

3 documents issued

- Original Bill of Lading**
on 05 Dec 2024, 00:57 UTC ↓
- Certified True Copy of B/L**
on 05 Dec 2024, 00:57 UTC ↓
- Booking confirmation**
New ETD: 03 Dec 2024, 16:00 (delayed by 1 day) ↓
Updated document is available for download

Bill of Lading

- ✔ B/L issued to
on 03 Dec 2024, 00:57 UTC
[Amend Bill of Lading](#)
- ▲ B/L not surrendered
- ▲ Import manifest not submitted to customs by Maersk
- ✔ Prepaid charges payment is completed
- ▲ Collect charges payer to be added
[Add payer](#)

Electronic cargo release

B/L release

4. Check surrender fee payer, Consignee detail, Add optional email address, Check Terms and Conditions, and Submit. (Default Electronic Cargo Release Service - Export fee payer will be the requestor, aka Transport Document Receiver.)

Electronic cargo release

B/L surrender to Maersk

Electronic cargo release payer:

Party details:

Consignee

Confirmation of the B/L surrender will be sent to

1.

2. 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.

ⓘ In most cases, your invoice will be ready within 20 minutes. From time to time it can take up to 12 hours. If you don't have a credit agreement with Maersk, kindly complete your payment promptly to ensure a smooth cargo release at the destination. This message is not applicable if you have pre-paid the electronic cargo release fee. Thanks for your cooperation.

[Submit](#)

Online Electronic Cargo Release (Surrender) Benefit

- Instant fulfilment
- Faster Invoice generation (Most shipments can download instant invoice within 10 minutes with some exceptional scenarios where invoice generation may take 24-48 hours)
- Instant Email confirmation (Expected invoice generation time will be informed on the email)
- No need to return/pick up OBL at Maersk counter
- No need to fill in extra surrender request forms or send email