

Import Booklet

All you need to know in your import shipping journey

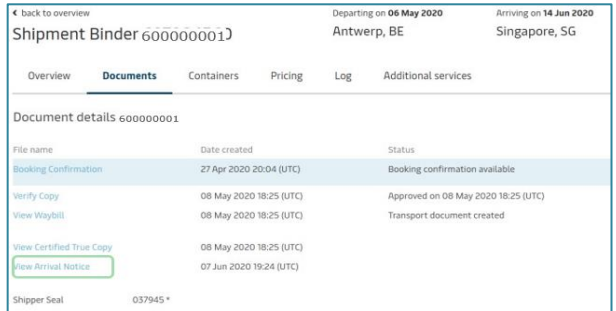


Registration video guideline – [YouTube](#), [Maersk.com](#)
E-Guide ([link](#)) - Your 24 hours teacher for Maersk.com

1. Arrival Notice

Arrival Notice is generated 3 calendar days before vessel arrival and send to consignee via email.

Alternatively, consignee may download your Arrival Notice through the [Shipment Binder](#).



← back to overview Departing on **06 May 2020** Arriving on **14 Jun 2020**
Shipment Binder 600000001 Antwerp, BE Singapore, SG

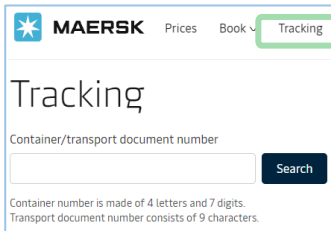
Overview **Documents** Containers Pricing Log Additional services

Document details 600000001

File name	Date created	Status
Booking Confirmation	27 Apr 2020 20:04 (UTC)	Booking confirmation available
Verify Copy	08 May 2020 18:25 (UTC)	Approved on 08 May 2020 18:25 (UTC)
View Waybill	08 May 2020 18:25 (UTC)	Transport document created
View Certified True Copy	08 May 2020 18:25 (UTC)	
View Arrival Notice	07 Jun 2020 19:24 (UTC)	

Shipper Seal 037945 *

You may go to Shipment Binder by [Tracking](#) or [Clicking on the shipment](#) in Import Shipment Overview.



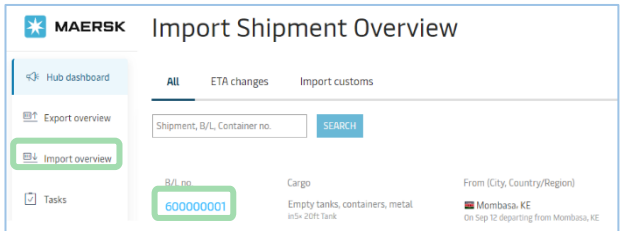
MAERSK Prices Book ▾ **Tracking**

Tracking

Container/transport document number

Search

Container number is made of 4 letters and 7 digits.
 Transport document number consists of 9 characters.



MAERSK Import Shipment Overview

Hub dashboard **All** ETA changes Import customs


Export overview Import overview Tasks

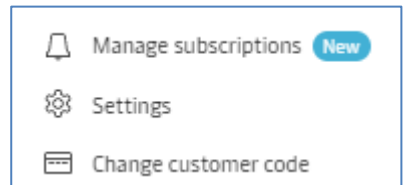
Shipment, B/L, Container no. **SEARCH**




B/L no. Cargo From (City, Country/Region)

600000001 Empty tanks, containers, metal **Mombasa, KE**
100 - 2001 tank On Sep 12 departing from Mombasa, KE

Make things easier? -> Subscribe to [arrival notice notification](#) on Maersk.com.

Click on  > Manage subscriptions

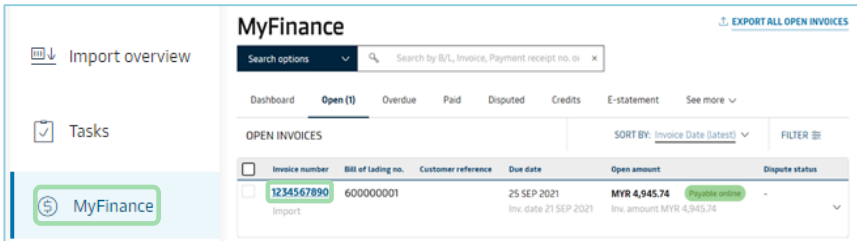


-  **Manage subscriptions** New
-  **Settings**
-  **Change customer code**



2. Invoice Payment

Invoices are generated 3 calendar days prior to vessel arrival. You may download your Invoice through MyFinance.

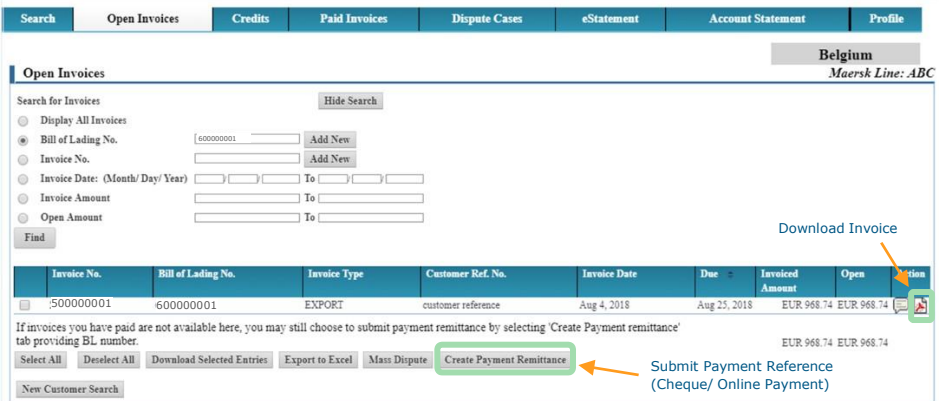


Payment information is available on the invoice. Payment can be made by online payment.

Submit Payment Reference

You may submit your [payment proof](#) to MyFinance.

Click 'See more' > '3rd Party invoice search' > 'Redirect'



Submit the payment reference via [Create Payment Remittance](#) button above



3. Surrender OBL

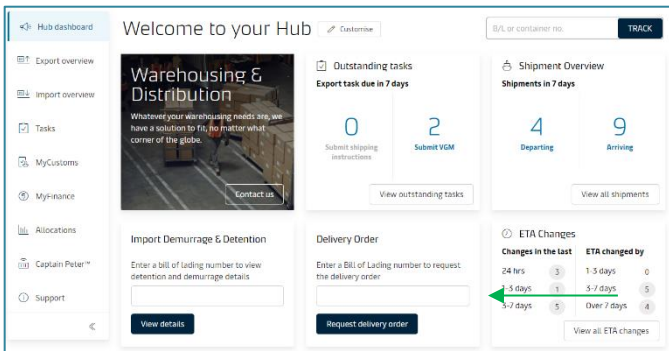
You may surrender your OBL (original Bill of Lading) at **Maersk counter**.

Counter Operation Hours: 9.00am – 3.30pm

Break for lunch from 12.30pm – 1.30pm

4. Delivery Order

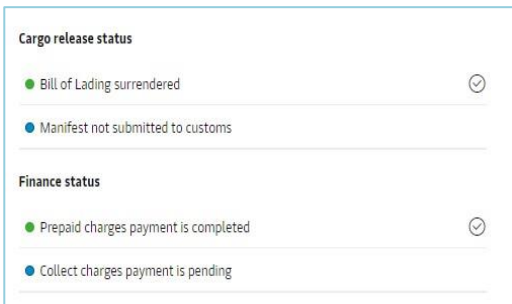
Delivery request is now submitted **online** via **Maersk.com**.



The screenshot shows the Maersk Hub dashboard with the following sections:

- Welcome to your Hub:** Includes a 'Warehouse & Distribution' banner and a 'Submit shipping instructions' button.
- Outstanding tasks:** Shows 'Export task due in 7 days' with a count of 0 and a 'Submit VGM' button with a count of 2.
- Shipment Overview:** Shows 'Shipments in 7 days' with 'Departing' (4) and 'Arriving' (9) counts.
- ETA Changes:** A table showing changes in the last 24 hours, 5 days, and 7 days. A green arrow points to the '5 days' column.

Changes in the Last	ETA changed by
24 hrs	3
5 days	1
7 days	5
1-3 days	0
5-7 days	5
Over 7 days	4



The screenshot shows the status of the cargo release and finance:

- Cargo release status:**
 - Bill of Lading surrendered (checked)
 - Manifest not submitted to customs
- Finance status:**
 - Prepaid charges payment is completed (checked)
 - Collect charges payment is pending

You may check **Cargo Release Status** and **Finance Status** here.

You can only proceed with submission of **delivery order**:

- Bill of Lading has been **surrendered**
- **2 days** before **ETA** for shipment to **Port Klang & Tanjung Pelepas**



Delivery orders

Please proceed to delivery order request for the containers with 'ready to submit' status.



Continue



Release type, payers & containers



Documents & References



Release details



Review

Attached Letter of Authorization

You will only see this if you are a **third-party** requesting for delivery order release.

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.

[+ Upload Letter of Authorization](#)

Maximum allowed file size or total size of all files is 10MB (0.00MB / 10MB)

Supported formats are: .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPG, .JPEG, .TXT, .ZIP

If you are trucking-out the containers yourself, you may then click on Continue with merchant haulage.

If your shipment is booked for store door delivery, the release type will be by default as **Carrier Haulage (SD)**. Alternatively, you can still purchase our trucking services by selecting the **delivery location** option.

Containers awaiting delivery order request

Containers	Request ID / Case Number	Status
Maersk Inland	-	Ready to Submit

Maersk Inland

Discover our reliable inland service

Rate displayed below is the total for **1 x 40' Dry Standard** from **Port Klang** to the location selected below

ⓘ [Click/Change information shown are tariff rates since you are not an authorized party to the shipment, if negotiated rate is applicable for this shipment, it would be listed accordingly.](#)

<input checked="" type="radio"/> Shah Alam, Malaysia - By Truck	550.00 MYR View at: shah.alm	Purchase Inland Delivery, OR
<input type="radio"/> Seri Kembangan, Malaysia	900.00 MYR	
<input type="radio"/> Klang Telok Gong, Malaysia	560.00 MYR	
<input type="radio"/> Pulau Carey, Malaysia	590.00 MYR	
<input type="radio"/> Choose location		

Booking would be confirmed subject to available capacity, for more detail you can contact customer service team.

I agree to the [terms and conditions](#) for haulage price applicable to the selected delivery location.

Additional charges may incur, please refer to your country's local web page or contact customer service for these details. The rules, charges and/or accessories applicable to any inland transportation covered under the booking are available [Local Services - Local Offices Information | Maersk](#).

*Select payer details responsible for the haulage charge

Select payer:

[Book inland delivery](#)

OR

Container release

Want to haulage delivered to a container yard near you?

[Continue with merchant haulage](#)



MAERSK

Payment proof upload will be prompt if Collect Charges payment status are pending.

Key in the ledger account number / FA code / DIC number according to the port of discharges.

Documents & References

Proof of payment

Payment for the collect charges is pending, please upload documents for 'Proof of Payment' if payment is done. If you have already submitted proof of payment within last 24 hrs, it might be under process and no need to upload it again.

Upload Document

Maximum allowed file size or total size of all files is 10MB (0.24MB / 10MB)
Supported formats are: XLS, XLSX, PDF, DOC, DOCX, PPT, PPTX, JPG, JPEG, TXT, ZIP

Mandatory Documents / References

Ledger account

Enter reference number

Cancel Continue

[CY mode] Kindly select **closest estimated release date** based on the ETA date and Time for this shipment. The indicated pickup time would **not affect actual release date**, as container release will take place immediately after we have received and processed your delivery order submission on maersk.com

Release container details will be updated as consignee. No worries, release party in port system will updated based on the Ledger account / FA code input before.

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)
Please update release to party if applicable

Pickup date
26 Sep 2021

Pickup time
00:00
Pick a time within terminal operating hours

Detention details Total* Not available

I made the payment for D&D charges.

Haulage instructions(Optional)

0/800

Cancel Continue



[SD Mode] Fill up the details of the delivery – address, date, time & contact.

Delivery reference: Please advise below details in this fill

- Type of preferred haulier (normal haulier / side loader)
- Empty return details (direct unload / advise date)

Delivery details for Carrier Haulage

Port of discharge (City, Country/Region)
Port Klang, MY
30 May 2023 01:00

Delivery location (City, Country/Region)
Tanjung Pagar, MY

Port of origin (City, Country/Region)
Port Klang, MY
30 May 2023 01:00

Delivery

Address
Add the address you want your shipment to be delivered to
Add address +

Date and time
2023-06-19
Pick up at -
Delivery reference -
Edit

Contact
aaa
aaa@com
Edit

Preferred contractor (Optional)

Haulage instructions (Optional)

0 / 800

Cancel Continue

Input your email address or more as desired, then you're good to go.

Review your order details

Recipient details

Hide recipient details

Delivery order recipient e-mail ID
a@com + Add e-mail address

Payer details

View payer details

Documents and references

View documents and references

Release details

View release details for merchant haulage

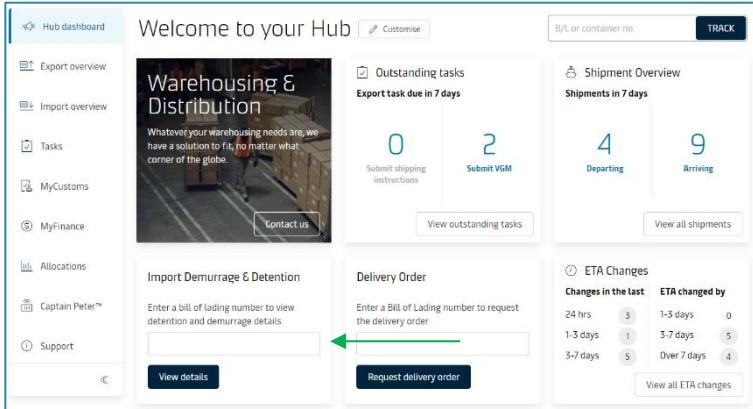
Cancel Submit

Once confirmed, the documents will be uploaded and automatically notify our import team. You will also receive a case number for your reference.



5. Demurrage & Detention

Demurrage & Detention (DnD) Information? [Check it online!](#)



The screenshot shows the Maersk Hub dashboard with a sidebar on the left containing navigation options: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter™, and Support. The main content area is titled 'Welcome to your Hub' and includes a 'Customise' button and a 'TRACK' button for B/L or container no. The dashboard is divided into several sections:

- Warehousing & Distribution:** A banner with an image of a warehouse and text: 'Whatever your warehousing needs are, we have a solution to fit, no matter what corner of the globe.' with a 'contact us' button.
- Outstanding tasks:** A section titled 'Export task due in 7 days' showing 0 tasks to 'Submit shipping instructions' and 2 tasks to 'Submit VGM'. A 'View outstanding tasks' button is present.
- Shipment Overview:** A section titled 'Shipments in 7 days' showing 4 'Departing' and 9 'Arriving' shipments. A 'View all shipments' button is present.
- Import Demurrage & Detention:** A section with a text input field for 'Enter a bill of lading number to view detention and demurrage details' and a 'View details' button.
- Delivery Order:** A section with a text input field for 'Enter a Bill of Lading number to request the delivery order' and a 'Request delivery order' button. A green arrow points from this section to the 'Import Demurrage & Detention' section.
- ETA Changes:** A section titled 'Changes in the last' showing a table of ETA changes by duration (24 hrs, 1-3 days, 3-7 days, Over 7 days) and a 'View all ETA changes' button.

One-click online visibility of **free days & last free date.**

Change to your **plan empty return date** to check the **possible detention price.**

Detention					
Detention charge & free days details					
You can select a new 'Empty return date' to view detention charge applicable (as per the contract/ standard tariff). Empty return location					
Containers	Free Days	Last Free Date	Empty return date	Chargeable days	Detention price Days X Rate
PONU1939386 40' DRY Animal fodder, pet food, non-frozen	7 days	17 Sep 2022	21 Sep 2022	4 days	MYR 600.00
Total no. of containers: 1			Total price* MYR 600.00		
<small>*Detention price displayed is initial estimate to this shipment based on selected empty return date. Your invoice will contain additional local tax or changes to these figures in accordance to terms and conditions.</small>					

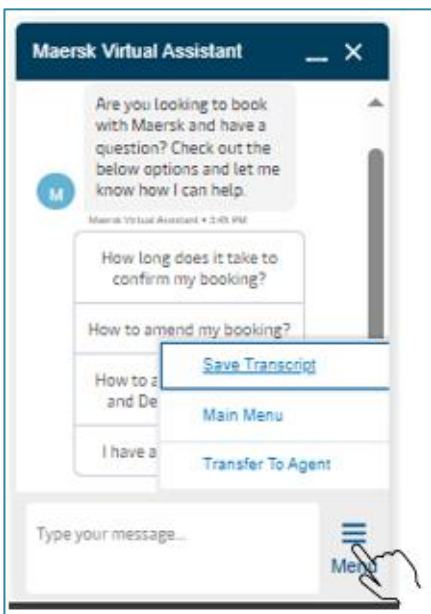
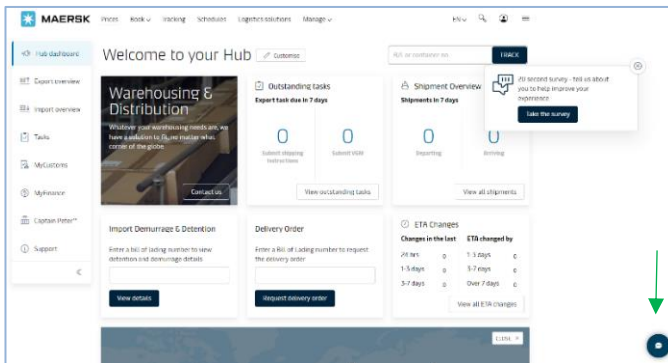


Contact: We are here to assist

If at any time support is required.

ChatBot

Click on the [Chat](#) to start.



- Use the Options ([Main Menu](#)) to get the answers to your queries.
- If ChatBot cannot serve with your request and Agent Chat is not available, there will be a [Case Number](#) and your request will be [email-based](#).
- Live Agent is available during our business hours ([Mon-Fri 0900 to 1700hrs](#)) and subject to availability.
- Please provide the details matched with the required format when ChatBot requests for more details; Otherwise, ChatBot will not be able to detect your request.



Mailbox (Import) : my.import@maersk.com

Customer Service Hotline : +60 3 8601 2940

Address : 13A-1-4, Level 13A, IMAZIUM,
No.8 Jalan SS 21/37, Damansara Uptown, 47400
Petaling Jaya, Selangor.

Counter Operation Hours : 09:00 – 15:30
Lunch Break 12:30 to 13:30
Closed on Saturday, Sunday and Public Holidays
Scan QR Code for counter appointment form

