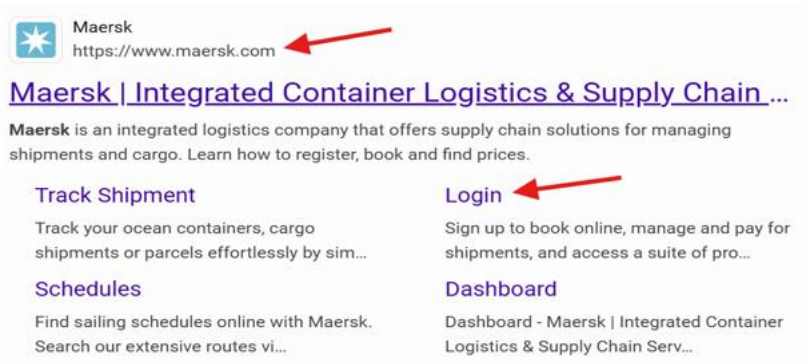


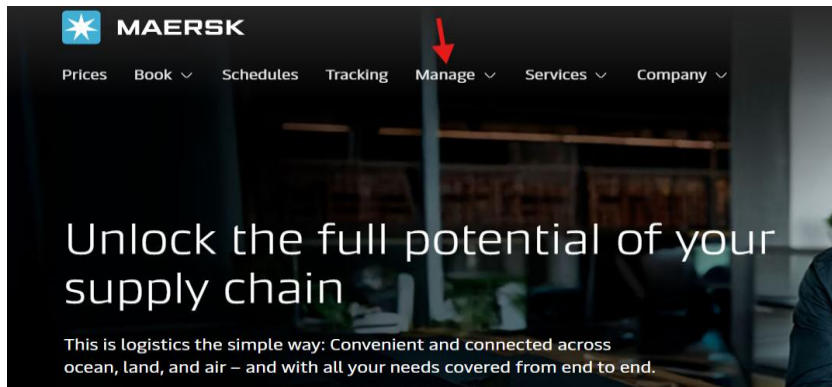
# Delivery Order requests: Merchant Haulage

Welcome to the Delivery order request journey for Merchant haulage.

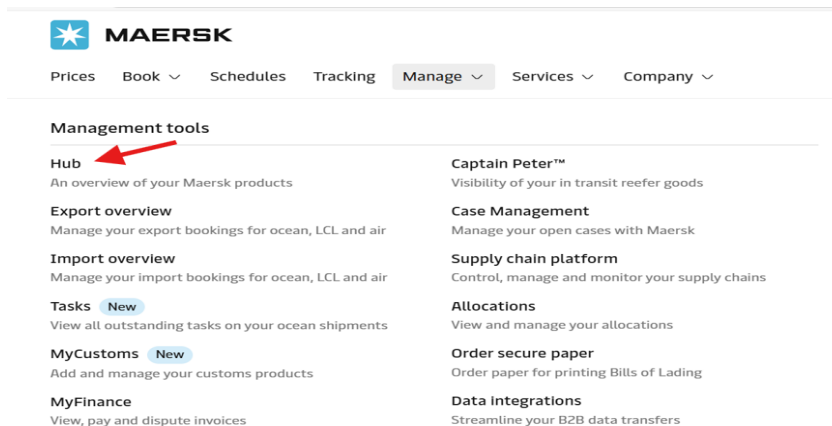
1. To get started, login to Maersk.com.



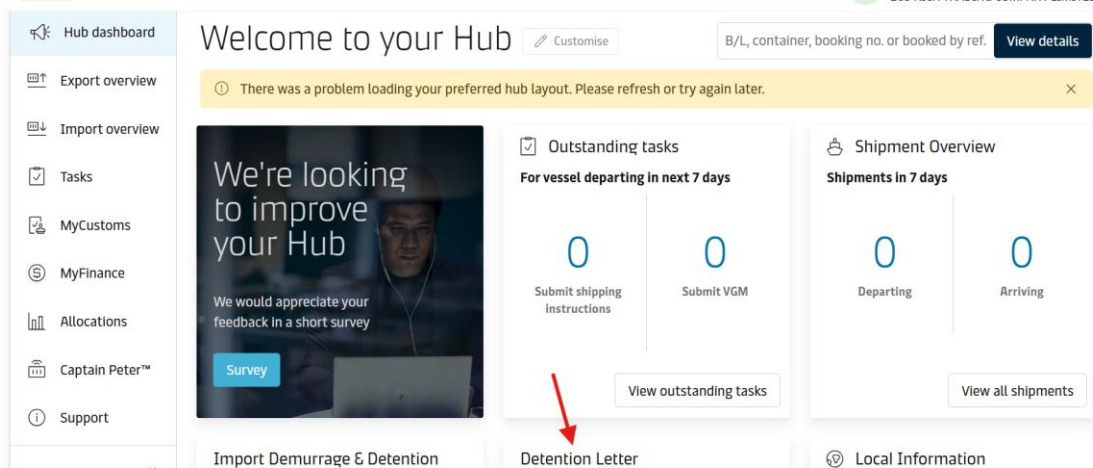
2. Navigate to the "Manage" section.



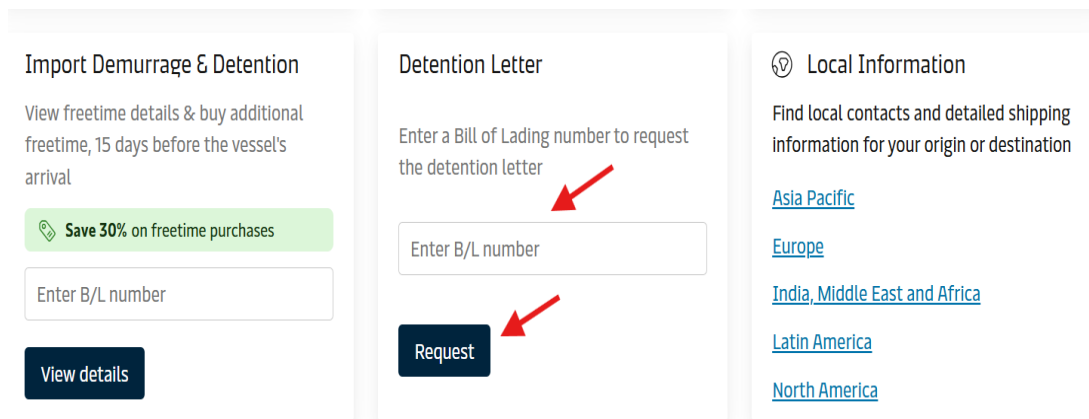
3. Click "Hub"



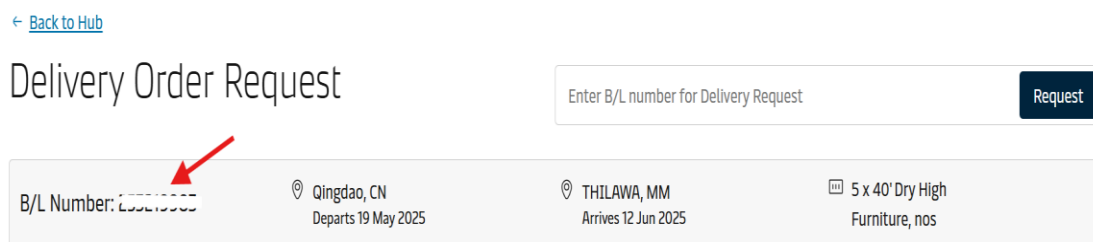
4. Scroll down the page and you will find the detention letter section.



5. In the Detention Letter box, enter your B/L no, then click the Request button.



6. You'll now be directed to a **detention letter request page** tailored to your B/L. The overview panel at the top displays relevant shipment details.



7. Review the status to check if containers are ready for detention letter issuance. All required tasks must be green and completed for further process.

✅ *Example:* A green tick indicates a completed task, while a grey icon signals a pending step.

⚠️ **Container(s) are not ready for delivery request**

Not all requirements are met, but you can still create a delivery order

Hide details ^

**Cargo release status**

- ✅ Bill of lading (Waybill) issued at origin
- ✅ Manifest submitted to customs

**Finance status**

- ✅ Prepaid charges payment is completed
- ⚠️ Collect charges payment is pending

✅ **5 Container(s) are ready for delivery request**

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

Hide details ^

**Cargo release status**

- ✅ Bill of lading (Waybill) issued at origin
- ✅ Manifest submitted to customs

**Finance status**

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

8. All containers under the B/L are selected by default. If you wish to request a detention letter for only some containers, **manually select** them by ticking the checkbox next to their respective numbers.

Delivery order

Selected containers: 2 of 2

2 containers are ready to release.

Collapse ^

<input checked="" type="checkbox"/>	Container	Status	Case number
<input checked="" type="checkbox"/>	GCXU2539519 20' Dry Standard Palm oil(20822.53 kg)	Ready to submit	-
<input checked="" type="checkbox"/>	TRHU3830490 20' Dry Standard Palm oil(20822.53 kg)	Ready to submit	-

9. To proceed, click on **"Request Detention Letter."**

How do you want your cargo to be delivered?  
Select your haulage preference below to start your request

✓ Selected



I will pick up my cargo  
Merchant haulage

Request delivery order

10. If you are **not the consignee**, or if you are requesting the detention letter **as an agent**, please upload the **Delivery Order (DO)**, **Line B/L**, or **Form 91** in the **Authorization Letter Box**.

📎 Upload authorisation to request delivery order

To continue, upload a letter of authorisation from the consignee which grants you the permission to place the delivery order.

**Upload Letter of Authorization**

Please 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

Request delivery order

Delivery order issued (0)

After you request a delivery order, the status of your submitted request will appear in this section.

## Documents & References Page

11. At the top of this page, you'll find the **Port of Discharge** & the **Place of Release**.

### Delivery Order Request

B/L Number: 253219983

Qingdao, CN  
Departs 19 May 2025

THILAWA, MM  
Arrives 12 Jun 2025

5 x 40' Dry High  
Furniture, nos

○ Add release details

○ Review & submit

Release details for Merchant haulage

Port of discharge (City, Country/Region)

THILAWA, MM

Place of release

Thilawa-MITT  
12 Jun 2025 06:30

**Additional information**

- Please ensure pickup and return dates are during terminal operating hours.
- Demurrage and detention charges will apply if free time is exceeded.

12. Here, the selected containers for this request are shown. If you need to revise the selection, you'll have to **restart the process**.

THILAWA-MITT  
12 Jun 2025 06:30

Selected containers: 5 of 5

MRSU5882206 MSKU9459737

**Additional information**

- Please ensure pickup and return dates are during terminal operating hours.
- Demurrage and detention charges will apply if free time is exceeded.

**Release details**

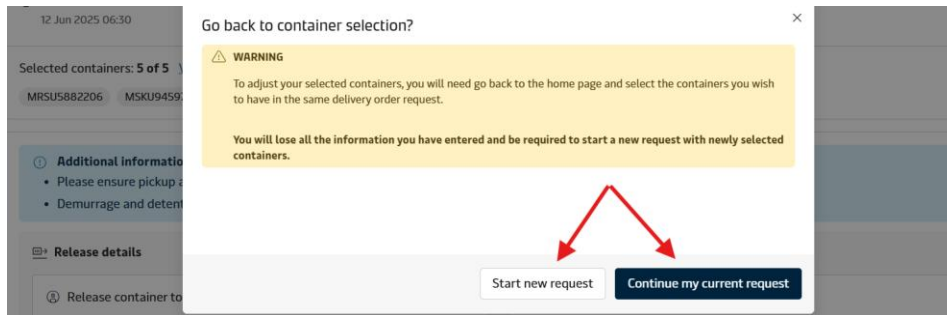
Release container to

All containers in B/L number: 253219983

Selected containers are in this delivery order request. To adjust your selected containers, you will need go back to the home page and select the containers you wish to have in the same delivery order request.

Container number	Size & type	Cargo weight	Cargo volume
<input checked="" type="checkbox"/> MRSU5882206	40' Dry High	23750 kg	41.6 CBM
<input checked="" type="checkbox"/> MSKU9459737	40' Dry High	12240 kg	65.5 CBM
<input checked="" type="checkbox"/> MSKU9081185	40' Dry High	9350 kg	38.29 CBM

Adjust selected containers Close



### 13. You can change pick up date and time in this section.

**Additional Information**

- Please ensure pickup and return dates are during terminal operating hours.
- Demurrage and detention charges will apply if free time is exceeded.

**Release details**

Release container to

CO LTD \*\*\*\*\*170  
Customer code:\*\*\*\*\*170  
Address:  
COAD  
YANGONE TOWNSHIP  
YANGON Myanmar (Burma)

[Change contact](#)

**Pick up date & time**

27 Jun 2025  
23:59

[Change date and time](#)

### 14. Provide details for the **empty container return depot**, including the expected **return date and time**.

**Tip:** If the depot field is blank, begin typing the depot's name—an auto-suggestion drop-down will appear with the closest matches.

**Return details**

Empty container return depot

Thilawa-MITT, THILAWA, Myanmar (Burma)

**Return date & time (optional)**

27 Jun 2025

[Change date and time](#)

### 15. In the **D&D section**, you'll find a breakdown of applicable charges. If payment has been made, upload proof of payment here to ensure faster approval of your detention letter request.

**Demurrage details**

**Detention details**

☐ I made the payment for D&D charges.

[Upload](#)



Drag and drop or browse files to upload paid receipts (Demurrage & Detention)

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

16. If your haulage includes special requirements, you may enter that here. Otherwise, click **"Continue"** to proceed.

Haulage instructions (Optional)

Please include any special instructions or reference needed to arrange the delivery

How was your experience on this page?  


**Continue** → Cancel

## Payers and Review Section

17. You must now verify or assign specific **payers** to the charges incurred.

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	Payer
Import Service	CO LTD - *****170


Demurrage & detention charge	Payer
Import Demurrage	CO LTD - *****170
Import Detention	CO LTD - *****170

Invoice reference (Optional)


Enter reference for this shipment

18. Double-check all release-related details—container numbers, pickup information, return depot, and payer allocations.

**Release details**


 Release container to

CO LTD \*\*\*\*\*170  
Customer code:\*\*\*\*\*170  
Address:  
ROAD  
MAYANGONE TOWNSHIP  
YANGON Myanmar (Burma)


 Pick up date & time

27 Jun 2025  
23:59

**Return details**

 Empty container return depot

Thilawa-MITT, THILAWA, Myanmar (Burma)


 Return date & time (optional)

27 Jun 2025  
--:--

**19.** You can enter additional **email addresses** to receive the detention letter confirmation PDF.

Confirmation of the delivery order will be sent to:


1. ye.k.aung@maersk.com

2. test@test.com 

3. Email address (optional) 



Enter consignee or other email address

Add email

 To remove an email address, click the trash can icon next to it.

Confirmation of the delivery order will be sent to:

1. ye.k.aung@maersk.com

2. test@test.com  

3. Email address (optional)

Enter consignee or other email address

Add email

**20.** Tick the checkbox to accept Maersk's terms and conditions. Once done, click "Submit" to complete the request.



**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 your country's local webpage or contact customer service for these details.

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

 How was your experience on this page?  

Submit


Cancel


[← Previous](#)


## Submitted Request and Confirmation

**21.** You have now successfully requested a detention letter.

**22.** If all required tasks have been completed, a **PDF copy of the Detention Letter** will be instantly emailed to the listed recipients. If there are pending tasks such as unpaid fees or others—you'll receive a **case ID** for follow-up.

 **Thank you for requesting delivery order.**

Your Instant Delivery Order processed successfully 


 [Download Delivery Order Request submitted for \[redacted\].pdf](#)

All recipients for this request will receive a confirmation email shortly.

23. Click on **"Check Now"** to track the real-time progress of your detention letter request. This will indicate whether it's still being issued, or if any additional actions are required.


Check status of Request

To monitor your delivery request order status or make amendments.

 Check now

## Checking Issued Detention letters

24. Back on the detention letter page, scroll down to view your issued detention letters. Detention letters in PDF format will be received via email. You can also request amendments and add inland, if available from here.

Delivery order issued (1)			
After you request a delivery order, the status of your submitted request will appear in this section.			
Haulage ID #	Status	Containers	Actions
	DO released	MRSU5882206 MSKU9459737 MSKU9081185 MRKU5004065 HASU5058737 <a href="#">show less</a>	<a href="#">Request amendment</a>