Self Service Delivery Order

Request your Delivery Order Online at Anytime

March 6, 2025

MAERSK

SSDO Prerequisites

As we are continuously striving to provide you a faster and seamless DO releasing, we are seeking your cooperation to follow below guidelines before making an SSDO request on our SSDO Website.

1. Please ensure to upload payment for Collect charges in P2R via MyFinance and wait for the Payment confirmation email. Click here on how to check submit your payment.
    - Payment validation turntime:
        - Over the counter deposit: 1 business day
        - Electronic fund/Online Transfer & HSBC payments: 2 business days
2. Container should be discharged status → Click here how to track your container movement.
3. OBL must be surrendered. Our counters are open 8000H to 1630H to accommodate transactions.
4. Please ensure proof of payment for Demurrage/Detention (if applicable) is uploaded. → Click here how to check DND freetime/ calculator.

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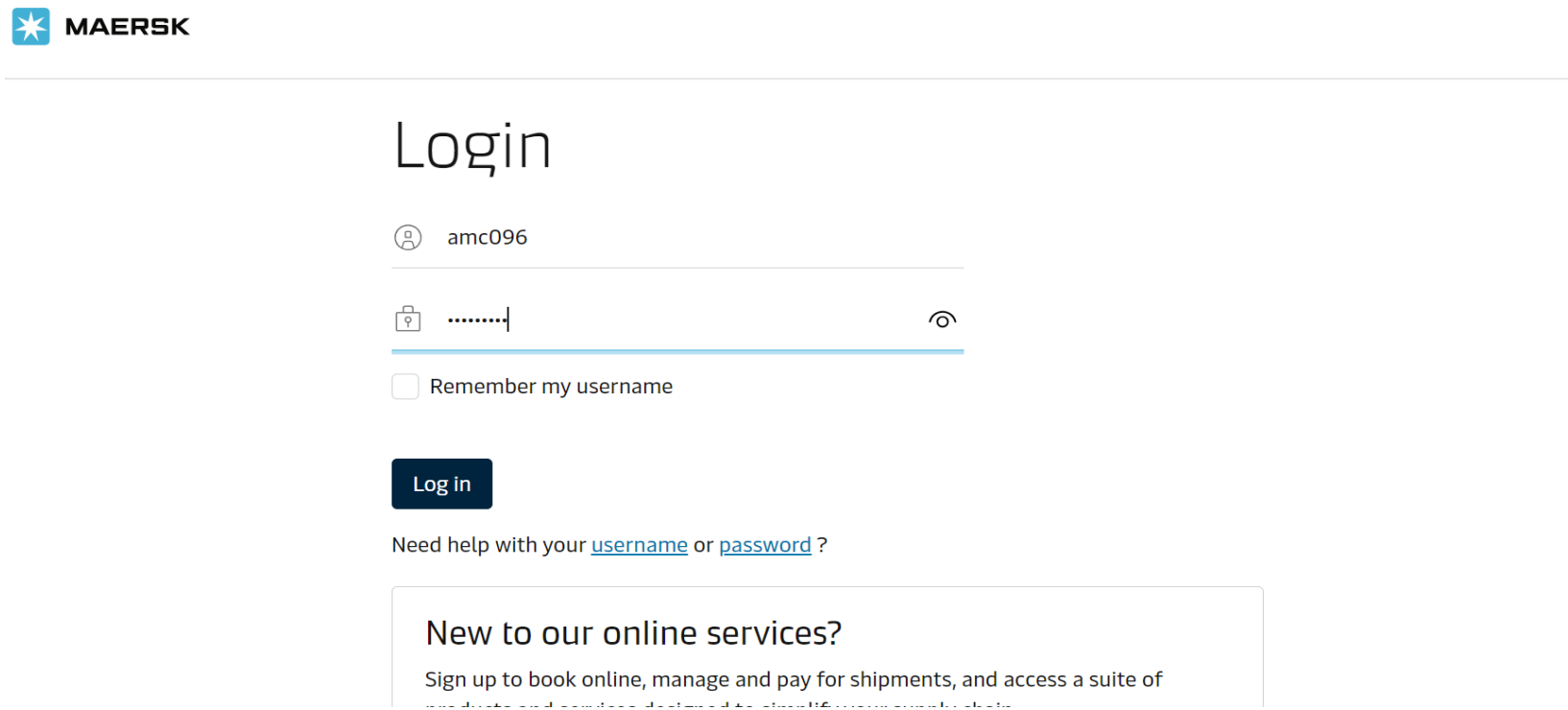
1. Log-in your account to www.maersk.com



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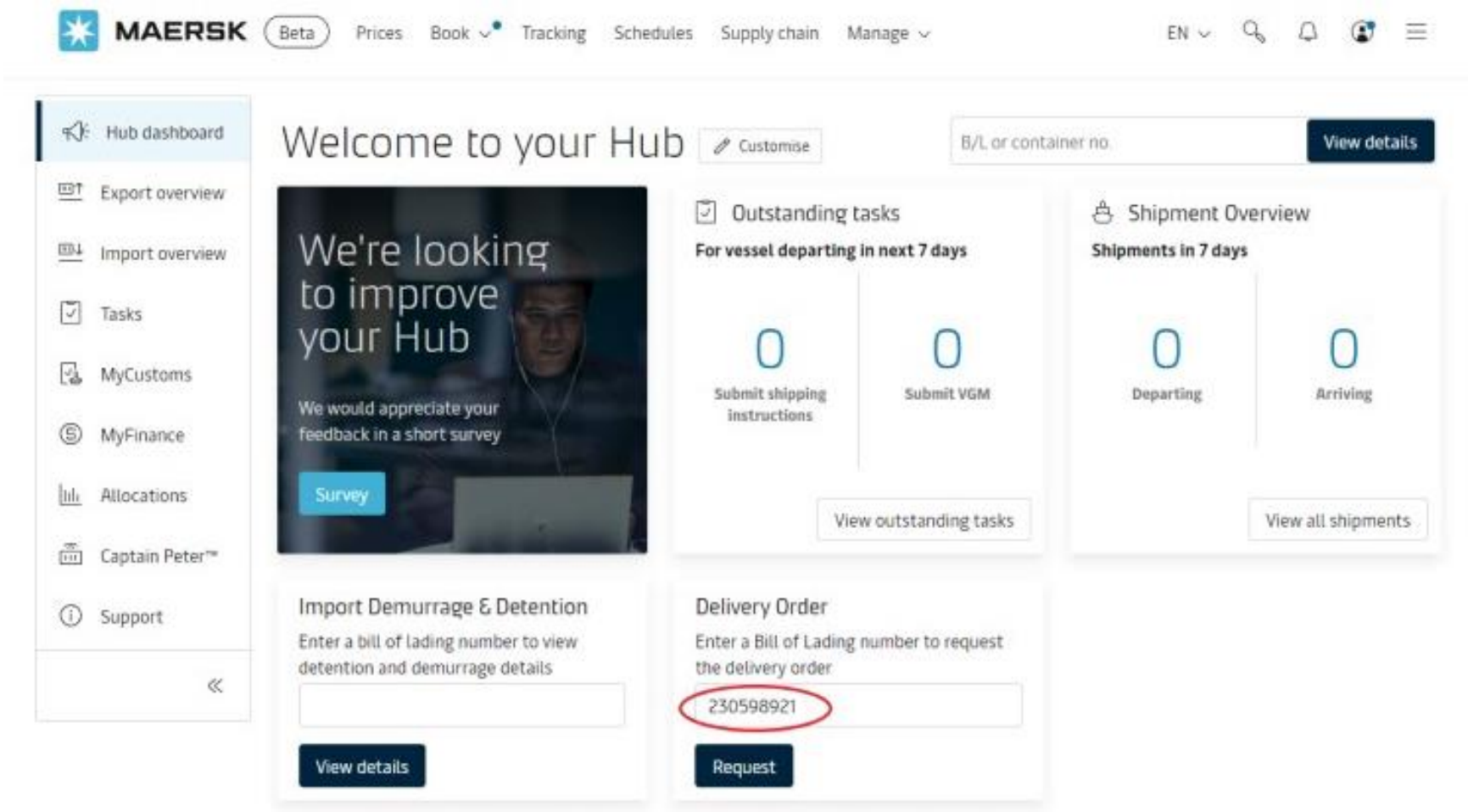
Classification: Internal

2. Enter the BL number in Delivery Order box and click request



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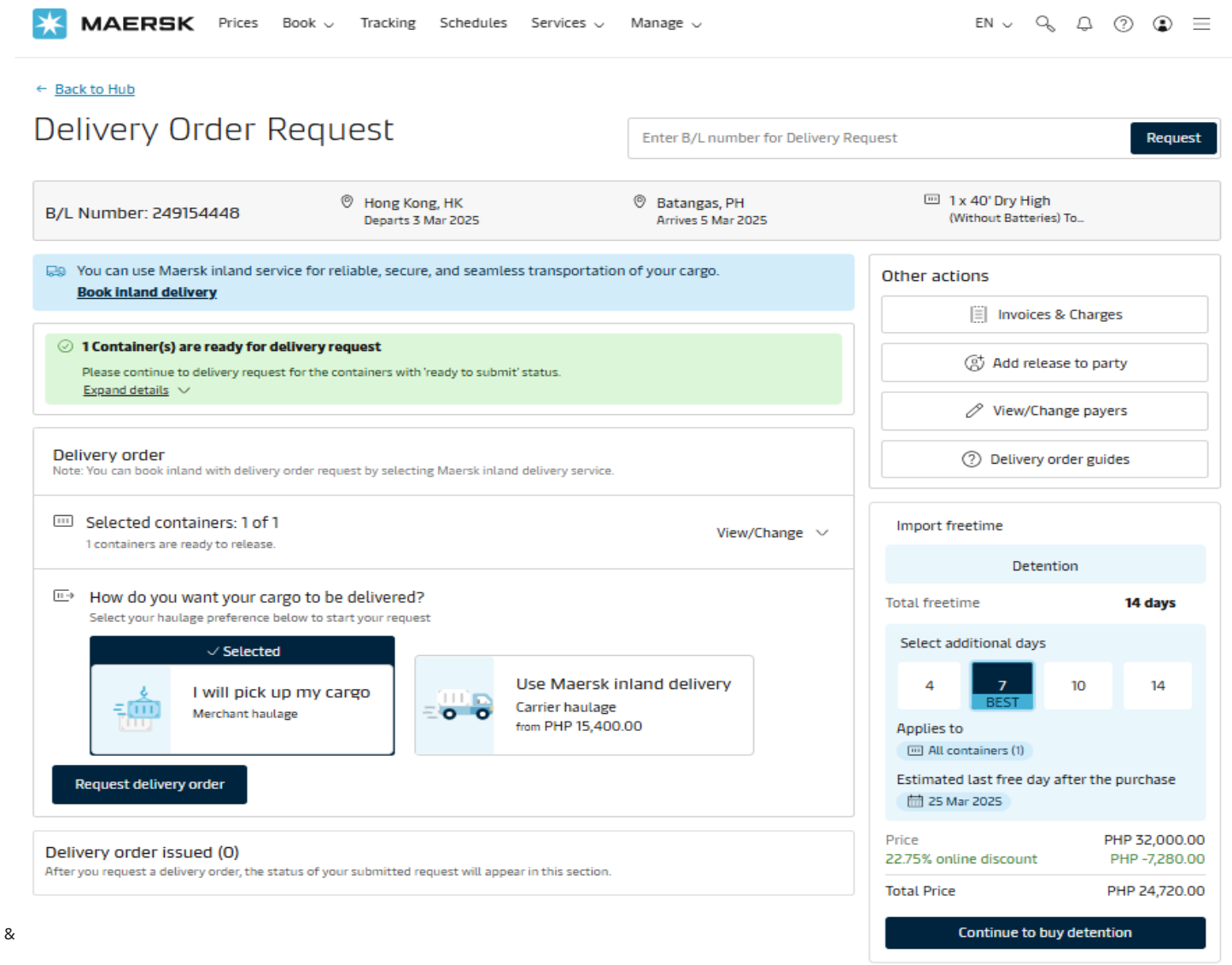
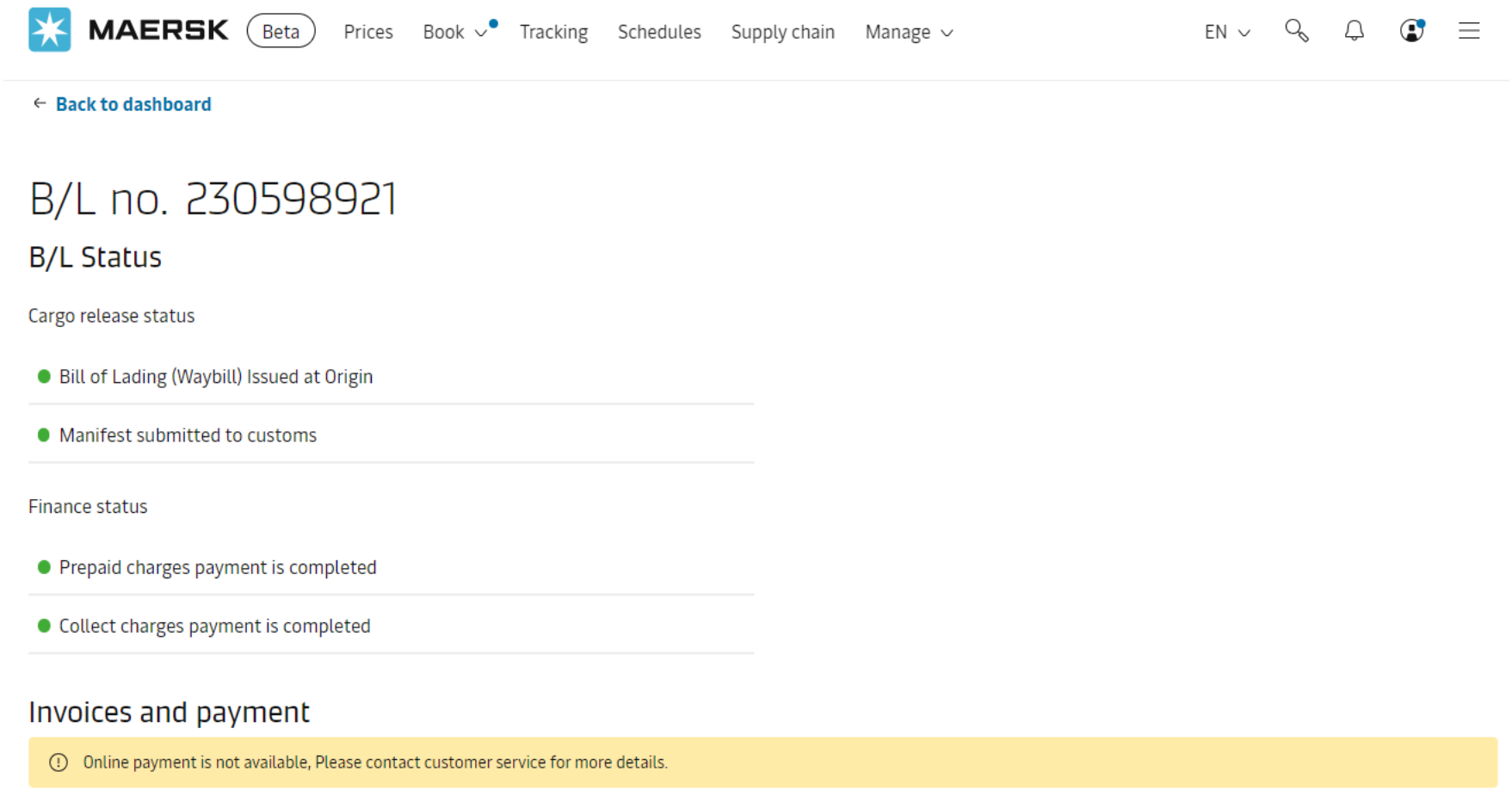
3. Select “I will pick up my cargo” for Container Yard pick up, or select “Use Maersk inland delivery” for Store Door (Trucking charges may apply)



Classification: Internal

4. Ensure that all status is completed (green color) if there's still pending status (blue color) do not proceed the process as this still be rejected.



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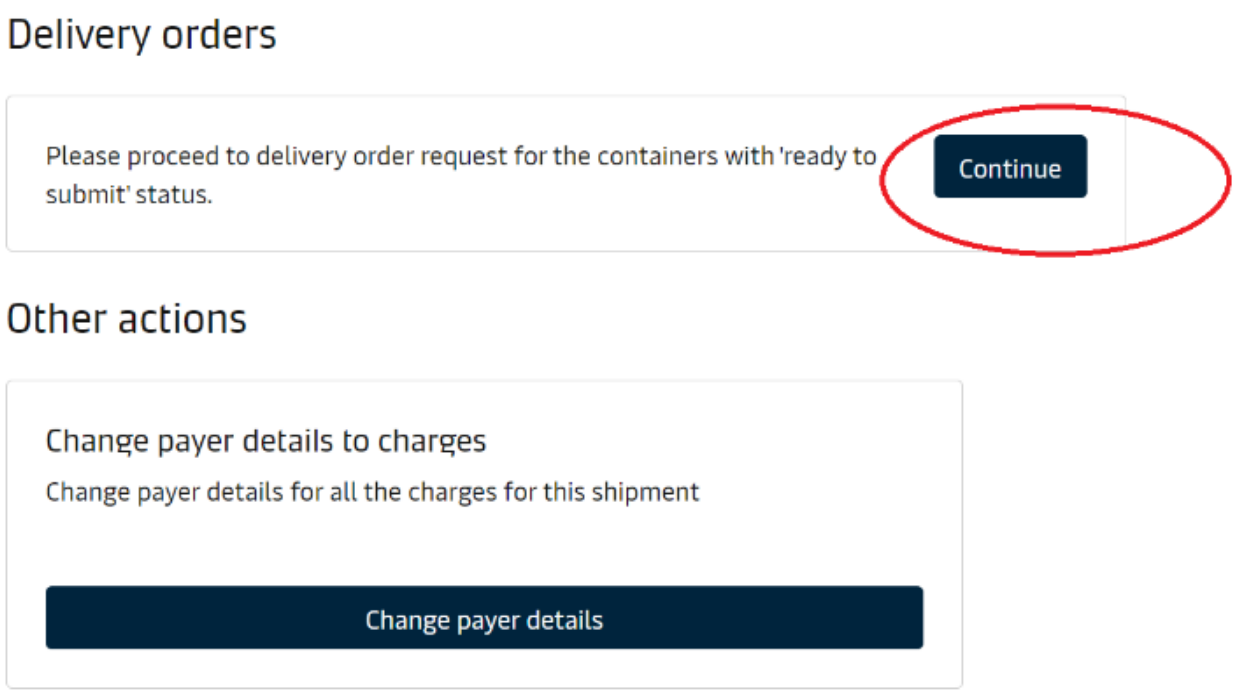
4.1 Click continue in Delivery Orders and do not change payer details



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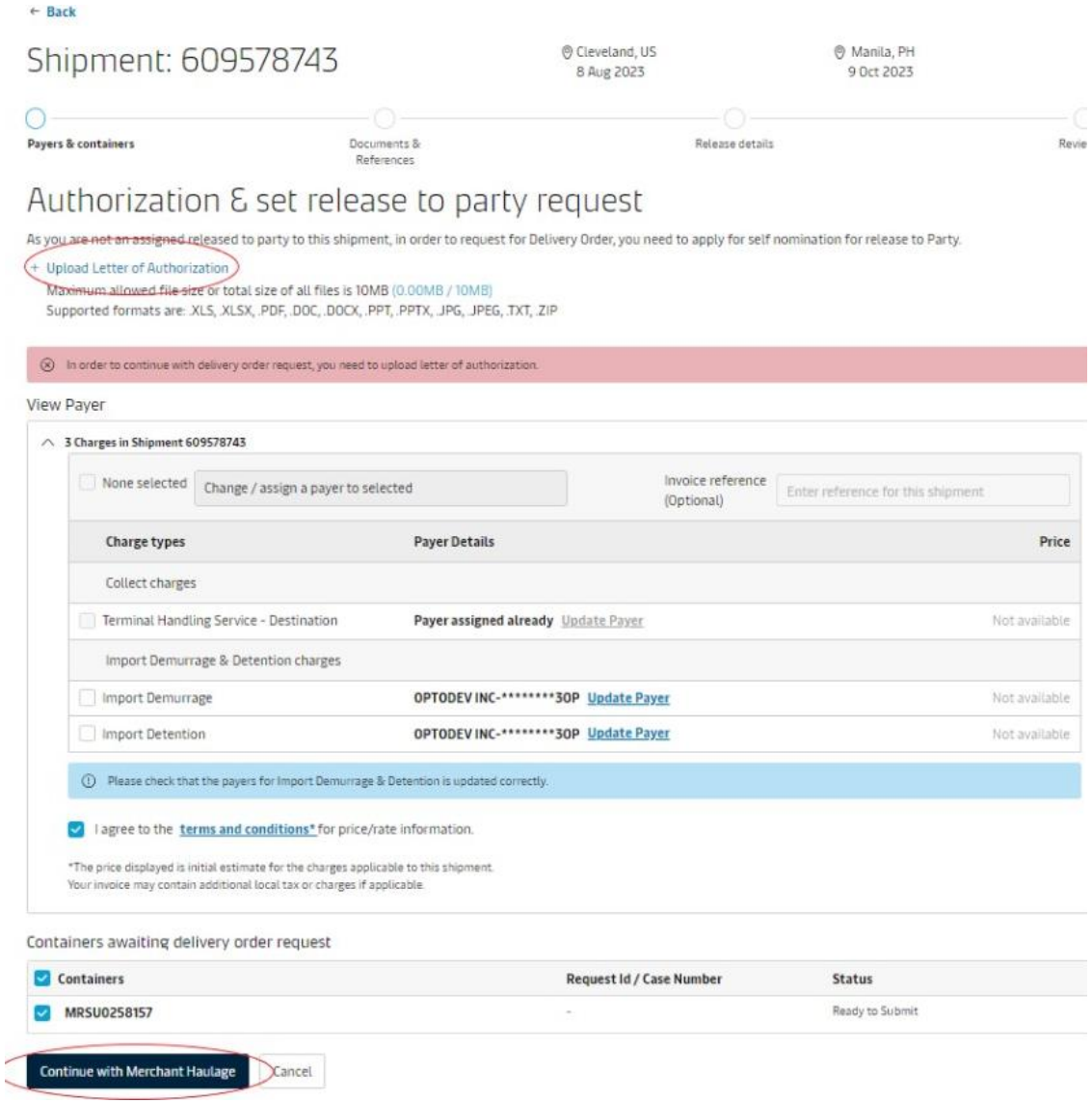
4.2 (For brokers/forwarders/3rd party agents)

Upload applicable Letter of Authorization and update email and contact numberc



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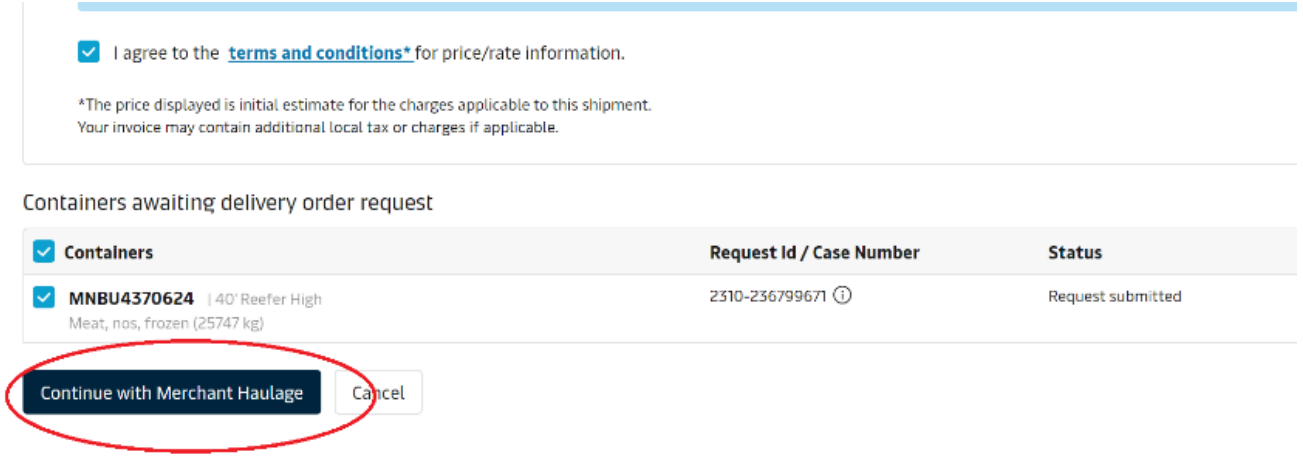
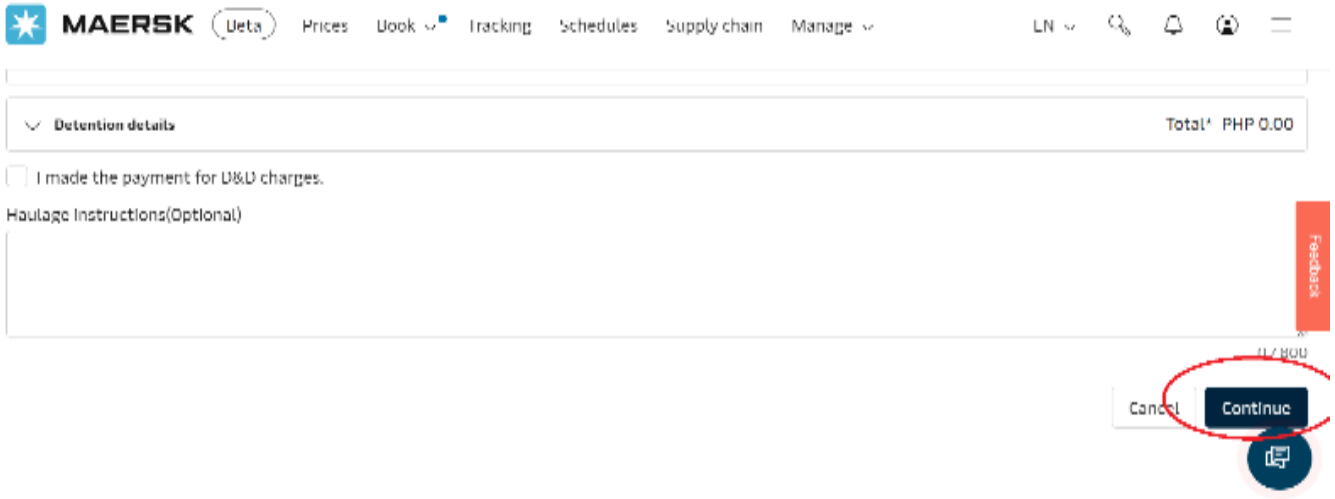
5. Click “Continue with Merchant Haulage”



6. Click “Continue”



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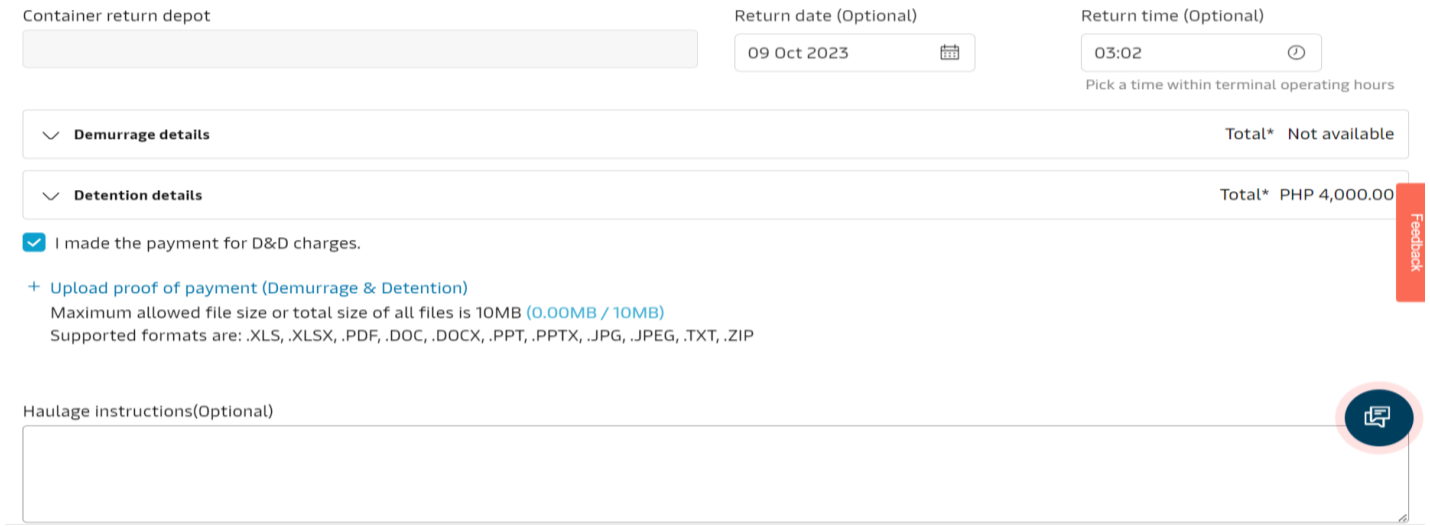
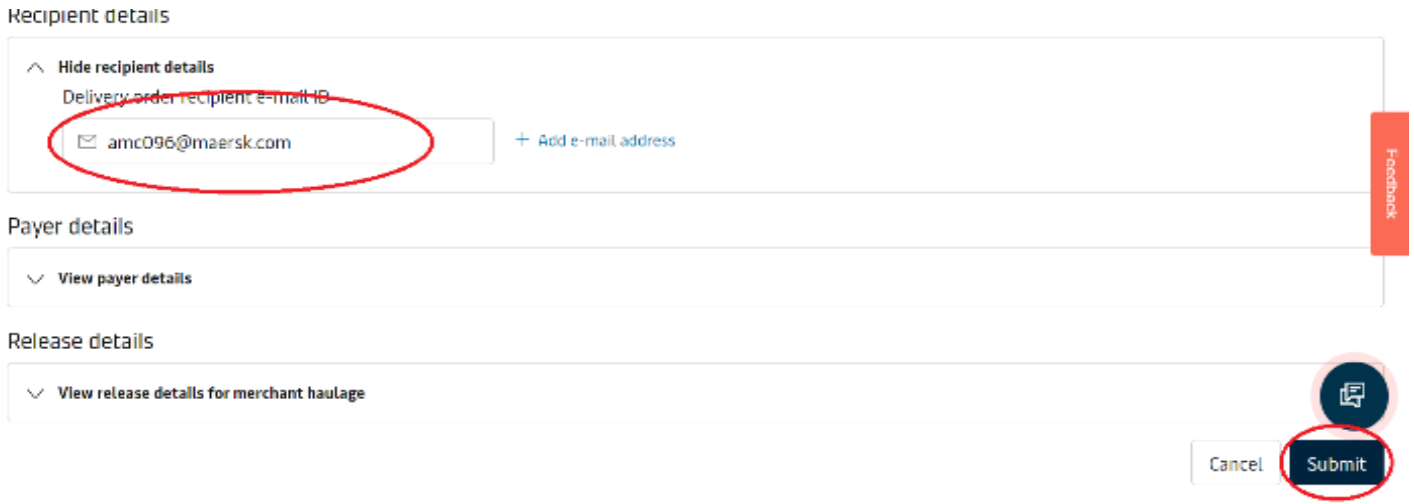
6.2 For incurred Demurrage/ Charges, upload proof of payment



7. Enter “email address of DO recipient and click “Submit”



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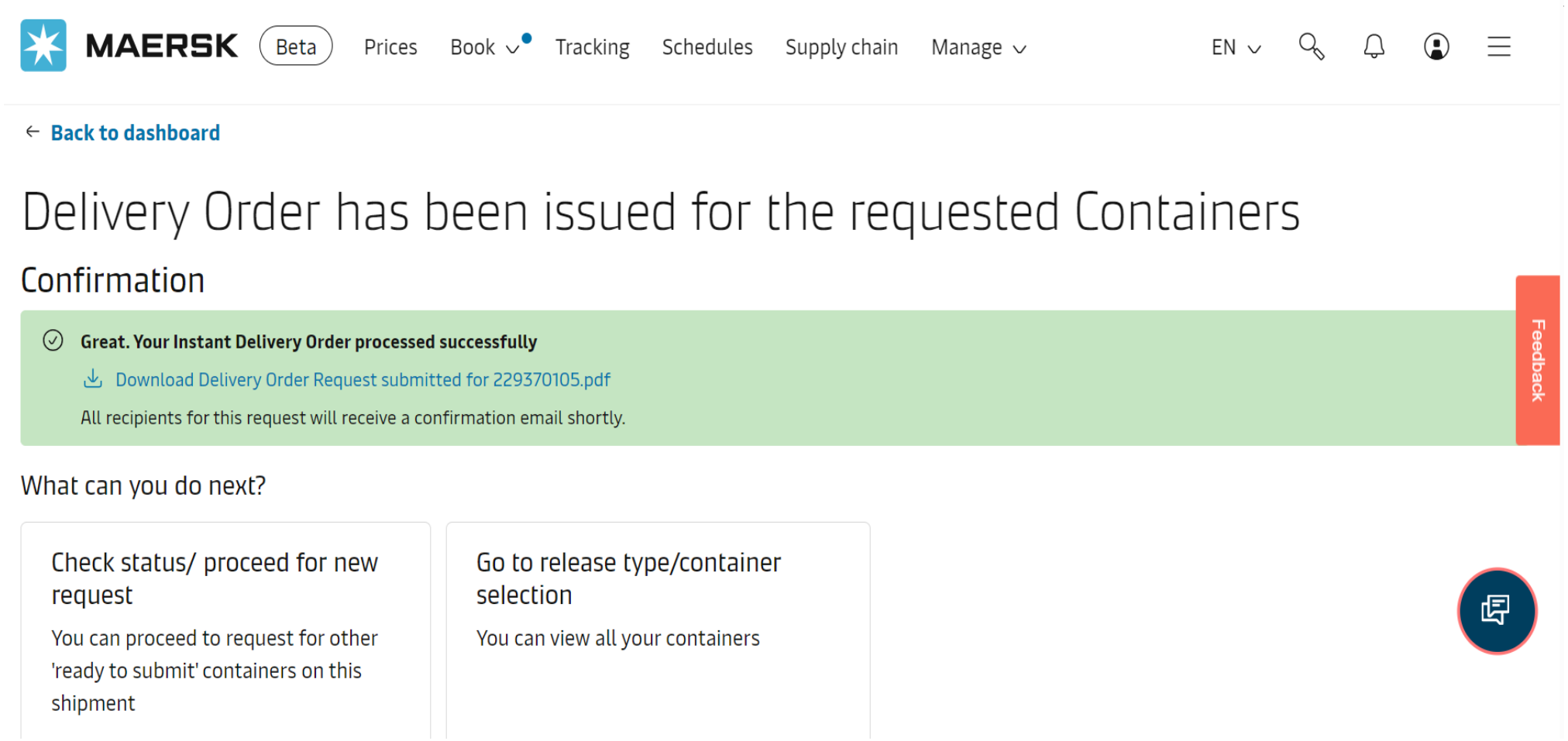
8. Below prompt for successful SSDO process. Please expect your SSDO in 1.5 Hours



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