



Self Service Delivery Order  
Request your Delivery Order Online at Anytime

March 6, 2025



# 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.

1. Log-in your account to [www.maersk.com](http://www.maersk.com)



# Login

 amc096

 ..... 

Remember my username

Log in

Need help with your [username](#) or [password](#) ?

## New to our online services?

Sign up to book online, manage and pay for shipments, and access a suite of products and services designed to streamline your supply chain.



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

The screenshot shows the Maersk Hub dashboard. At the top, there is a navigation bar with the Maersk logo, a 'Beta' badge, and links for Prices, Book, Tracking, Schedules, Supply chain, and Manage. On the right, there are icons for language (EN), search, notifications, and user profile.

The main content area is titled 'Welcome to your Hub' and includes a 'Customise' button. Below this, there is a search bar for 'B/L or container no' with a 'View details' button. The dashboard is divided into several sections:

- Hub dashboard** (left sidebar): Includes links for Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter™, and Support.
- Survey**: A banner with the text 'We're looking to improve your Hub' and 'We would appreciate your feedback in a short survey', with a 'Survey' button.
- Outstanding tasks**: A section for 'For vessel departing in next 7 days' showing 0 'Submit shipping instructions' and 0 'Submit VGM' tasks, with a 'View outstanding tasks' button.
- Shipment Overview**: A section for 'Shipments in 7 days' showing 0 'Departing' and 0 'Arriving' shipments, with a 'View all shipments' button.
- Import Demurrage & Detention**: A section with the text 'Enter a bill of lading number to view detention and demurrage details' and a 'View details' button.
- Delivery Order**: A section with the text 'Enter a Bill of Lading number to request the delivery order'. The input field contains the number '230598921', which is circled in red. Below the input field is a 'Request' button.

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)

**MAERSK** Prices Book Tracking Schedules Services Manage EN

← [Back to Hub](#)

## Delivery Order Request

Enter B/L number for Delivery Request **Request**

B/L Number: 249154448 Hong Kong, HK (Departs 3 Mar 2025) Batangas, PH (Arrives 5 Mar 2025) 1 x 40' Dry High (Without Batteries) To...

You can use Maersk inland service for reliable, secure, and seamless transportation of your cargo. **Book inland delivery**

**1 Container(s) are ready for delivery request**  
Please continue to delivery request for the containers with 'ready to submit' status. [Expand details](#)

### Delivery order

Note: You can book inland with delivery order request by selecting Maersk inland delivery service.

Selected containers: 1 of 1 (1 containers are ready to release) [View/Change](#)

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

**Use Maersk inland delivery**  
Carrier haulage  
from PHP 15,400.00

**Request delivery order**

### Delivery order issued (0)

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

### Other actions

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

### Import freetime

Detention

Total freetime **14 days**

Select additional days

4 7 (BEST) 10 14

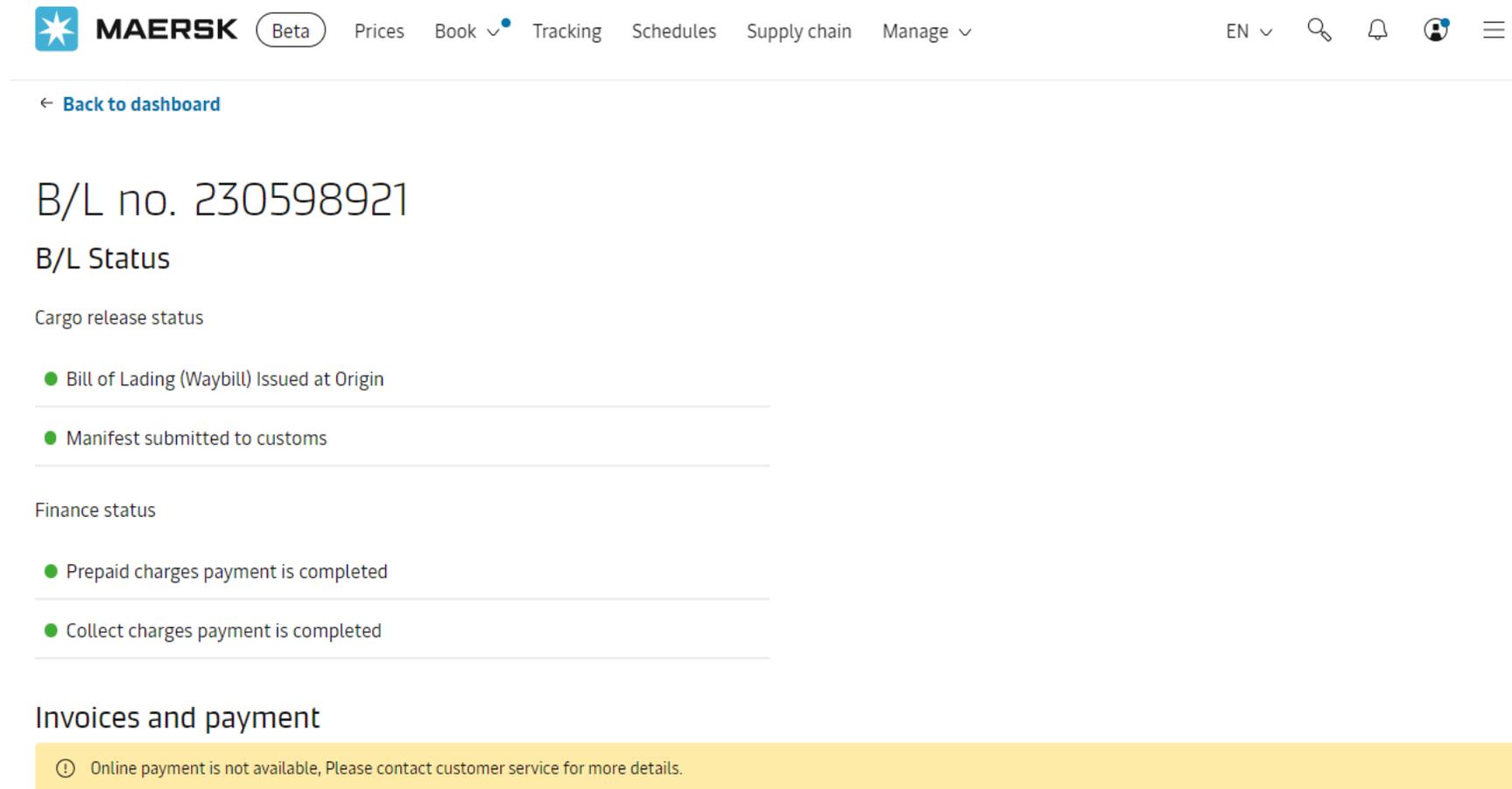
Applies to  
All containers (1)

Estimated last free day after the purchase  
25 Mar 2025

Price PHP 32,000.00  
22.75% online discount PHP -7,280.00  
**Total Price PHP 24,720.00**

**Continue to buy detention**

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.



The screenshot shows the Maersk user interface for a Bill of Lading (B/L) status page. At the top, the Maersk logo is on the left, followed by a 'Beta' badge and navigation links for 'Prices', 'Book', 'Tracking', 'Schedules', 'Supply chain', and 'Manage'. On the right, there are icons for language ('EN'), search, notifications, user profile, and a menu. Below the navigation bar, a 'Back to dashboard' link is visible. The main content area displays the B/L number '230598921' and the title 'B/L Status'. Under 'Cargo release status', two items are listed with green status indicators: 'Bill of Lading (Waybill) Issued at Origin' and 'Manifest submitted to customs'. Under 'Finance status', two items are listed with green status indicators: 'Prepaid charges payment is completed' and 'Collect charges payment is completed'. At the bottom, a yellow warning box states: 'Online payment is not available, Please contact customer service for more details.'

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

### Delivery orders

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

Continue

### Other actions

Change payer details to charges

Change payer details for all the charges for this shipment

Change payer details

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

Upload applicable Letter of Authorization and update email and contact numbers

← Back

Shipment: 609578743 Cleveland, US 8 Aug 2023 Manila, PH 9 Oct 2023

Payers & containers Documents & References Release details Review

### Authorization & set release to party request

As you are not 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

⊗ In order to continue with delivery order request, you need to upload letter of authorization.

View Payer

3 Charges in Shipment 609578743

None selected  Invoice reference (Optional)

Charge types	Payer Details	Price
Collect charges		
<input type="checkbox"/> Terminal Handling Service - Destination	Payer assigned already <a href="#">Update Payer</a>	Not available
Import Demurrage & Detention charges		
<input type="checkbox"/> Import Demurrage	OPTODEV INC-*****30P <a href="#">Update Payer</a>	Not available
<input type="checkbox"/> Import Detention	OPTODEV INC-*****30P <a href="#">Update Payer</a>	Not available

ⓘ Please check that the payers for Import Demurrage & Detention is updated correctly.

I agree to the [terms and conditions\\*](#) for price/rate information.

\*The price displayed is initial estimate for the charges applicable to this shipment. Your invoice may contain additional local tax or charges if applicable.

### Containers awaiting delivery order request

Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> MRSU0258157	-	Ready to Submit

## 5. Click "Continue with Merchant Haulage"

I agree to the [terms and conditions\\*](#) for price/rate information.

\*The price displayed is initial estimate for the charges applicable to this shipment.  
Your invoice may contain additional local tax or charges if applicable.

Containers awaiting delivery order request

<input checked="" type="checkbox"/> Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> <b>MNBU4370624</b>   40' Reefer High Meat, nos, frozen (25747 kg)	2310-236799671 ⓘ	Request submitted

## 6. Click "Continue"

**MAERSK** (Ueta) Prices Look ▾ Tracking Schedules Supply chain Manage ▾ LN ▾ 🔍 🔔 👤 ☰

▼ Detention details Total\* PHP 0.00

I made the payment for D&D charges.

Haulage Instructions(Optional)

Feedback

11/20/21



## 6.2 For incurred Demurrage/ Charges, upload proof of payment

Container return depot

Return date (Optional)

Return time (Optional)  Pick a time within terminal operating hours

Demurrage details Total\* Not available

Detention details Total\* PHP 4,000.00

I made the payment for D&D charges.

+ Upload proof of payment (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, .ZIP

Haulage instructions(Optional)

## 7. Enter "email address of DO recipient and click "Submit"

Recipient details

Hide recipient details

Delivery order recipient e-mail ID

+ Add e-mail address

Payer details

View payer details

Release details

View release details for merchant haulage

Cancel Submit

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

The screenshot displays the Maersk website interface. At the top, the Maersk logo is on the left, followed by a 'Beta' badge and navigation links for 'Prices', 'Book', 'Tracking', 'Schedules', 'Supply chain', and 'Manage'. On the right, there are icons for language ('EN'), search, notifications, user profile, and a menu. Below the navigation bar, a blue link 'Back to dashboard' is visible. The main heading reads 'Delivery Order has been issued for the requested Containers Confirmation'. A green success message states: 'Great. Your Instant Delivery Order processed successfully'. Below this, there is a download link for 'Download Delivery Order Request submitted for 229370105.pdf' and a note: 'All recipients for this request will receive a confirmation email shortly.' To the right of this message is a vertical red 'Feedback' button. Under the heading 'What can you do next?', there are two white boxes with rounded corners. The first box contains the text 'Check status/ proceed for new request' and 'You can proceed to request for other 'ready to submit' containers on this shipment'. The second box contains 'Go to release type/container selection' and 'You can view all your containers'. On the right side of the page, there is a circular dark blue button with a white speech bubble icon.