



25 June 2025

**OBL Surrender at Manila Maersk Counter**

Dear Valued Customer,

As part of our move towards digitalization, we've reviewed our current counter processes. After careful consideration, we've decided to change the way we handle the surrender of Original Bills of Lading (OBL) at the **Manila Maersk Counter**.

In line with this, we have prepared a **drop box** where your respective processors/ personnels can submit/ drop the OBL(s). Afterwhich, we highly encourage to register the BL number and details of your representative in the logbook for record keeping.

Drop Box Schedule: Monday to Friday (*except weekends/ holidays*)

Submission Time	Time of Updating
8:30AM - 11:00AM	10:00AM & 11:00AM
1:00PM - 4:00PM	2:00PM, 3:00PM & 4:00PM

OBL submitted after 11:00AM, will be updated by 2:00PM (same day)

OBL submitted after 4:00PM, will be updated on the next day business schedule (*as above*).

Counterless Transaction Soft Implementation Start Date: **July 15**

**Hard Stop Implementation: August 15**

Kindly ensure to complete the following requirements upon submitting OBL.

1. It should be endorsed by the consignee with below details in **COMPUTERIZED OR PRINTED/ TYPEWRITTEN form** at the back portion of the Original BL.
2. Attach a photocopy of company ID or valid ID of the signatory of the OBL endorsement and also a photocopy of valid ID of the processor who surrender the said document.

*Note: Handwritten endorsement is not allowed (except for the signature).*

**Back Endorsement details as follows:**

- Consignee Name (Company name)
- Name of Authorized Personnel (of Consignee)
- Position of Authorized Personnel
- Signatory's Signature
- Contact Number

***"If the OBLs you submit have missing or incorrect endorsements, we won't be able to process them. In that case, we'll contact your office by phone or email so your representative can collect the documents, complete the requirements, and then resubmit. We also recommend recording your contact details in the logbook for easy coordination."***

For any clarifications, please do not hesitate to contact your local Maersk A/S Customer Service Representative through the following channels. Main Number **+63 282313126** / Toll Free Number **+180011102911**

Export concerns: [ph.export@maersk.com](mailto:ph.export@maersk.com) / Import concerns: [ph.import@maersk.com](mailto:ph.import@maersk.com)

We thank you for your continued support.

Warm Regards,

**Maersk A/S**