

26<sup>th</sup> September 2025

## **Customer Advisory**

### **Upcoming Change to Import Container Release Process at German Seaports**

Dear Customer,

Regarding the upcoming change to the import container release process at the German seaports, we would like to provide you with an important update.

Effective 1<sup>st</sup> October 2025, the German Ports Secure Release Order process will go live, starting with the ocean carriers. The terminals will follow with a staged roll-out, beginning on 3<sup>rd</sup> November 2025.

Between 1<sup>st</sup> October and 14<sup>th</sup> October 2025, as part of a soft launch, Maersk will exceptionally continue to process releases based on carrier-generated PIN numbers, in line with the existing procedure. Starting 15<sup>th</sup> October 2025, a German Ports ID will be mandatory to obtain a release. The releases will have to be "downgraded to PIN" by the "Initial Release Party" within the German Ports platform until the digital Secure Release Order process (PIN-free release) is fully implemented across all terminals. This means that a German Ports generated PIN number will serve as release token until a specific terminal will go live with the digital pick-up right transfer process. The go-live dates per terminal are published by the relevant terminal operators.

We strongly encourage all our customers and vendors to [register](#) on the "German Ports" platform as soon as possible.

Please note that any delays resulting from missing German Ports IDs and associated demurrage charges fall outside Maersk's control and must be borne by the merchant.

Should you have any questions, or require further assistance, please reach out to your local Customer Experience representative. Our teams remain at your disposal and look forward to continuing to support your logistics needs.

Sincerely,

A. P. Moller – Maersk