

24 October 2023

Dear Valued Customer,

How to Obtain Your Maersk EDOs Faster

We at Maersk, constantly strive to provide more reliable, innovative and efficient ways to do business.

As advised previously, you can receive your E-DOs faster by receipting your "Collect Charge Payment" prior submitting your SSDO request through Maersk web by following below mentioned steps.

Step 01: Submit your payment proof on "**Paid to Release Platform – (P2R)**" via Maersk Web – MyFinance. (P2R Customer Advisory Attached).

Step 02: Once Maersk payment receipt is received, submit your E-DO request ONLY via [Maersk Web SSDO platform](#), ensuring the FOUR "**cargo release status**" checks shown below are OK and GREEN.

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

Note:

- If you are the "**Direct Consignee**" no additional documents need to be attached.
- If you are a "**Clearing Agent**" attach the Authorization Letter (FCL Guarantee Letter) **ONLY**.

Please note that your payments submitted through above mentioned channels will be receipted within a maximum of TWO working hours.

If you need any further information / clarification on this matter, please feel free to contact our Customer Service Team on +94 720109420.

Assuring our best services at all times.

Maersk Lanka Team