

# Import Booklet

All you need to know in your import shipping journey



Website Guide ([Link](#)) - Your 24/7 teacher for Maersk.com

# 1. Arrival Notice

Arrival Notice is generated **3 calendar days before vessel arrival** and send to consignee via email.

Alternatively, consignee may download your Arrival Notice through the **Shipment Binder**.

Overview	Documents	Containers	Pricing	Log	Additional services
Document details 223					
File name	Date created	Status			
Booking Confirmation	12 Jan 2023 10:34 (local time)	Booking confirmation available for 223			
Verify Copy	23 Dec 2022 16:24 (local time)	Approved on 26 Dec 2022 12:56 (local time)			
View Waybill	26 Dec 2022 12:56 (local time)	Transport document created			
		<a href="#">AMEND BILL OF LADING</a>			
View Certified True Copy	26 Dec 2022 12:56 (local time)				
<a href="#">View Arrival Notice</a>	16 Feb 2023 06:04 (local time)				

You may go to Shipment Binder by **Tracking** or **Clicking on the shipment** in Import Shipment Overview.

## Shipment & Container Tracking

Select your booking type from **Ocean, Air** or **Less-than-container-load (LCL)** and enter your tracking number.

Ocean cargo  [Track](#)

Container number is made of 4 letters and 7 digits.  
Bill of Lading number consists of 9 characters.

### Import overview

Applied filters:

**Shipments**    ETA changes


View and download your active shipments.


Vessel arriving in:


Bill of Lading	From	To
223	Cebu City, PH Departing Cebu City, PH 26 Dec	Fort Worth, TX, US Arriving Houston, TX, US 24 Feb

Keep track with your shipment ->  
Subscribe to transport plan changes on Maersk.com.

Click on  -> [Manage Subscriptions](#)

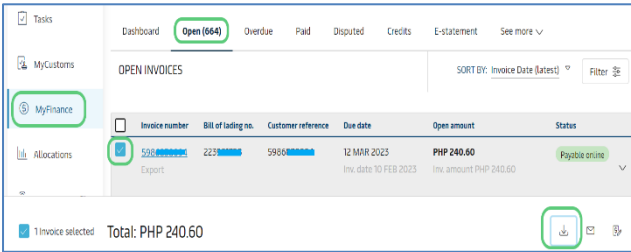
 [Manage subscriptions](#) New

 [Settings](#)

 [Change customer code](#)

# 2. Invoice, Payments & Disputes

## Download Invoices

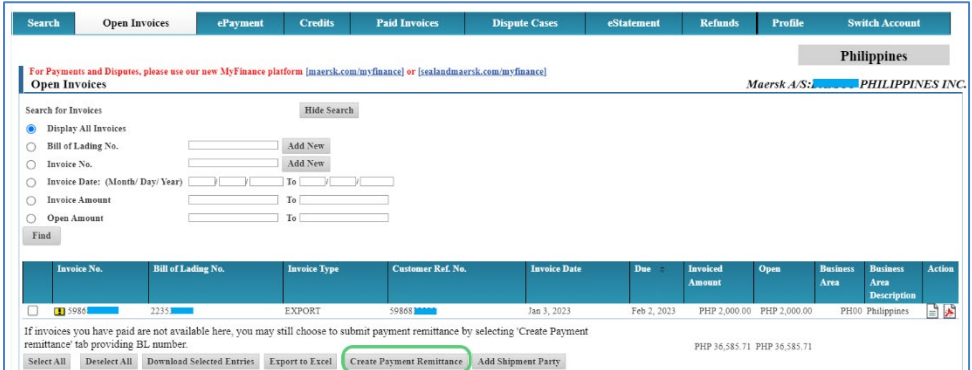


Invoices are generated **3** calendar days prior to vessel arrival. You may download your Invoice through MyFinance.

Payment information and options is available on the invoice.

## Submit Proof of Payment

You may submit your payment proof to MyFinance.



Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due	Invoiced Amount	Open	Business Area	Business Area Description	Action
5986	2235	EXPORT	59868	Jan 3, 2023	Feb 2, 2023	PHP 2,000.00	PHP 2,000.00	PH00	Philippines	[Download] [Print] [Refresh]

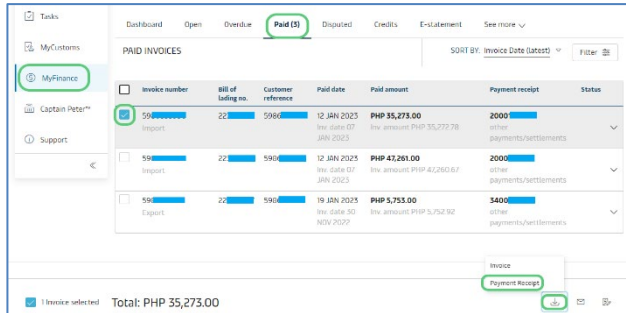
If invoices you have paid are not available here, you may still choose to submit payment remittance by selecting 'Create Payment remittance' tab providing BL number.

PHP 36,585.71 PHP 36,585.71

Click 'See more' > 'Paid to Release' > 'Redirect', select invoice if available, if none, proceed upload the proof of payment via **Create Payment Remittance** button below.

## Downloading Official Receipt

You may download your [Official Receipt](#) through [MyFinance](#), upon validation of uploaded proof of payment in Paid to Release.



Tasks Dashboard Open Overdue **Paid (1)** Disputed Credits E-Statement See more

MyCustoms MyFinance Captain Peter Support

PAID INVOICES SORT BY: Invoice Date (latest) Filter

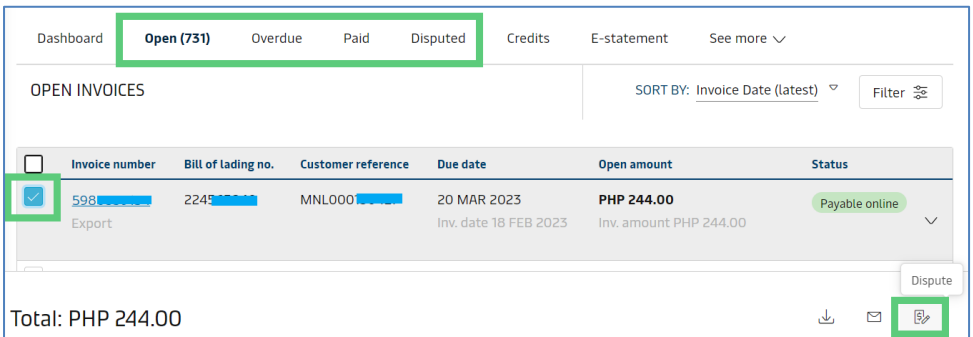
Invoice number	Bill of lading no.	Customer reference	Paid date	Paid amount	Payment receipt	Status
598 Import	2245	5980	12 JAN 2023 Inv. date 07 JAN 2023	PHP 35,273.00 Inv. amount PHP 35,272.78	2000 other payments/settlements	
598 Import	2245	5980	12 JAN 2023 Inv. date 07 JAN 2023	PHP 47,261.00 Inv. amount PHP 47,260.67	2000 other payments/settlements	
598 Export	2245	5980	19 JAN 2023 Inv. date 10 NOV 2022	PHP 5,753.00 Inv. amount PHP 5,752.92	3400 other payments/settlements	

1 Invoice selected Total: PHP 35,273.00 Invoice Payment Receipt

## Disputing Invoice

You may dispute your [Invoice](#) through [MyFinance](#)

- Search for Invoice to Dispute or select the invoice in Open, Overdue or Paid Tab.
- Status of Dispute can be track in Disputed Tab.



Dashboard **Open (731)** Overdue Paid Disputed Credits E-statement See more

OPEN INVOICES SORT BY: Invoice Date (latest) Filter

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
598 Export	2245	MNL000	20 MAR 2023 Inv. date 18 FEB 2023	PHP 244.00 Inv. amount PHP 244.00	Payable online

Total: PHP 244.00 Dispute

# 3. Surrender OBL

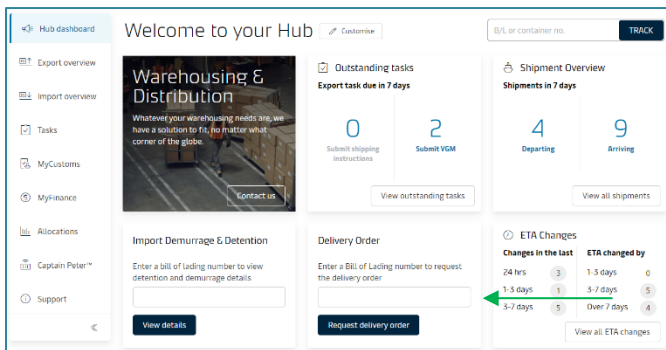
You may surrender your OBL (Original Bill of Lading) at [Maersk counter](#).

Counter Operation Hours: 08:30 AM – 04:00 PM

Lunch Break: 12:00 NN to 01:00 PM

# 4. Delivery Order

Delivery request is now submitted [online](#) via [Maersk.com](#).



**Cargo release status**

- Bill of Lading surrendered ✓
- Manifest not submitted to customs

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**Finance status**

- Prepaid charges payment is completed ✓
- Collect charges payment is pending

You may check [Cargo Release Status](#) and [Finance Status](#) here.

You can only proceed with [submission of delivery order](#):

- Bill of Lading has been [surrendered](#)
- Manifest [Submitted to Customs](#)
- Payment Completed

## Delivery orders

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



Continue



Release type, payers & containers



Documents & References



Release details



Review

Attached [Letter of Authorization and Company ID of Signatory](#).

You will only see this if you are a [third-party](#) requesting for delivery order release.

## Authorization & set release to party request

As you are not an assigned released to party to this shipment, in order to request for Delivery Order, you need to upload 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

If you are trucking-out the containers yourself, select [merchant haulage](#). Once selected, ensure all the containers are selected for release and confirm if details are correct. Then, click on [Request Delivery Order](#).

If your shipment is booked for store door delivery, the release type will be by default as [Carrier Haulage \(SD\)](#).

Selected release type

**Merchant Haulage (CY)**  
Release to a third-party haulage provider you arrange

**Inland Delivery**  
Delivery by our global intermodal network. [Learn more](#)

View Payer

▼ 5 charges in shipment

Containers awaiting delivery order request

Containers	Request id / Case Number	Status
<input checked="" type="checkbox"/> CAU06461626	-	Ready to Submit
<input checked="" type="checkbox"/> CIP05041078	-	Ready to Submit
<input checked="" type="checkbox"/> MRX04270369	-	Ready to Submit

[Payment proof](#) upload will be prompt if Collect Charges payment status are pending, please only upload Official Receipt.



[CY mode] Kindly select **closest estimated pickup and return date** based on the ETA date and Time of the shipment. The indicated pickup time would **not affect actual release date**, as container release will take place immediately after we have received and processed your delivery order submission on maersk.com

[SD Mode] Fill up the details of the delivery – **address, date, time & contact.**

Delivery reference: Please advise below details in this fill

- Type of preferred haulier (normal haulier / side loader)
- Empty return details (direct unload / advise date)

**Delivery details for Carrier Haulage**

Port of discharge (City, Country/Region)  
Tanjung Pelepas, MY  
15 Nov 2022 17:00

Delivery location (City, Country/Region)  
Kluang, MY  
Terminal, undefined  
15 Nov 2022 15:01

**Delivery address details for all containers**

Tanjung Pelepas, MY  
15 Nov 2022 17:00  
+ Add multi-stop location

**Delivery - final stop**

Delivery address  
Add delivery address

Delivery date  
15 Nov 2022

Delivery time  
Time

Delivery reference (Optional)

**Delivery contact**  
These details will be used in the event of any problems during the delivery

Name  
This field is required

Contact e-mail  
This field is required

Phone (Optional)

Optional: **Detention details** – This feature will show you the estimated D&D charges of the shipment for your reference. In case if you have made the D&D payment in advance, you may tick the box to upload the Official Receipt.

Input your **email** address or **more** as desired, then you're good to go.

**Review your order details**

Recipient details  
Hide recipient details  
Delivery order recipient e-mail ID  
a@com + Add e-mail address

Payer details  
View payer details

Documents and references  
View documents and references

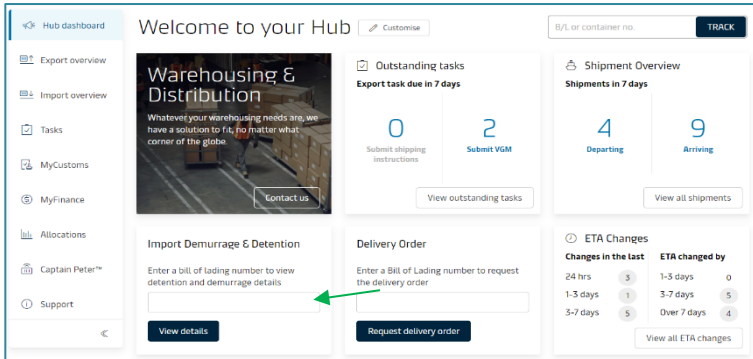
Release details  
View release details for merchant haulage

Cancel Submit

Once confirmed, the documents will be uploaded and automatically notify our import team. You will also receive a case number for your reference.

# 5. Demurrage & Detention

Demurrage & Detention (DnD) Information? Check it online!



The screenshot shows the Maersk Hub dashboard with a sidebar on the left containing navigation options like 'Expert overview', 'Import overview', 'Tasks', 'MyCustoms', 'MyFinance', 'Allocations', 'Captain Peter™', and 'Support'. The main content area is titled 'Welcome to your Hub' and includes a 'Warehouseing & Distribution' banner, 'Outstanding tasks' (0 due in 7 days), 'Shipment Overview' (4 departing, 9 arriving), 'Import Demurrage & Detention' (with a green arrow pointing to the input field), 'Delivery Order' (with a green arrow pointing to the input field), and 'ETA Changes' (table below).

Changes in the last	ETA changed by
24 hrs	1-3 days
1-3 days	3-7 days
3-7 days	Over 7 days

One-click online visibility of free days & last free date.

Change to your plan empty return date to check the possible detention price.

Detention					
Detention charge & free days details					
You can select a new 'Empty return date' to view detention charge applicable (as per the contract/ standard tariff). <a href="#">Empty return location</a>					
Containers	Free Days	Last Free Date	Empty return date	Chargeable days	Detention price Days X Rate
MRKU9901873   20 Dry Standard Make-up, cosmetics, toilet preparations	9 days	22 Nov 2022 ⓘ Estimated	24 Nov 2022 📅	2 days ⓘ	PHP 5,500.00 ▾
Total no. of containers: 1				Total price* PHP 5,500.00	
*Detention price displayed is initial estimate to this shipment based on selected empty return date. Your invoice will contain additional local tax or changes to these figures in accordance to <a href="#">terms and conditions</a> .					

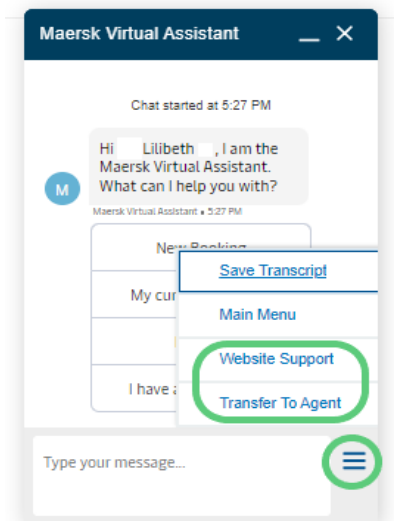
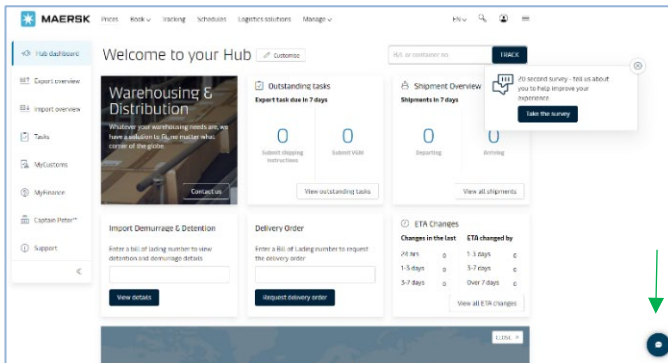


# Contact: We are here to assist

If at any time support is required.

## Chatbot

Click on the [Chat](#) to start.



- Use the Options (**Main Menu**) to get the answers to your queries.
- If ChatBot cannot serve with your request and Agent Chat is not available, there will be **Case Number** and your request will be **email-based**.
- Live Agent is available during our business hours (**Mon-Fri 0830 to 1700hrs**) and subject to availability.
- For technical issues or speaking with agent, please select '**Website Support**' or '**Transfer to Agent**' respectively in the menu
- Please provide the details matched with the required format when ChatBot requests for more details; Otherwise, ChatBot will not be able to detect your request.



**MAERSK**

ChatBot

<https://www.maersk.com/support/chat/#/>

Raise a Case

<https://www.maersk.com/help/cm/#/createcase>

Import Email Address

[ph.import@maersk.com](mailto:ph.import@maersk.com)

Customer Service Hotline

+63 282313126  
+180011102911 Toll Free Number  
08:30 AM to 05:00 PM

Counter Operation Hours

08:30 AM – 04:00 PM  
Lunch Break 12:00 NN to 01:00 PM  
Closed on Saturday, Sunday and Public Holidays

Main Office Address

9/F One E-com Center  
Harbor Drive corner Sunset Drive  
Mall of Asia Complex, Pasay City,  
1300 Metro Manila, Philippines