

USER GUIDE

Handling store door import deliveries with Maersk

This guide explains procedures for handling store door deliveries for imports. This comprehensive document covers all the aspects of the process but will evolve as new practices come into effect.

For more information, please reach out to

ca.customerexperience@maersk.com

or call us on 1-877-338-0165 Option 5

Thank you for choosing Maersk!

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Type of products for deliveries

- 1) **Store door (SD):** Maersk will be taking care of the first mile delivery to the consignee's warehouse.
- 2) **Container yard (CY):** The consignee would be handling the first mile delivery; Maersk would be responsible for the shipment until the container reaches the destination terminal.

Delivery Types

- **Live Unload:** A live unload is a type of trucking delivery, meaning that the warehouse will unload the container while the driver waits on site. After the container is unloaded, the trucker will return the empty container to the container yard at the port. Maersk provides 2 free hours for live unloads and the customer will be charged thereafter for additional time.
- **Container Drops:** A container drop is when a truck driver arrives at a destination warehouse and leaves without waiting for it to be unloaded. The receiving warehouse needs to advise the trucking company that the container is empty to be picked up- Container drops is subject to additional charge.

Charge Types

- 1) **Port Charges**
- 2) **Maersk Charges**
- 3) **Rail Charges**
- 4) **Accessorial Charges**

Port Charges

- **Terminal storage:** Port storage is a set charge published in the tariff circulated by the port and is usually valid for at least one year. This is usually charged after the last free day at the port which can vary between 3-5 calendar days.

Maersk Charges

- **Demurrage:** Demurrage refers to the charge that the merchant pays for the use of the container within the terminal beyond the free period. Demurrage can be viewed by bill of lading on Maersk.com. The charge and free time details page on the Maersk website will reflect all containers associated with a bill of lading, the amount of free time provided per container, and the last free day.

Import Detention

Dry Containers and Non-Operating Reefers and Shipper Owned Containers

Days	20'	40'	45'
Day 1 to 3	Free	Free	Free
Day 4 to 7	140 USD	140 USD	140 USD
Day 8 to 11	190 USD	190 USD	190 USD
Day 12+	220 USD	220 USD	220 USD

Reefers and Special Equipment

Days	20'	40'	Special
Day 1 to 3	Free	Free	Free
Day 4 to 6	330 USD	330 USD	310 USD
Day 7 to 9	435 USD	435 USD	415 USD
Day 10+	470 USD	470 USD	450 USD

- **Detention:** Compensation payable when the Merchant holds Carrier's Container outside the port, terminal, or depot beyond the agreed amount of Free Time.

Import Demurrage

Dry Containers and Non-Operating Reefers

Days	20'	40'	45'
Day 1 to 4	Free	Free	Free
Day 5 to 8	140 USD	140 USD	140 USD
Day 9 to 12	190 USD	190 USD	190 USD
Day 13+	220 USD	220 USD	220 USD

Reefer, Special Equipment

Days	20'	40'	Special
Day 1 to 2	Free	Free	Free
Day 3 to 5	330USD	330USD	310 USD
Day 6 to 9	435 USD	435 USD	415 USD
Day 10+	470 USD	470 USD	450 USD

Rail Charges

- **Rail Storage at CP/CN:** Storage fees are applied to rail cars being held waiting to be loaded or unloaded while at origin or destination. These fees help railroads improve equipment utilization and maintain efficient networks. Please note when the shipment is on rail storage, that would need to be cleared by the consignee directly with the rail terminal for the next 48 business hours.

Accessorial Charges

Please note that this not an exhaustive list and will evolve depending on the exceptions.

Charge Type	Charge Name	Description
Storage at Trucker's yard	Multi-stop Service Imports	It covers the number of days the container was held at trucker's yard as per the customer's request until the day of delivery.
Stop - OFF	Multi Stop Service Imports	This happens when the trucker is asked to shunt containers to the dock which were dropped earlier, or the trucker is advised to deliver partial load to a different warehouse.
Chassis Detention	Destination Specialized Chassis	It covers the number of days the container along with the chassis is at the customer's yard as per the customer's request until the trucker has been notified that the container is empty to be picked up. We require 1 business day of notice. There are 2 free days for chassis detention.
Driver's detention at the consignee location	Waiting time Destination	Waiting time at the customer's location after 2 free hours.
Container Cleaning	Container cleaning imports	This happens when the container is dropped at the customer location and while returning the container either has snow on top of the container or the container is left uncleaned from inside.
Adding / Removing Haz placards	Additional import inland service	This charge occurs only for Hazmat containers where, by law, the receiving warehouse has to take the placards off after delivery of the dangerous cargo.
Pre-pulls	Pre-pull service import	When at the request of the customer, Carrier pre-pulls a full dry container to the Inland Carrier's yard to avoid demurrage and storage at the rail terminal and port as per customer's request.
Dry runs	Inland cancellation fee import	This occurs when the delivery was scheduled, and the receiving warehouse was not able to accept the delivery and had to re-schedule.
Triaxle // Overweight Permits	Triaxle chassis import // Heavy weight surcharge import	When a container exceeds the legal weight a triaxle or quad chassis must be used for delivery.
Rail Overweight	Heavy-weight surcharge import	When 20 ft or 40 ft container exceeds the legal weight to be moved via rail, this charge is levied.

Decoupling	De-coupling import	When the customer requests to drop the container instead of a live unload, Double inland fees is charged. *Only applies in certain areas.
Shunt from CN	Inland peak season surcharge - Import	This happens when the container gets moved from Canadian national's yard to another location to reduce congestion at CN's yard. This is only for SD moves.
Congestion charges	Inland peak season surcharge - Import	Force majeure affecting operations.

Pre-requisites before the container arrives to Canada

- **Freight hold:** Make sure shipment is freight released. All the charges are paid before the vessel arrival. If the shipment is booked as negotiable bill which is considered a document of title that can be used to transfer ownership of commodities from one party to the next, make sure that the NB has been submitted prior to the container arriving.
- **Customs hold:** To make sure customs have been filed with the help of your customs broker.
- **Delivery Instructions:** To make sure delivery instructions have been submitted online on Maersk website.

Process after the container arrives.

1. Maersk will dispatch the Work order to the trucker and provide all requested information including pick up numbers(for rail shipments.) The trucker will be reaching out to the customer's warehouse for a delivery appointment.
2. The warehouse should be ready to accept the shipment before the last free day of storage at the port/rail terminal and demurrage to ensure no extra charges.
3. If the warehouse does not have the capacity accept the shipment before the last free day, then, we would have 2 options.
 - a. Option 1: The port storage and demurrage need to be extended till the warehouse can accept the shipment.
 - b. Option 2: The trucker can pre-pull the container and keep it in their yard until the appointment date, Pre-pull has additional costs involved and there are yard storage charges occurred until the day of delivery appointment. Please note pre-pull is a value-add service and is only based on availability.

Appointment setup for SD deliveries

The trucker will be reaching out to the consignee email address provided on the delivery order once the container gets discharged. Providing with the right person to contact is very crucial in this process. **Pick up numbers for rail shipments will be shared directly to the trucker by Maersk via the work order.** If customer wants to use their own trucker, the shipment must first be changed to a CY shipment via our diversion process.

How to submit a delivery order online

- Register for Maersk.com
- Once registration is confirmed – login to Maersk.com
- Click on Manage > The Hub at the top of the screen
- Scroll down to the Delivery Order widget

Have the following information ready:

- Bill of lading number
- Chosen container numbers
- Delivery address
- Contact details – Name, Phone Number, and Email Address¹

Once the account has been created at Maersk.com, Please follow the below steps

- Login at Maersk.com, If you are not taken immediately to your Dashboard, it can also be viewed from your profile in the menu bar
- To get started, Self service delivery order is located on the bottom left
- Start by entering your Bill of Lading number and clicking REQUEST DELIVERY ORDER
- Within the Release Instructions screen, click on the REQUEST RELEASE INSTRUCTIONS button. All containers are selected by default. Click on CONTINUE to proceed
- Update haulage details: • Delivery Trading name & address (mandatory) • Contact Details of customer (mandatory) • Any special Haulage instructions. Click on APPLY TO ALL CONTAINERS to copy information to all containers.
- Once all details are updated for a container, same can be copied to all containers, by applying it to all if there is more than one container.
- Update additional details: Email will automatically populate. Please edit if required. Once all details are provided, CONFIRM the request which will be instantly received by our Delivery team.
- Delivery Order case created: Your case is now with the Delivery team in one of our Maersk offices. Your case number can be used for any further communication. You can view your cases at anytime via the Support link in the top menu

Diversion requests

- **When:** A diversion request needs to be submitted if the consignee destination is changed from the original booking or whenever there is a city mismatch.
- **How:** Please follow the instructions below.

Consignees / Notify parties can request Diversions for their inbound containers by filling out the Diversion request form available in our website. You need to be registered to request a Diversion online. Please follow this link below: <https://www.maersk.com/forms/diversion-req-form-ca-imp/>

- In the OVERVIEW tab, please scroll down until you see USEFUL INFORMATION and then click on USEFUL LINKS. Then click on applicable DIVERSION FORM and you will be able to fill it out to request your Diversion.

- All fields in this form should be filled out and then click on SUBMIT. The authorization attachment that the form asks for is just a letter with your company letterhead that states that you are an authorized person to request the diversion and that your company will be the one responsible for the additional diversion costs.
- Once you click on SUBMIT, our system that will be automatically create a case that will be assigned to our Diversion Team that will be in touch with you regarding your Diversion request.
- **Please note that any diversion is subject to operational feasibility and approval. It may take up to 72 hours to process and there may be diversion charges. Consignee will be responsible for any demurrage and storage charges container may incur while this diversion is completed.**

How to pay demurrage charges

Credit card: Demurrage fees for shipments currently at the terminal can be paid via credit card over the phone by calling 1-877-338-0165, Option 2, then Option 1 or with one of our other payment options. Submitting credit card payment for demurrage over the phone grants an immediate release (45 minutes) at the terminal. There is a credit card payment limit of 20 containers per call. If one wishes to submit payment for over 20 containers, an Electronic Payment (i.e., Cargo Sprint, pay cargo, Wire, and ACH) needs to be submitted.

Wire Transfer: Please note wire transfers takes about 48 to 64 business hours to reflect.

Our Bank Information: Bank of America

Wire Only

Bank of America NA Canada Branch
200 Front Street West Ste 2600
Toronto, Ontario M5V 3L2

Bank ID: 241
Bank Transit: 56792
Account: 48469118

***Wire Fees: Be sure that the amount sent to Maersk is the full demurrage amount. Some banks deduct for wire fees.**

****If wiring from a USA bank account to our Canadian bank account you must use: our USA Swift Code: BOFAUS3N and our Canadian SWIFT Code: BOFACATT in order for the transaction to be successful.**

****If wiring Canadian Dollars from a Canadian Bank to our Canadian Bank - please use our Canadian SWIFT Code: BOFACATT and the Canadian Bank Account information noted above.**

****If wiring US Dollars from a Canadian bank to the Maersk Canadian Bank - Please use our Canadian SWIFT code:**

We cannot waive demurrage due to payments not being made to the correctly.

NOTE: For electronic payments, please forward your remittance information via email to GSCFNACANOTC@maersk.com and provide confirmation to ca.import@maersk.com. Confirmation should be an attachment and must show wire has been confirmed or processed. Failure to do so will delay cargo delivery and additional demurrage charges to accrue for which the customer will be held accountable. **WIRE TRANSFERS: Same day release if ca.import@maersk.com is advised of the payment* (*Pending Time of payment)**

Paying by cheque

Remit to: Maersk

5150 Spectrum Way, Suite 501

Mississauga, Canada L4W 5G2

IMPORTANT NOTE: Customer is responsible for notifying Release Services that a check for demurrage has been submitted. **The clearing and posting time for check payments wil take up to 2 business days. Please guarantee 2 extra days if paying via check.** Please schedule your payments accordingly to avoid possible delays. You may email the check number, bill of lading, and the date in which the check will be received to NAMDEMREVIMP@maersk.com so that the team can look for the payment to remove the demurrage hold.

For proper application of your funds, include a copy of your Maersk invoice(s) or bill of lading

Glossary of Terms

- **DO:** Delivery order which needs to be submitted on Maersk website 48 hours prior to the vessel arriving.
- **Arrival Notice:** Notification provided by the carrier when a shipment has arrived to the consignee or notify party.
- **Bill of lading:** A document issued by a carrier or their agent acknowledging receipt of cargo for shipment. Often abbreviated as BOL, B/L or BL.
- **LFD:** Last free day, this can be at the port, the rail terminal, or Maersk Demurrage and detention.
- **Chassis Detention:** The base frame of a wheeled vehicle, used to secure a container prior to movement. Chassis detention occurs when the container is dropped at the consignee's warehouse.
- **Consignee:** The person or place to whom a shipment will be transferred.
- **Dock:** For road transportation, a platform from which trucks are loaded and unloaded. For sea transportation, a cargo handling area adjacent to the shoreline where a ship ties up.
- **Free Time:** The amount of time that a carrier's equipment may be used without incurring additional charges.
- **Non – Negotiable:** A negotiable instrument is a document that can be transferred from its original holder to a third party. A non-negotiable document cannot be transferred to another party. An inland or ocean bill of lading may be either negotiable or non-negotiable; a bill of lading consigned "to order" or "to order of shipper" is negotiable once it is endorsed on the back by the shipper or their representative. Air waybills are always non-negotiable.
- **Packing List:** A standard document that accompanies a shipment. Also called a **packing slip**, this document lists the products on a shipment along with packaging information but does not include prices.
- **Tare weight:** The weight of a container while empty.