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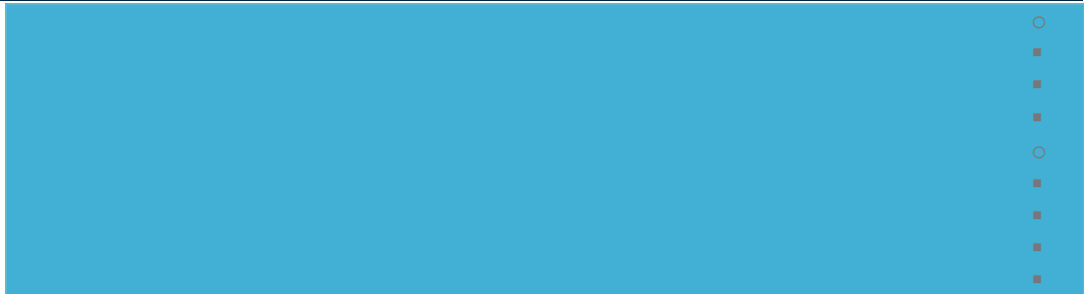
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For TWILL Import related query and communication please reach out to **[twillsupport@maersk.com](mailto:twillsupport@maersk.com)**

# Important Instructions

**Delivery Order for ICD Shipments will be released only once containers arrive at the ICD. Kindly check rail container tracking links mentioned below before submitting deposit slip.**

**Concor website :** <http://www.concorindia.com/containerquery.aspx>

**GRFL :** <https://gatewayrail.in/trace-your-container.php>

**Adani :** <https://www.trackingdocket.com/adani-port-container-tracking/>

**Check Free time & Manifest details :** <https://www.maersk.com/local-information/india/import>

**Detention calculator :** <http://maersklineindiaepay.com/>

**Live Chat :** <https://www.maersk.com/help/support#/chat?liveChat=true>

## **Mandatory documents for Import delivery orders:**

Please ensure you submit the following documents to ensure you get an accurate import delivery order

1. Duly endorsed **Original BL** if the BL type is Negotiable
2. **HBL copy** : If import delivery order is required in the name of the HBL party and HBL has been filed by Maersk Line, ensure copy of HBL is submitted failing which Delivery Order will be issued in the name of the MBL consignee
3. **HSS agreement copy** : If import delivery order is required in the name of the High Sea Sales party, please ensure that the copy of the High Sea Sales Agreement has been submitted failing which Delivery Order will be issued in the name of the MBL consignee
4. **Consignee NOC** : If the CHA name needs to be mentioned on the import delivery order, please ensure you submit a NOC from the consignee on the consignee's letterhead. Format of the NOC is available on [Authorization Letter](#)
5. **CMC bond copy** : If Delivery order is required for a Shipper Own Container (SOC), please ensure that a copy of the CMC bond is submitted

*Please note that Maersk Line/ Safmarine will not be responsible for delay /rejection of your delivery order request if the above mandatory documents are not submitted*

## **Key points to note while filling the form**

1. If **you dont have invoice number** while filling the import form , please leave the field blank
2. Once you fill the amount , **please press the " Submit "** option to the right of the " Amount" field

3. Please ensure that the amount on your cheque or DD is exactly the same as entered in the form

4, Once you submit , you will get a deposit number at the top of the screen . If you do not get this please look for error messages or fields missed out and rectify

5. On succesful submission you will get option to print the form . If you do not get this option , ensure that your pop up blocker is turned off.In anycase you will receive a email with the deposit slip which can be printed out

Regards  
WorkflowCMS

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