



Import Self Service Maersk.com

Payer Details Update / Online Request Guide

Want to update or change payer details
to your import / collect charges?

Easy to use via our website
with only few steps!

Step 1

Login Maersk.com – Customer Hub

Enter the Bill of Lading number in the widget Delivery Order

Delivery Order & Inland transport

Request delivery order and arrange inland transportation

Request

Request multiple

MAERSK Prices Book Tracking Schedules Logistics solutions Manage

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Hub dashboard
Export overview
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Tasks
MyCustoms
MyFinance
Allocations
Captain Peter™
Support

Welcome to your Hub

 Customise

B/L or container no. **View details**

Outstanding tasks
For vessel departing in next 7 days

0 Submit shipping instructions | 0 Submit VGM

Shipment Overview
Shipments in 7 days

0 Departing | 0 Arriving

Import Demurrage & Detention
Enter a bill of lading number to view detention and demurrage details

Enter B/L no. to search **View details**

Delivery Order & Inland transport
Request delivery order and arrange inland transportation

Enter B/L no. **Request** Request multiple

Local Information
Find local contacts and detailed shipping information for your origin or destination

[Asia Pacific](#)
[Europe](#)
[India, Middle East and Africa](#)
[Latin America](#)
[North America](#)

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Delivery Order Request

Enter B/L number for Delivery Request

Request

B/L Number: [redacted] Ningbo, CN Departs Oct 2024 Gdansk, PL Arrives Dec 2024 1 x 40' Dry High Furniture, nos

You can use Maersk inland service for reliable, secure, and seamless transportation of your cargo. [Book inland delivery](#)

- Other actions**
- Invoices & Charges
- Add release to party
- [View/Change payers](#)
- Delivery order guides

Delivery order can be requested for Merchant haulage from Dec 2024.
[Hide details](#)

Cargo release status	Finance status
<input checked="" type="checkbox"/> Bill of lading (Waybill) issued at origin	<input checked="" type="checkbox"/> Prepaid charges payment is completed
<input checked="" type="checkbox"/> Manifest not submitted to customs	<input checked="" type="checkbox"/> Collect charges payment is pending

Delivery order
Note: You can book inland with delivery order request by selecting Maersk inland delivery service.

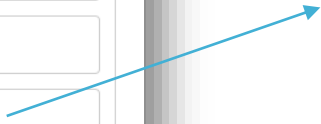
Selected containers: 1 of 1
1 containers are ready to release. [View/Change](#)

Import freetime

Demurrage Detention

Included free days (Starts from discharge to gate-out)

Step 2
Other actions –
change payer details to charges
Click 'View/Change payers'



Step 3

Perform payer details change

[← Back to Delivery Order request page](#)

B/L no. [REDACTED]

Import charges and payer details

Change / Assign payer to charge types

- Your name is defaulted as payer for some of the charges, as no payer details found in our system.
- Please check that the payers for Import Demurrage & Detention is updated correctly.

Collect charges	Payer
Basic Ocean Freight	[REDACTED] - *****093 
Documentation fee - Destination	[REDACTED] - *****093 
Terminal Handling Service - Destination	[REDACTED] - *****093
Container Protect Essential	[REDACTED] - *****093

Demurrage & detention charge	Payer
Import Demurrage	[REDACTED] - *****093 
Import Detention	[REDACTED] - *****093 

[REDACTED] - *****093 

Select Payer

- ✓ [REDACTED] - *****093
- + Select from my "Favourites"
- + Search and add a new payer

Perform payer change by clicking the arrow mark; select from dropdown list or add new payer details



Step 4 Submit

Click on [Submit](#) - Your Payer Details update / change journey is complete.

I agree to the [terms and conditions*](#) for price/rate information.

*The price displayed is initial estimate for the charges applicable to this shipment.
Your invoice may contain additional local tax or charges if applicable.

[Submit](#) [Back](#)

Step 5 Invoice

You should receive your invoice in the next hour – check on [MyFinance](#) tab to download

MAERSK Prices Book Tracking Schedules Logistics so

Hub dashboard

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Support

Welcome to your Hub

We're looking to improve your Hub

We would appreciate your feedback in a short survey

Survey

Import Demurrage & Detention

Enter a bill of lading number to view detention and demurrage details

Thanks for using our Self-Service option on Maersk.com



Thank you.