

## How to Check DO Release via Maersk.com

Easily Check Your DO Status

Dear Valued Customer,

We at Maersk constantly strive to improve our service to our customers. To offer more ease in doing business & enhancing better customer experience by enabling you, our valued customer to check DO release status via [www.Maersk.com](http://www.Maersk.com). It will really help you to monitor process release your import shipment.

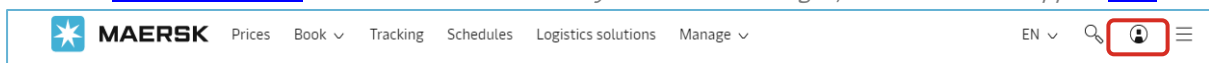
### Step-by-step guide

### To Check DO Release Status

#### STEP #1.

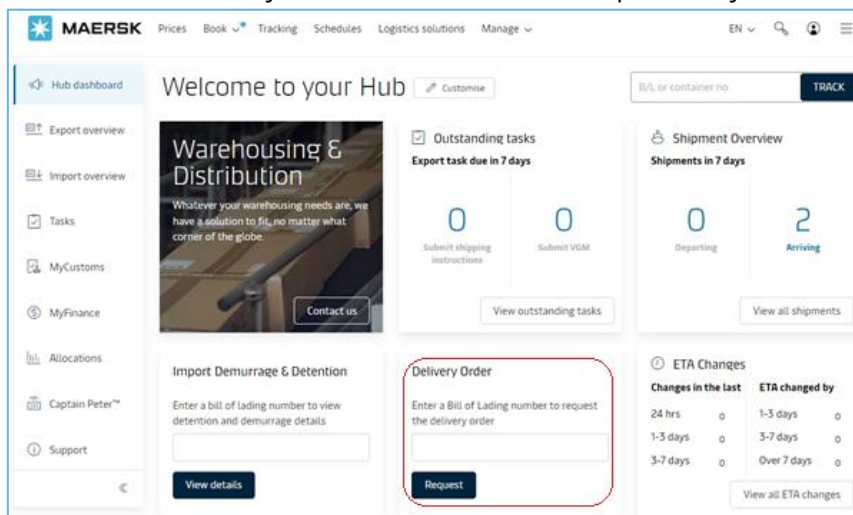
LOG IN to [www.Maersk.com](http://www.Maersk.com).

-- If you are failed to log in, CHAT technical support [here](#).



#### STEP #2.

Submit shipment number on Delivery Order column and click "Request" on your Hub Dashboard



#### STEP #3.

Click "Continue" to process DO release checking

B/L no.   
B/L Status  
Cargo release status  

- Bill of Lading (Originals) surrendered
- Manifest submitted to customs

Finance status  

- Prepaid charges payment is completed
- Collect charges payment is completed

Invoices and payment  

Online payment is not available. Please contact customer service for more details.

Delivery orders  

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

You can view BL task status whether already fulfilled or still pending:

1. BL surrender
2. Import manifest submission to custom
3. Prepaid charges payment
4. Collect charges payment

Continue



Below display will appear if DO has been released.

Shipment: [redacted]

Le Havre, FR  
4 Feb 2023

View Payer

6 Charges in Shipment 609375805

Delivery orders

[redacted] (Haulage Id) DO Released Request amendment

Containers (1)

#### STEP #4.

Please find following step if DO not yet released.

If you are **third party agent**, you need to provide LOA

### 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 apply 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 **BL party**, You may view import payer party and change DND payer party in this stage.

Payers & containers

Documents & References

Release details

Review

View Payer

5 Charges in Shipment : [redacted]

☐ None selected

Change / assign a payer to selected

Invoice reference (Optional)

Charge types	Payer Details	Price
Collect charges		
<input type="checkbox"/> Import Service	PT [redacted] AL- *****894 <a href="#">Change</a>	IDR 200,000.00
<input type="checkbox"/> Documentation fee - Destination	PT [redacted] AL- *****894 <a href="#">Change</a>	IDR 250,000.00
<input type="checkbox"/> Terminal Handling Service - Destination	PT [redacted] AL- *****894 <a href="#">Change</a>	USD 290.00
Import Demurrage & Detention charges		
<input type="checkbox"/> Import Demurrage	PT [redacted] AL- *****894 <a href="#">Change</a>	Not available
<input type="checkbox"/> Import Detention	PT [redacted] AL- *****894 <a href="#">Change</a>	Not available

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

Please ensure Import DND payer updated under consignee name

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



Please ensure container number ticked & click "Continue with merchant haulage" to the next stage.

Containers awaiting delivery order request

<input checked="" type="checkbox"/> Containers	Request Id / Case Number	Status
<input checked="" type="checkbox"/> [redacted]   40' Dry Standard Chemical products, nos (14014 kg)	-	Ready to Submit
<input checked="" type="checkbox"/> [redacted]   40' Dry Standard Chemical products, nos (14014 kg)	-	Ready to Submit

**Maersk Inland**  
Discover our reliable inland service

Rate displayed below is the total for **2 x 40' Dry Standard** from **Jakarta** to the location selected below

☒ Jakarta, Indonesia - By [Truck](#) ▾

Not Available

☐ Bekasi, Indonesia

Not Available

☐ Choose location

Booking would be confirmed subject to available capacity, for more detail you can contact customer service team.

☒ I agree to the [terms and conditions](#), for haulage price applicable to the selected delivery location.  
Additional charges may incur, please refer to your country's local web page or contact customer service for these details.

\*Select payer details responsible for the haulage charge

Select payer ▾

Book inland delivery

or

**Container release**  
Want to haulage delivered to a container yard near you?

Continue with merchant haulage

Please check [Import Guidance – Request Trucking](#) or contact [id.import@maersk.com](mailto:id.import@maersk.com) if you need additional inland services.

## STEP #4.

You may attach the supporting documents if necessary.

☒ Payers & containers

☐ Documents & References

☐ Release details

☐ Review

**Documents & References**

Other supporting Documents / References (Optional)

Select document type ▾

Upload Document

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

Copy Spb/Invoice From Warehouse/Ob Or Quarantine Notification Letter (Surat Perintah Pemindahan Media Pembawa) From Terminal Or Warehouse

Cancel

Continue



### STEP #5.

You may choose container return depot location and also check DND cost incurred compare to return empty date. DND payment proof also can be uploaded in this stage.

✓

Payers & containers

✓

Documents & References

○

Release details

○

Review

#### Release details for Merchant Haulage

Port of discharge (City, Country/Region)  
📍 Surabaya, ID

Place of release  
📍 Surabaya Terminal  
31 Mar 2023 16:00

#### Release and return details for all containers

ⓘ Please ensure pickup and return dates are during terminal operating hours. Demurrage and detention charges will apply if free time is exceeded.

Release container to (Optional)  
Please update release to party if applicable

Pickup date  
01 Apr 2023

Pickup time  
14:00  
Pick a time within terminal operating hours

Container return depot  
Seacon Terminal LNJ, Surabaya, Indonesia

Return date (Optional)  
14 Apr 2023

Return time (Optional)  
--:--  
Pick a time within terminal operating hours

⌵ Detention details

Containers 1	Free days	Last free date	Chargeable days	Detention price
40' Dry Standard	14 days	13 Apr 2023 ⓘ	1 days	USD 70.00 (1 X USD 70.00) USD70.00

\*Detention price displayed is initial estimate to this shipment based on selected empty return date & empty return depot which is selected. In the event of no return depot selected Detention calculation would be basis place of delivery as your empty return depot. Your invoice will contain additional local tax or changes to these figures in accordance to [terms and conditions](#).

Total\* USD 70.00

☒ I made the payment for D&D charges.

+ Upload proof of payment (Demurrage & Detention)

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

Haulage instructions(Optional)  

0 / 800

Cancel

Continue



## STEP #6.

You may review the order details by put email address then click Submit.

✓

Payers & containers

✓

Documents & References

✓

Release details

○

Review

Review your order details

Recipient details

^ Hide recipient details

Delivery order recipient e-mail ID

✉

lit: [redacted] rsk.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

Your DO request will be submitted to Maersk with specific case number and our agent will process it within the day.

Request delivery order

Confirmation

✓ Thank you. Your request has been submitted with case ID 2303-213348777.

Download Request 2303-213348777.pdf

This request will be handled by our customer services team.  
All recipients for this request will receive a confirmation email within 24 hours.

In case of more questions or knowing detail around above, feel free to contact customer experience teams or reach out to us via Maersk website – [live chat](#).

## Website Feature Guidance

Click below button to find out more website feature guidance.

Simple Guidance

Illustrated Guidance

Should you have any concerns or questions, please do not hesitate to reach us:

We want to thank you for your business and look forward to continuously serving your global transportation needs.

Best Regards,  
[Maersk Indonesia](#)