



Get the heightened level of  
**digital support** at your fingertips!

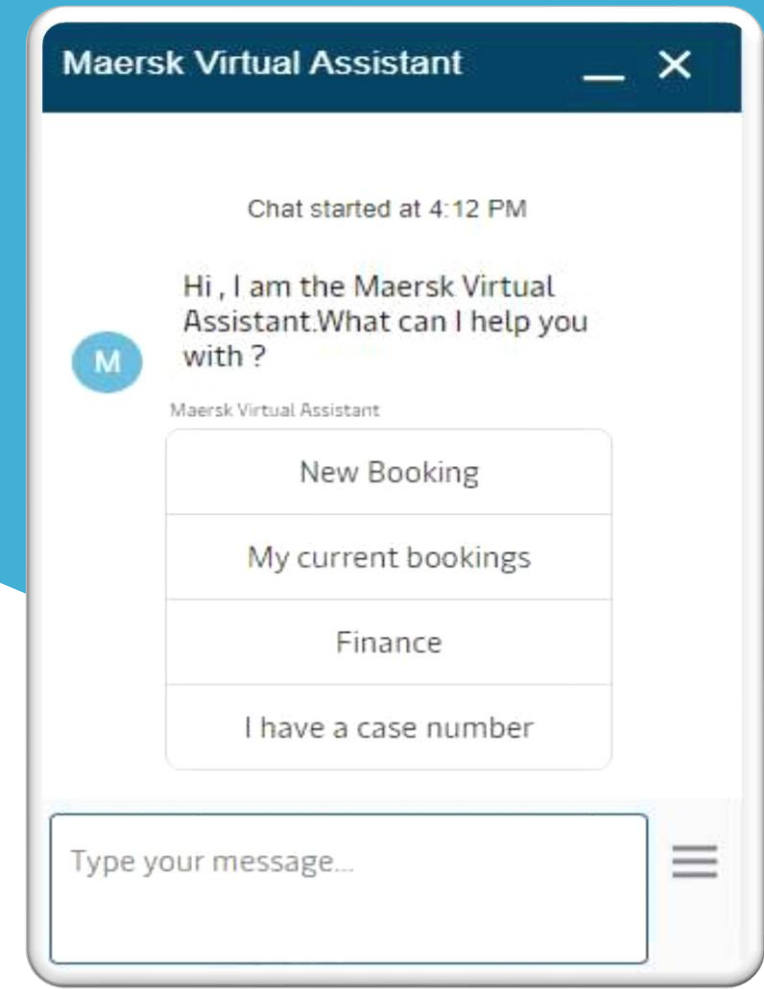
Explore Chat, Chatbot, and Web2Case functionality on [Maersk.com](https://www.maersk.com)



# The **Maersk chatbot** is your personalized guide, ensuring a smooth journey through our website

- ❑ 24/7 available to all users who are logged in to [Maersk.com](https://www.maersk.com)
- ❑ Our chatbot can always help you place a new booking by guiding you through the process;
- ❑ Or help you with your current bookings;
- ❑ If our chatbot wouldn't understand you – it will connect you with our live agent, but you can always reach out by clicking on the hamburger menu -> Transfer to Agent. Just choose what your question is related to, and our agent will join you shortly

Try it now and experience the future of customer interaction on our website!



# How to access the Maersk chatbot

Once you've logged in to Maersk.com, go to Hub

The screenshot displays the Maersk Hub dashboard interface. At the top, the Maersk logo is followed by navigation links: Prices, Book, Tracking, Schedules, Logistics solutions, and Manage. On the right, there are icons for language (EN), search, notifications, user profile, and a menu. The main content area is titled 'Welcome to your Hub' and includes a 'Customise' button. Below this, there's a survey prompt: 'We're looking to improve your Hub' with a 'Survey' button. The dashboard is divided into several sections: 'Outstanding tasks' for vessels departing in the next 7 days, showing 508 shipping instructions and 341 VGMs; 'Shipment Overview' for shipments in the next 7 days, showing 1382 departing and 1563 arriving; 'Import Demurrage & Detention' with a search bar for bill of lading numbers; 'Delivery Order' with a search bar for bill of lading numbers; and 'Local Information' with links to Asia Pacific, Europe, India, Middle East and Africa, Latin America, and North America. A sidebar on the left contains links to Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter, and Support. A blue callout box on the right points to a chat icon in the bottom right corner, with the text 'Click on chat icon'.

MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search Notifications User Profile Menu

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

Welcome to your Hub Customise

B/L or container no. View details

We're looking to improve your Hub  
We would appreciate your feedback in a short survey  
Survey

Outstanding tasks  
For vessel departing in next 7 days  
508 Submit shipping instructions  
341 Submit VGM  
View outstanding tasks

Shipment Overview  
Shipments in 7 days  
1382 Departing  
1563 Arriving  
View all shipments

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

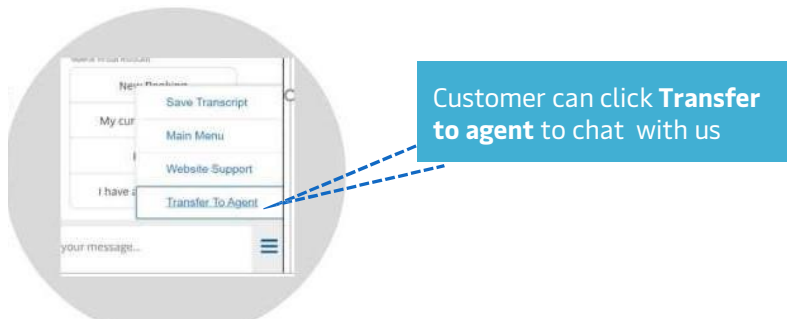
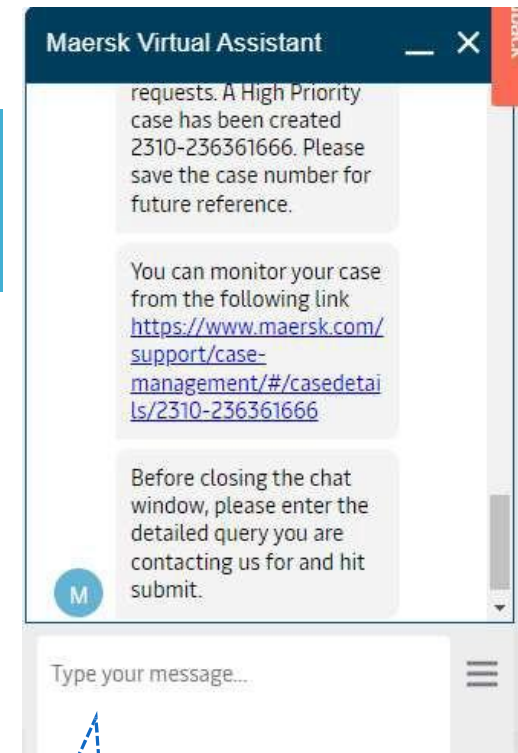
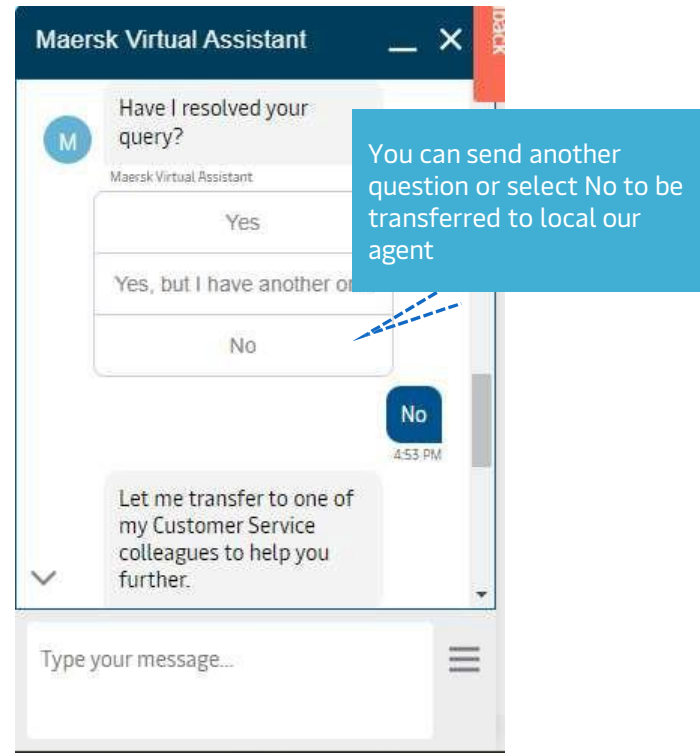
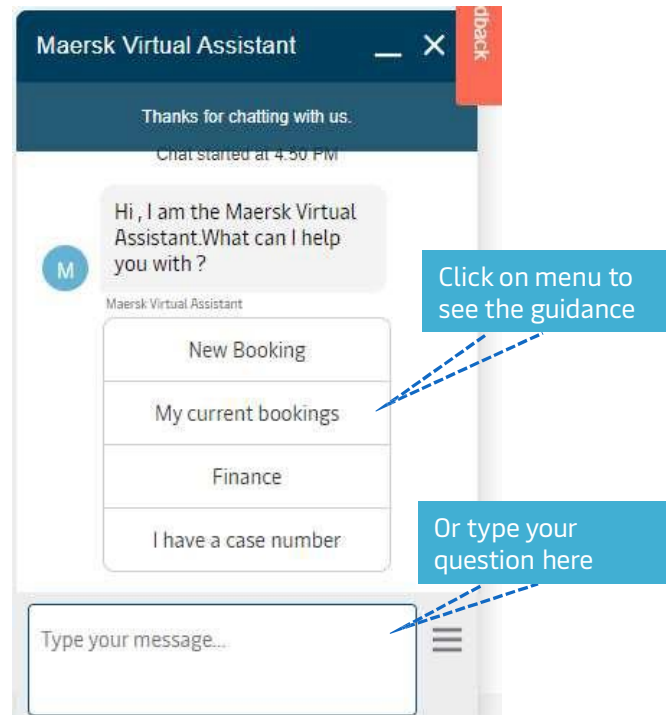
Delivery Order  
Enter a Bill of Lading number to request the delivery order  
Request

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](#)

Click on chat icon

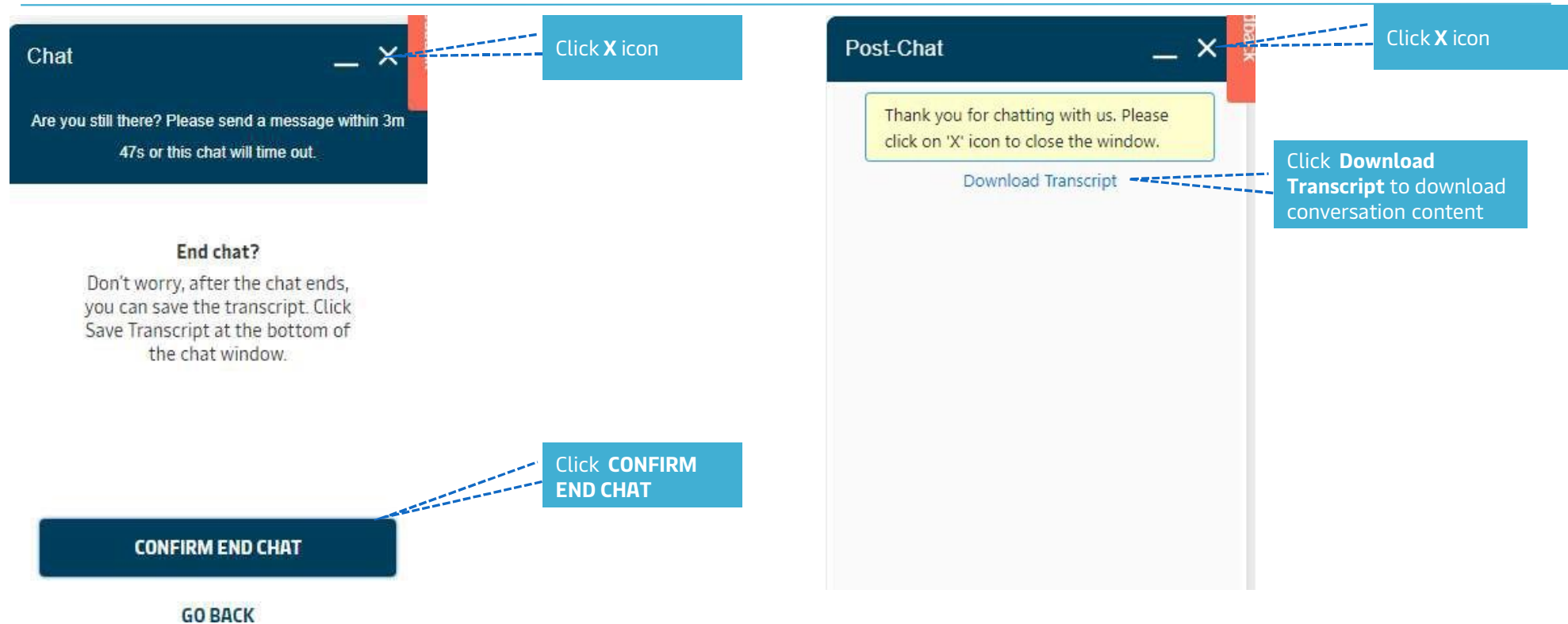


# How to start a conversation with the Maersk chatbot

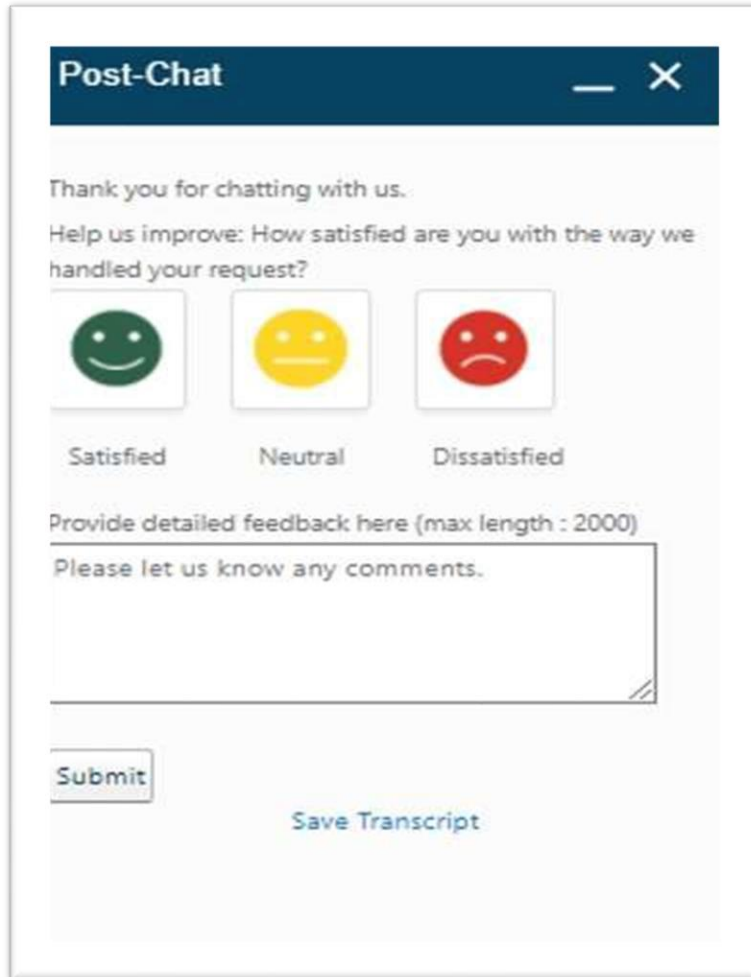


If out of working time, an email recorded and you can key in the contact details for our contacting

# How to end a conversation with the Maersk chatbot



# Let us know your experience with our chatbot






The image shows a 'Post-Chat' feedback window. It has a dark blue header with the title 'Post-Chat' and a close button. The main content area is white and contains the following elements: a thank you message, a question about satisfaction, three emoji-based rating options (Satisfied, Neutral, Dissatisfied), a text area for detailed feedback with a 2000-character limit, a 'Submit' button, and a 'Save Transcript' link.

Post-Chat

Thank you for chatting with us.

Help us improve: How satisfied are you with the way we handled your request?

Satisfied      Neutral      Dissatisfied

Provide detailed feedback here (max length : 2000)

Please let us know any comments.

Submit

[Save Transcript](#)

Your feedback is important to us. Hence, you will be asked to provide them at the end of each session.

- You can click on any **ICON** to express your satisfaction for the way we handled your request.
- You can also use the **comment box** to provide your feedback.

We've made our [Case Management](#) on [Maersk.com](#) incredibly simple and user friendly for you!

New XIn Progress XAwaiting your response X

ClearApplyClose

Status

Case category

Case channel

Last updated

☒ New

☒ In Progress

☒ Awaiting your response

☐ Resolved

☐ Closed

☐ Duplicate

☐ Merged

Displaying 1-10 of 177 records

Case number	Shipment number	Category	Channel	Last updated	Status
2310-202822549	-	Documentation	Case Management	16/10/2023	New
2310-202822548	-	Documentation	Case Management	16/10/2023	New
2310-202821638	-	Prior To Booking	Live Chat	06/10/2023	In Progress
2310-202821637	-	Booking	Live Chat	06/10/2023	New
2306-202801844	-	Prior To Booking	Live Chat	20/09/2023	In Progress

- New filters – check all your cases by status, category, channel, or date;
- Integrated cases from all the channels with the summary – get a view of your emails, portal cases, chats in one place;
- See dates and the latest status to react on time when it's needed

# How to raise a new case

## Raising a new case has never been so simple:

1. Go to <https://www.maersk.com/support/>
2. Scroll down and look for Case Management
3. Click **Raise a case** (*Please note that you need to log-in or register to access Case Management*)
4. Choose the main reason of your question;
5. Review our FAQ suggestions – maybe your answer is already there!
6. Add the shipment number (if needed) – it will help us resolve your issue much faster;
7. Provide us with details of your request and add attachments where needed – we'll get back to you as soon as we can.

← Back to my cases

## Raise a case

Let's identify the situation to help you as quick as possible.

What can we help you with?

Prior To Booking

What are you specifically reaching out about?

Rates/Quotes

**Recommended FAQs**

[I can't find schedules or quotes for the origin and destination that I need, who should I contact?](#)

[How to lookup rates?](#)

[How to get an inland transportation quote?](#)

Continue

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What shipment is this about?

Add shipment

Add subject of your case

Type a subject for your case, e.g shipment amendment 0/100

Describe your case

Explain your case here with any detail that you think is necessary... 0/500

Would you like to add an attachment?

Maximum size per file 5MB  
File type supported .XLS, .XLSX, .PDF, .DOC, .DOCX, .PPT, .PPTX, .JPEG, .JPG, .TXT, .MSG, .ZIP, .EML, .GIF, .PNG

Add file

Submit Return to overview





Visit [www.maersk.com](https://www.maersk.com)  
to learn more