Enhanced Chat Experience on our www.Maersk.com

We are glad to introduce an enhanced seamless Chat experience to you effective since January 24, 2020.

This will enable easier & faster access to all your shipment transactional queries.

How would this benefit you?

access our ChatBot services round the clock 24*7

Basis your query the chat will also guide you to relevant navigation page on website

You will be able to raise multiple navigation tab queries on the same chat by simply going back to the main menu from

Auto cases will be created with high/medium priority level for every request raised via Chat which will help you track of all your requests

All you need to do is register yourself one-time for your individual login credentials on www.maersk.com
Note: Only once registered you will be able to access that ChatBot options directly

For exceptional or special case handling,
you still can contact us via

id.export@maersk.com for export matters, or id.import@maersk.com for import matters,

call us in : +6221 50939470 (Jakarta/ Surabaya) Toll-free : 0018030160021 (Indosat) / 0078030160021 (PT Telkom & XL)

in our business hours (Monday – Friday, 08.00 – 12.00 & 13.00 – 17.00 WIB)

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MAERSK.COM

NO NEED LOGIN

Assistance: Online Registration, Forget User Name & Password, Rate & Quote Request, Container tracking, Vessel & schedule information, Website errors

MAERSK | Prices | Book ⌄ | Tracking | Schedules | Logistics solutions | EN ⌄

1 Select hamburger button *MENU* & click *SUPPORT.*

Transportation services
Ocean Transport
Cross Border Rail Transportation
Inland Transport
Air Freight
Less than Container Load (LCL)

Digital solutions
Data Integrations
Captain Peter
Emissions Dashboard
Maersk App
MyFinance

2 Select *CASE CATEGORY* and *CASE SUB-CATEGORY* as follow

Prior to booking :
- Cargo restrictions/Support enquiry
- Rates/Quotes
- Schedule/Vessel/Container/Space Availability

Supply Chain & Logistics
Supply Chain Management
Warehousing & Distribution
Customs Services
Supply Chain Development
Maersk Flow
4PL Logistics Solutions
Cold Chain Logistics
E-Commerce Logistics
International Development

🏢 Local offices & information
📈 Industry sectors
💡 Insights
💲 Contact us
❓ **Support**
📰 News & advisories

Booking :
- Amend Booking Details
- Booking Confirmation Request
- Cancel Booking
- Mandatory Documents
- New Booking Request

Documentation :
- Amend SI/BL/VC
- Certificate Letter
- Manifest/Customs
- Release SI/BL/VC
- Request Arrival Notice
- Request SI/BL/VC
- Submit SI/BL/VC
- Verified Gross Mass (VGM

Cargo :
- Container Damaged
- Container Longstanding
- Container Status
- Cut-off/Deadline Request
- Delivery Order/Container Release
- COD DIT Transhipment
- Demurrage/Detention
- Depot/Terminal

Finance :
- Invoice/Payer Party
- Demurrage/Detention
- Payment
- Credit/Statement

3 Enter your name, email address & click *Submit.*

First name | Last name
Enter first name | Enter last name
Email address | Select chat language
Enter email address | English

Submit

Then click *Chat Now.*

Chat now | Change language

4 An agent will respond via the pop-up chat window. Explain the issue, and the live help agent will assist. At the end of the chat you have the option to **Save Chat.**

Maersk Virtual Assistant
for further assistance.

Please select the option you need help with:
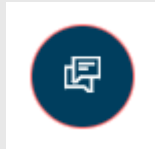
Maersk Virtual Assistant

Online Registration
Rate & Quote Request
Vessel & Schedule Information
Container Tracking
Online Technical Support

Type your message...

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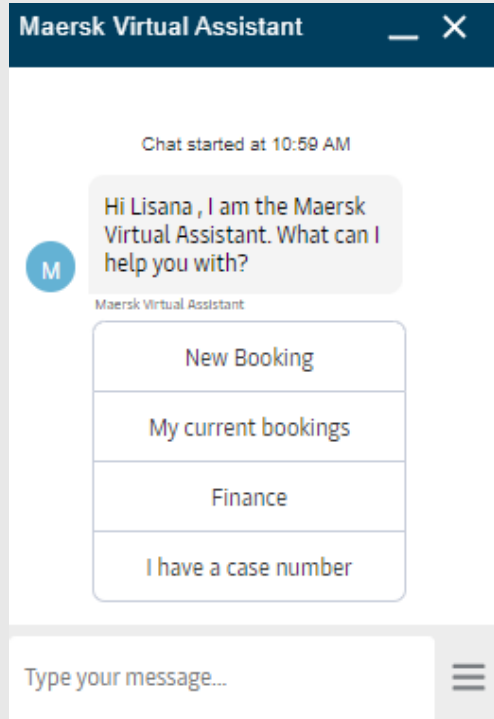**Live Chat Features**

NEED LOGIN

Assistance: Specific matter / issue & connect with local Customer Service agent

1 Click on Chat button at right below corner page
after you login

2

Maersk Virtual Assistant — ✕

Chat started at 10:59 AM

M Hi Lisana , I am the Maersk Virtual Assistant. What can I help you with?

Maersk Virtual Assistant

New Booking

My current bookings

Finance

I have a case number

Type your message... ☰

Click on Chat and your Live Chat will immediately start with ChatBot. Following is the topic on live chat

New Booking:
- Making a new booking
- Schedule Enquiry
- Rate Request
- Cut Off/Deadline Details
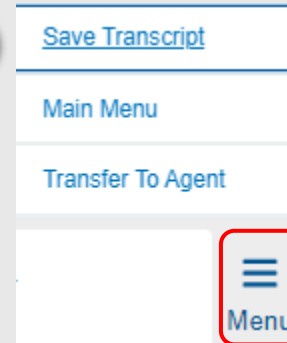- Freetime Overview
- Explore our Products

My current bookings:
- Have shipment number
- Without shipment number

Finance:
- View my invoices
- Online payment

3

Save Transcript

Main Menu

Transfer To Agent

☰
Menu

You have option to
- Save Transcript
- Go back to main Menu
- Transfer to Agent and use local language during office hours

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