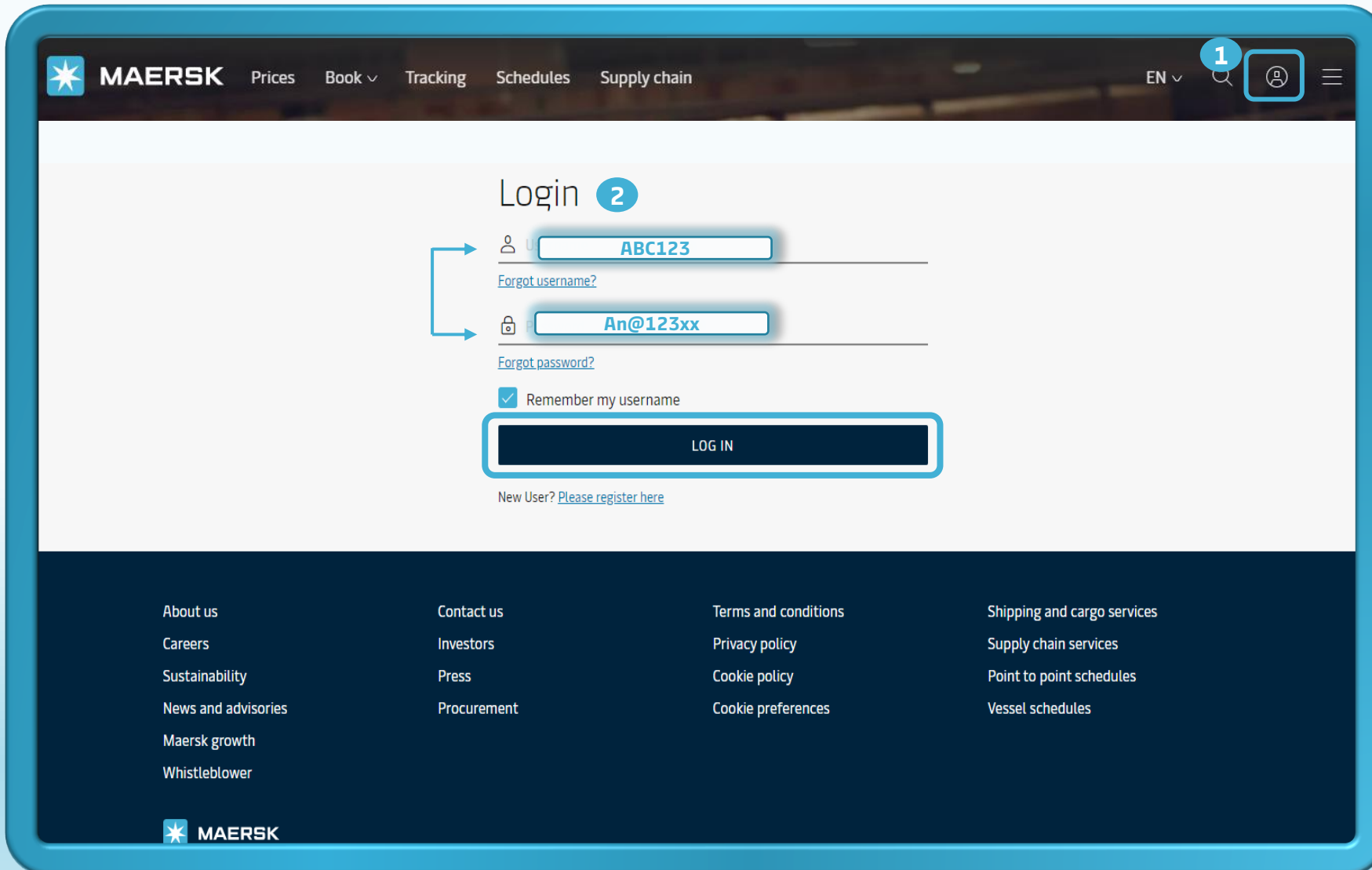


Communicate via Case Management

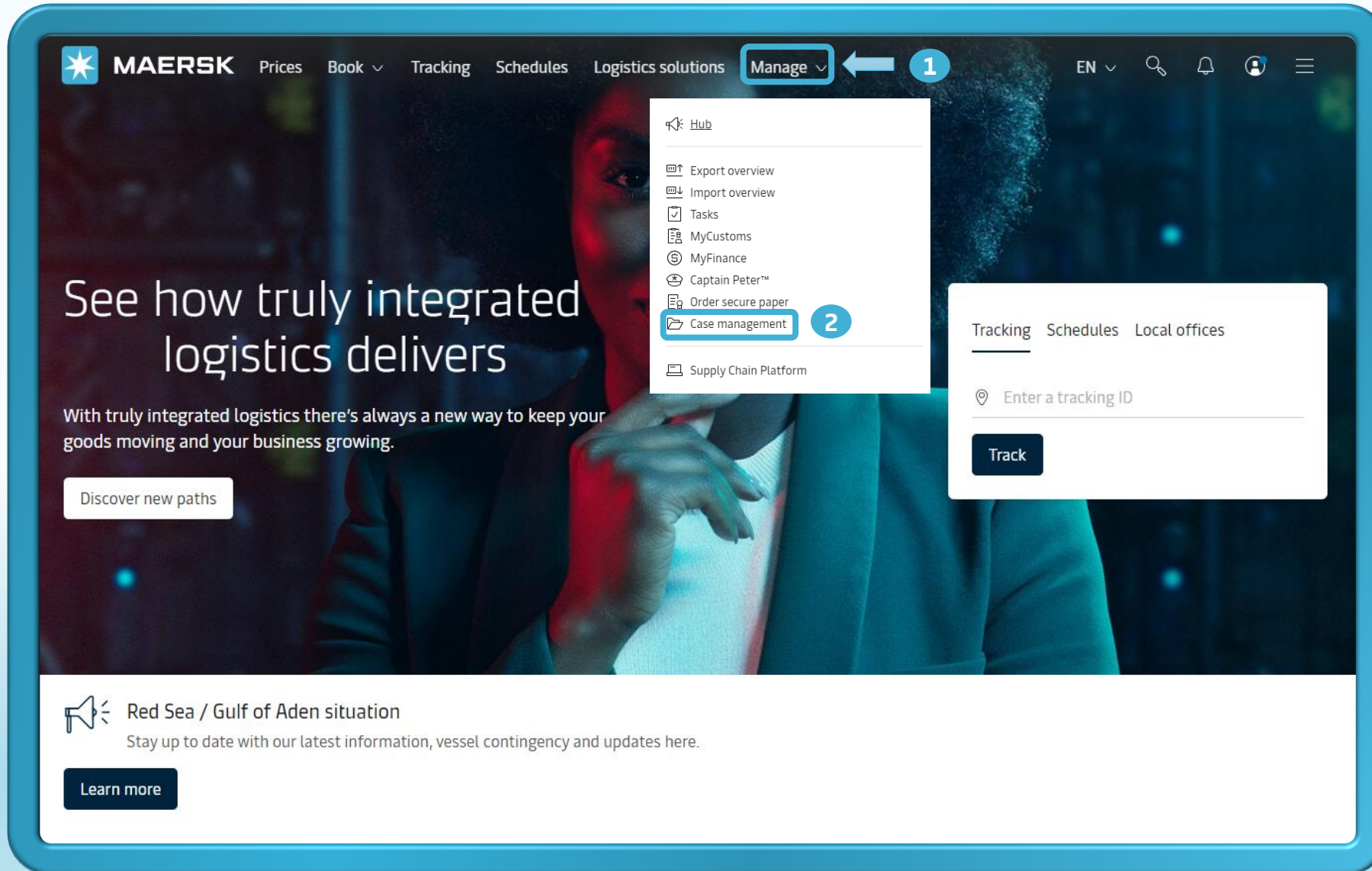


<https://www.maersk.com>



- **Step 1:** Click on the above login icon

- **Step 2:** Go to the MAERSK.com and enter your username and password.



- **Step 1:** After you login, then click on “Manage”.

- **Step 2:** Then, click on “Case management”.



Support /

Case Management

Create, track and manage your cases via Maersk case management.

[Raise a new case](#) 3 3 Filters (7)

[New](#) [In Progress](#) [Awaiting your response](#) [Resolved](#) [Closed](#) [Duplicate](#) [Merged](#) [Clear](#) [Apply](#) [Close](#)

Status

- New
- In Progress
- Awaiting your response
- Resolved
- Closed
- Duplicate
- Merged

Displaying 1-10 of 23 records

Case number	Shipment number	Category	Channel	Last updated	Status
-------------	-----------------	----------	---------	--------------	--------

- Step 3:

- New request:** Click “Raise a new case”
- Follow up old case:** Input case number/ shipment number to search icon or can search by status/ case category/ case channel or last updated by stick [Apply](#) x and click

All of cases will be displayed when you applied filter



MAERSK

The screenshot shows the 'Raise a case' page on the Maersk website. At the top, there is a navigation bar with the Maersk logo, 'MAERSK', and links for 'Prices', 'Book', 'Tracking', 'Schedules', 'Supply chain', and 'Manage'. On the right side of the navigation bar, there are links for 'EN', a search icon, a user profile icon, and a menu icon. Below the navigation bar, there is a link to 'Back to my cases' and the main heading 'Raise a case'. A sub-heading reads 'Let's identify the situation to help you as quick as possible.' The form consists of two dropdown menus. The first dropdown is labeled 'What can we help you with?' and has 'Cargo/Container' selected. The second dropdown is labeled 'What are you specifically reaching out about?' and has 'Delivery Order/Container Release' selected. At the bottom left of the form, there is a 'Continue' button. Red circles with numbers 4 and 5 are placed over the second dropdown menu and the 'Continue' button, respectively, to indicate the steps to be followed.

- **Step 4:** Choose item you want Maersk help by for drop down list

- **Step 5:** Click "Continue"



The screenshot shows the Maersk 'Raise a case' form. At the top, there is a navigation bar with the Maersk logo, 'MAERSK', and links for 'Prices', 'Book', 'Tracking', 'Schedules', 'Supply chain', and 'Manage'. Below this, the page title is 'Support / Case-management / Raise a case'. The main heading is 'What shipment is this about?'. A dashed box contains an 'Add shipment' button, which is highlighted with a blue circle and the number 6. Below this is a text input field for 'Add subject of your case' with the placeholder 'Type a subject for your case, e.g shipment amendment', highlighted with a blue circle and the number 8. Below that is a larger text area for 'Describe your case' with the placeholder 'Explain your case here with any detail that you think is necessary...', also highlighted with a blue circle and the number 8. At the bottom of the main form is an 'Add file' button, highlighted with a blue circle and the number 9. To the right, a modal window titled 'Which shipment do you need a hand with?' is open. It contains a search box with '9xxxxxxx' and a 'Search' button, both highlighted with a blue circle and the number 7. Below the search box is a table of shipment results. The first row shows 'Sihanoukville, KH' with 'ETA June 09, 2024' and 'Shipment No. 9xxxxxxx' on the left, and 'Surabaya, ID' with 'ETA June 30, 2024' and 'Reference No. xxxxxxxx' on the right. A 'Select shipment' button is highlighted with a blue circle and the number 7. At the bottom of the form, there are two buttons: 'Submit' and 'Return to overview'.

- Step 6: Click “Add shipment”

- Step 7: Input Shipment number to search box. Click “search” then “Select shipment”

- Step 8: Input subject of case, describe case and attachment if any

- Step 9: Click “Submit”



MAERSK Prices Book Tracking Schedules Supply chain Manage

EN Search User Profile Menu

Support / Case-management /

Your case has been created

Thank you for reaching out. Your case has been successfully created.
Your case number: **XXXX-XXXXXXXX**

10 Please be assured we'll handle your ticket efficiently and with complete transparency.

[View my case](#) [My cases](#)

Monitor the progress of your case

- Your ticket has been successfully submitted**
We will send an email confirmation with the case details to you shortly.
- Our team will start working on your ticket**
If we need additional information, we will contact you. You will also be notified by email as soon as there is a response.
- Check customer support response and reply back if needed**
With complete visibility of our response and the seamless ability to engage in direct communication with us, you have full transparency over the progress of your case through to resolution.

Case number	Shipment number	Category	Channel	Last updated	Status
XXXX-XXXXXXXX	9XXXXXXXX	Charges, Invoice & Payment	Case Management	08/06/2024	New 11

Case Created In Progress Awaiting Customer response Resolved Closed **11**

Case number has been created

- **Step 10:** You can click to "View my case" to add more comment if any and then click "Submit" or click "My cases" will back to overview case

- **Step 11:** In case overview customer can see the action status from Maersk for that case



THANK YOU

