Maersk.com
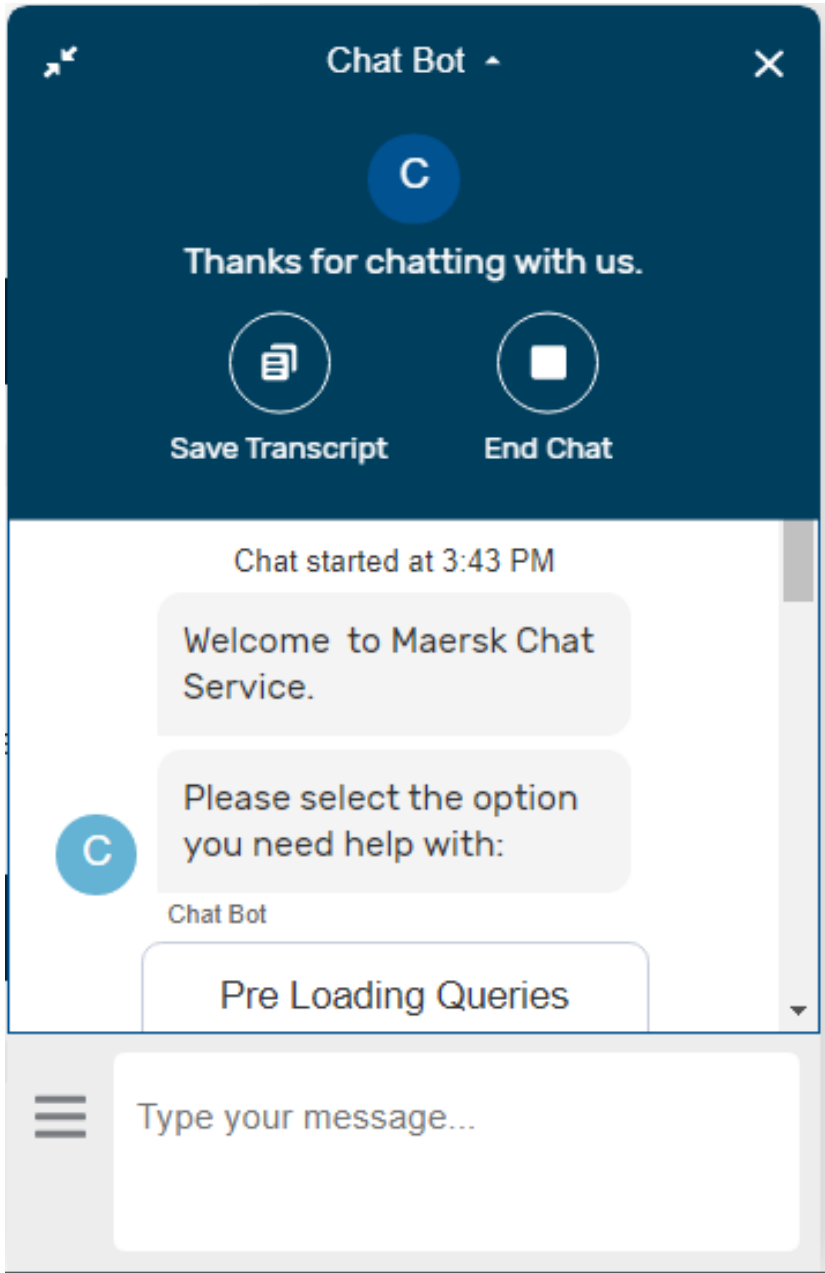# ChatBot Guide

- The Virtual Assistant (ChatBot) is available 24/7 to users logged into www.maersk.com

- Use the **Options** to get the answers to your queries
  - ChatBot will guide you to the area of the website where you can make the transaction or get the information you are after.

- Within working hours (Mon-Fri 0900 to 1730hrs) it can transfer you to an Agent.

- When entering information, please keep an eye on the format and follow the guidance by ChatBot!
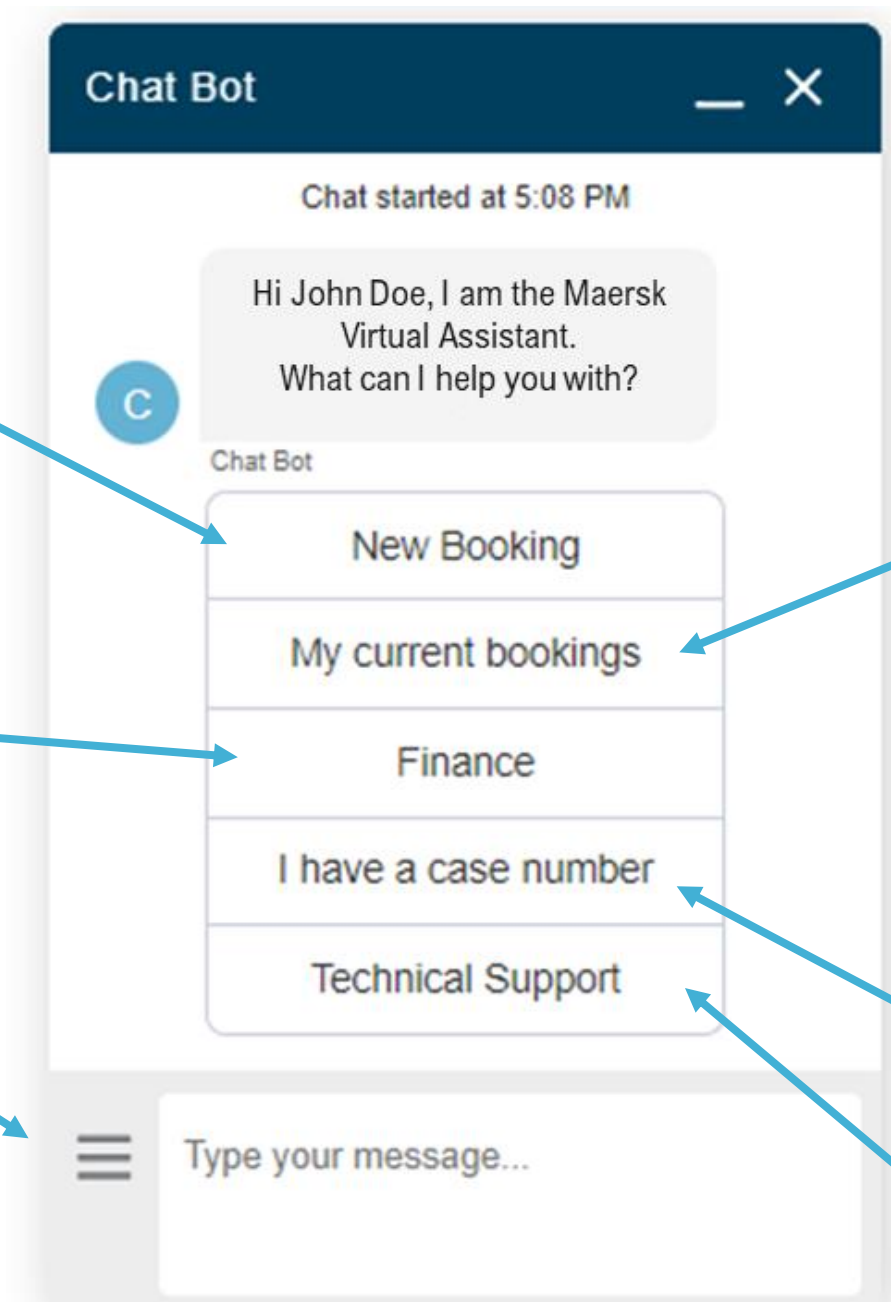
Click HERE for...

- Guide to making booking/FAQ
- Schedule Inquires
- Rate Inquiries
- Cut offs / Deadlines
- Standard Freetime

- View your invoices
- Modify Payer Details
- Check Balance
- Online Payment

- For Any other enquiries
- You will be directed to an agent

Chat Bot

Chat started at 5:08 PM

C — Hi John Doe, I am the Maersk Virtual Assistant. What can I help you with?

Chat Bot

- New Booking
- My current bookings
- Finance
- I have a case number
- Technical Support

Type your message...

New!

Menus will now be displayed based on your shipment direction, depending what party in shipment your company is

- Export menu:
  - Tracking
  - View/receive (BC,VC, BL, CTC, container weight)
  - Submit/Amend (booking, VGM, BL)
  - Invoice Query
  - Release BL

- Import menu:
  - Get Arrival Notice
  - Request/Release Delivery Order
  - View Demurrage and Detention
  - View/Assign Payer for Collect Charges
  - Invoice Query

- If you've been given a Case Number, you can check status here.

- For technical issue connecting, or receiving error messages on the web, please reach out to Technical Support.

Was I able to resolve your inquiry?

- *If ChatBot is not able to resolve your inquiry:*

  - It will transfer you to an agent during business hours

    Or

    Create a case so we can contact you when our office opens

- Provide some details in the box before ending chat, if you are unable to connect to a live agent. Someone will reply, via e-mail with your request.

    - This button for:
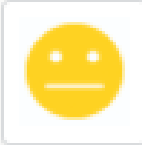   - Back to the Main Menu
      - Transfer to Agent
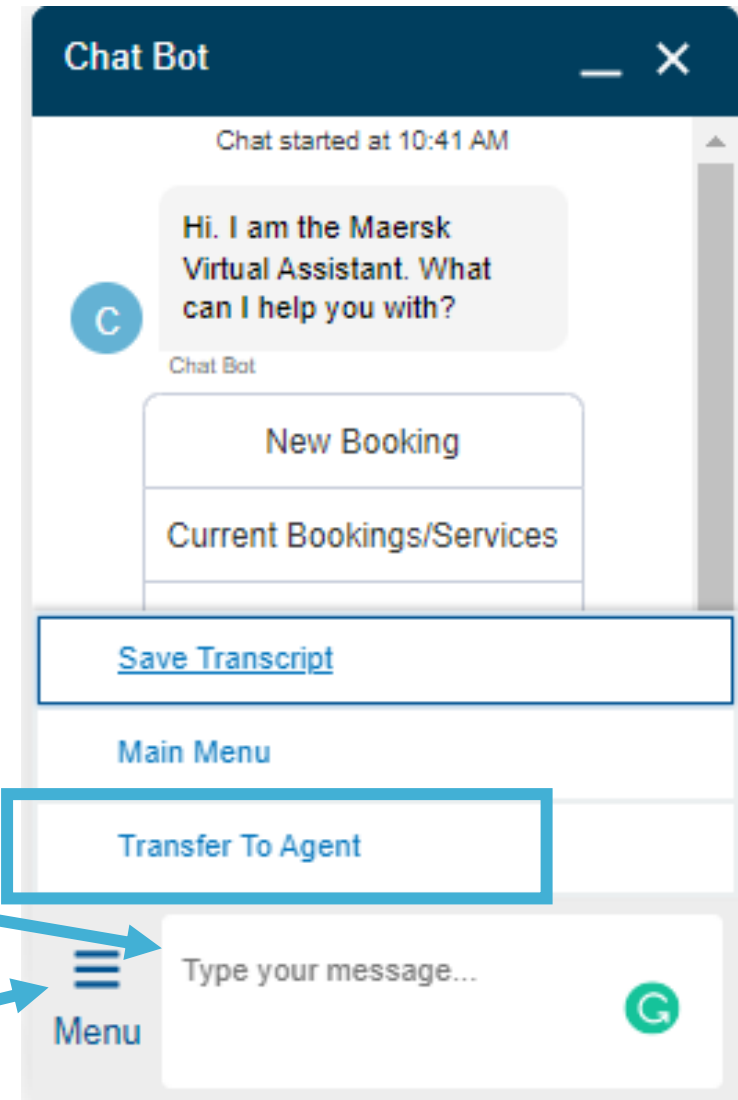
We are always available to accept your comments.

- Once your chat is completed, feel free to provide some feedback so we can continue to make your Live Chat experience with Maersk.com better.

Questions?

https://www.maersk.com/help/support/#/