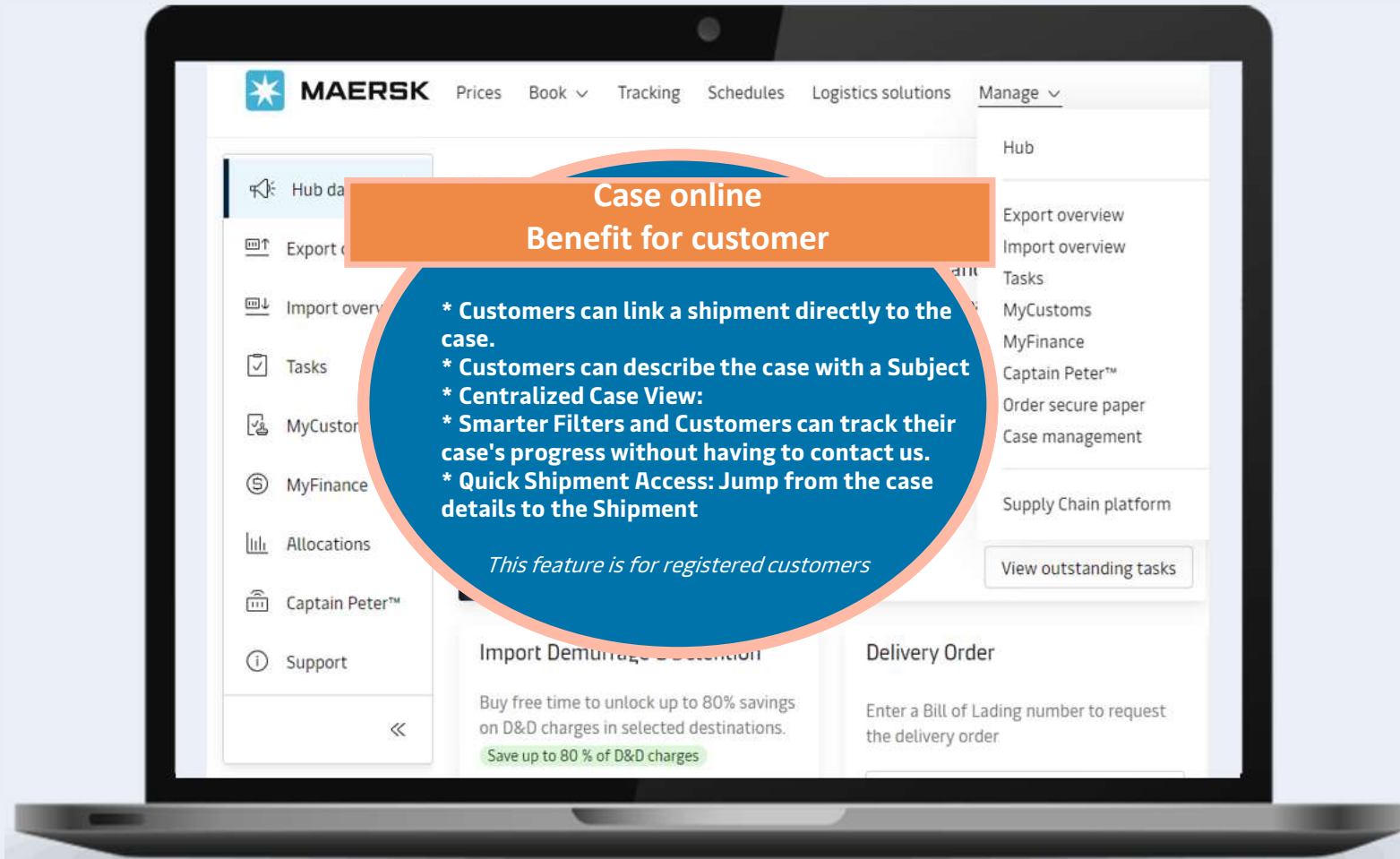


Web-to-Case (Case Management)



A. How to create a case online

The screenshot shows the Maersk Hub dashboard. At the top, there is a navigation bar with the Maersk logo and links for Prices, Book, Tracking, Schedules, Logistics solutions, and Manage. The 'Manage' dropdown menu is open, showing options: Hub, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Captain Peter™, Order secure paper, Case management, and Supply Chain platform. On the left, a sidebar contains links for Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, and MyFinance. The main content area features a 'Welcome to your Hub' message, a survey banner, and a 'Submit shipping instructions' button.

1. After you login, click "Manage"

2. click "Case management"

3. click "Raise a new case" to create new case

4. If you have existed case, please insert case number or filter case status

5. click "Filter" to track your existed case

The screenshot shows the 'Case Management' interface. It includes a 'Raise a new case' button, a search bar with a placeholder 'xxxxxxxxxxxxxx', and a 'Filters (3)' button. Below the search bar, there are tabs for 'New', 'In Progress', and 'Awaiting your response'. A filter panel is open, showing a list of status options with checkboxes: New (checked), In Progress (checked), Awaiting your response (checked), Resolved, Closed, Duplicate, and Merged.

A. How to create a case online

← 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?

Please select an option

- Please select an option
- Prior To Booking
- Booking
- Documentation
- Cargo/Container
- Charges, Invoice & Payment

Continue

6. Select the suitable option in list

What are you specifically reaching out about?

Please select an option

- Please select an option
- 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)

7. Select the specific item to support in list

What are you specifically reaching out about?

Amend SI/BL/VC

Recommended FAQs

- How to amend a booking?
- How to amend or approve the copy?
- How can I amend a Delivery Order?

Continue

8. You will see some recommended guidance
Click on suitable guidance and you will see the instruction in details

9. Or you can Click "Continue" to create new case

Home / Support / Website guide

How to amend or approve the copy?

Shipping Instruction Verify Copy Share

When a Shipping Instruction has been processed, you will be able to see a Verify Copy in PDF format. You can download the Verify Copy, print it or forward it to any relevant parties.

1. Click **Account** located at the top right corner of the home page and **Login**.
2. Click on **Manage** in the top menu and select **Shipment Overview - Export** to track shipments or to search for a shipment.
3. Click **Pending tasks** on Shipment Overview - Export and select **Verify**.
4. If you have many bookings, then you can click **Show advanced options** to filter on location and/or vessel names to easy find the booking needed.
5. Click **Approve** next to the relevant transport document or alternatively, if you need to make an amendment, click **Amend**, perform the changes needed and Submit the amendments. A new Verify Copy will then be issued with the amended details.

If our important and customs checks are successful post submission of a Amended instruction, then you will receive an Instant Revised Verify Copy (IAVC)

A. How to create a case online

Support / Case-management /

Raise a case

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

What can we help you with?
Documentation

What are you specifically reaching out about?
Amend SI/BL/VC

What shipment is this about?

Add subject of your case
Type a subject for your case, e.g shipment amendment

Describe your case
Explain your case here with any detail that you think is necessary...

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

10. You can add shipment number by Clicking "add shipment"
** You can skip this step if no shipment existed*

12. Key in the subject and content
** When you key in case content, there are some recommended guidance appeared for your selection the suitable one.*

13. You can upload your documents by clicking "Add file"

14. Clicking "Submit"

11. input shipment number and click "Search" and "select shipment"

Which shipment do you need a hand with?

Haiphong, VN ETD November 08, 2023 Shipment No. XXXXXXXXXXXX	→	Jakarta, ID ETA November 20, 2023 Reference No. XXXXXXXXXXXX
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Describe your case
Amend bill of lading

Recommended FAQs
What is a Bill of Lading?
What is an example of a bill of lading?
Do all shipments have a bill of lading?



A. How to create a case online

Your case has been successfully created.

Thank you for reaching out. Your case has been successfully created.
Your case number: XXXXXXXXXX

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

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

15. You can see the case number
Click "view my case" to see the details

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.

[Back to my cases](#)

Case details

Case number : XXXXXXXXXX [Withdraw the case](#)

Case Created — In Progress — Awaiting Customer response — Resolved — Closed

Details of your request

Category Documentation	Sub category Amend SI/BL/VC	Raised by XXXXXXXXXX	Case channel Case Management
Shipment number XXXXXXXXXX	Subject XXXXXXXXXX	Last updated 08/11/2023 3:26 PM	Created on 08/11/2023 3:26 PM

Description

XXXXXXXXXX
XXXXXXXXXX

Attachments

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](#)

Comments

No comments have been posted on this case

Add comment to this ticket

XXXXXXXXXX
XXXXXXXXXX

[Submit](#) 18/500

16. You can see the progress of case or can Withdraw the case

17. You can input more information/comment and click "Submit"

B. How to add comment - withdraw case

MAERSK Prices Book Tracking Schedules Logistics solutions Manage

Hub dashboard
Export overview
Import overview
Tasks
MyCustoms
MyFinance

Welcome to your Hub

We're looking to improve your Hub

We would appreciate your feedback in a short survey

Customise

Outstanding

For vessel dep

Submit shipping instructions

Hub
Export overview
Import overview
Tasks
MyCustoms
MyFinance
Captain Peter™
Order secure paper
Case management
Supply Chain platform

1. After you login, click "Manage"

2. click "Case management"

Support /

Case Management

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

Raise a new case

Search by Case / Shipment number

Filters (3)

Displaying 1-1 of 1 records

Case number	Shipment number	Category	Channel	Last updated	Status
XXXXXXXXXX	XXXXXXXXXX	Documentation	Case Management	XXXXXXXXXX	New

MAERSK

3. You can search by case number or shipment number to track

4. Or you can search by "Filter"

B. How to add comment - withdraw case

Support /

Case Management

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

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

New

Status New Resolved Merged
 In Progress Closed
 Awaiting your response Duplicate

Case category
Case channel
Last updated

5. You can search by status; or case category; or case channel...

6. click "Apply"

Displaying 1-1 of 1 records

Case number	Shipment number	Category	Channel	Last updated	Status
XXXXXXXXXX	XXXXXXXXXX	Prior To Booking	Case Management	XXXXXXXXXX	New

7. You can see case status, Click on the case number to see more content

Displaying 1-1 of 1 records

Case number	Shipment number	Category	Channel	Last updated	Status
XXXXXXXXXX	XXXXXXXXXX	Prior To Booking	Case Management	XXXXXXXXXX	New



B. How to add comment - withdraw case

← Back to my cases

Case details

Case number : XXXXXXXXXXXX

Withdraw the case

8. You can see the progress of case or can Withdraw the case

Case Created In Progress Awaiting Customer response Resolved Closed

Details of your request

Category Prior To Booking	Sub category Cargo Restrictions/Support Enquiry	Raised by XXXXXXXXXX	Case channel Case Management
Shipment number XXXXXXXXXX	Subject XXXXXXXXXX	Last updated 08/11/2023 3:54 PM	Created on 08/11/2023 3:26 PM

Description

XXXXXXXXXX
XXXXXXXXXX

Attachments

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

Comments

XXXXXXXXXX 08/11/2023 3:37 PM
XXXXXXXXXX
XXXXXXXXXX

XXXXXXXXXX 08/11/2023 3:38 PM
XXXXXXXXXX

Add comment to this ticket

xxxx

Submit 4/500

9. You can upload more document or add more information/comment and click "Submit"

Want to withdraw case?

Reason for withdrawing case.

XXXXXXXXXX

* Pls input the reason and click "Yes"

No Yes

Your case has now been withdrawn.

The status has now been updated. You are now unable to make any updates to your case.

Ok

C. How to track your case

MAERSK Prices Book Tracking Schedules Logistics solutions Manage

Hub dashboard
Export overview
Import overview
Tasks
MyCustoms
MyFinance

Welcome to your Hub

We're looking to improve your Hub

We would appreciate your feedback in a short survey

Outstanding
For vessel dep: [vessel details]
Submit shipping instructions

Hub
Export overview
Import overview
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MyCustoms
MyFinance
Captain Peter™
Order secure paper
Case management
Supply Chain platform

1. After you login, click "Manage"

2. click "Case management"

Raise a new case

Search by Case / Shipment number

Filters (

4. click "Apply"

3. You can search by status; or case category; or case channel...

Clear Apply Close

- Status
- New
 - Resolved
 - Merged
 - In Progress
 - Closed
- Case category
- Awaiting your response
 - Duplicate
- Case channel
- Last updated

Displaying 1-4 of 4 records

Case number	Shipment number	Category	Channel	Last updated	Status
2309-202818255	RARPRIC14	Booking	Case Management	20/09/2023	Closed
2309-202818256	RARPRICE9	Documentation	Case Management	20/09/2023	Closed
2309-202818254	587671700	Cargo/Container	Case Management	20/09/2023	Closed
2309-202818253	587672322	Booking	Case Management	20/09/2023	Closed

5. Example you search by status "closed" – after clicking Apply, you can see all case under status "closed" in list