

Maersk.com ChatBot



Updated
March 2023



Hub dashboard

Export overview

Import overview

Tasks

MyCustoms

MyFinance

Allocations

Captain Peter™

Support

Welcome to your Hub

Customise

B/L or container no.

TRACK

Warehousing & Distribution

Whatever your warehousing needs are, we have a solution to fit, no matter what corner of the globe.

Contact us

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

Allocations

Routes	Available/Allocated FFEs
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Shipments

Click "Chat" button to start chat (Login is required)

Departing

Arriving

Submit shipping instructions

Submit VGM



First, chat will auto-redirect to ChatBot

Warehousing & Distribution

Whether you're looking for a warehouse or a distribution center, we have a solution for you. We have a variety of options to choose from, including:

- Warehouse
- Distribution Center
- Cold Storage
- Cross-Dock

Click here to learn more.

Import Demurrage & Detention

Enter a bill of lading number to view detention and demurrage details

View details

Shipment Overview

Shipments in 7 days

Route	Available	Allocated	FFCs

Maersk Virtual Assistant

Chat started at

Hi [User], I am the Maersk Virtual Assistant. What can I help you with?

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

Type your message...



Main Menu

Maersk Virtual Assistant



Chat started at



Hi _____, 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...



Current Bookings Enquiries

(9-digit booking no. is required)

- Cargo tracking
- Submit/amend/view documents

Finance Enquiries

- Invoice

Case Enquiries

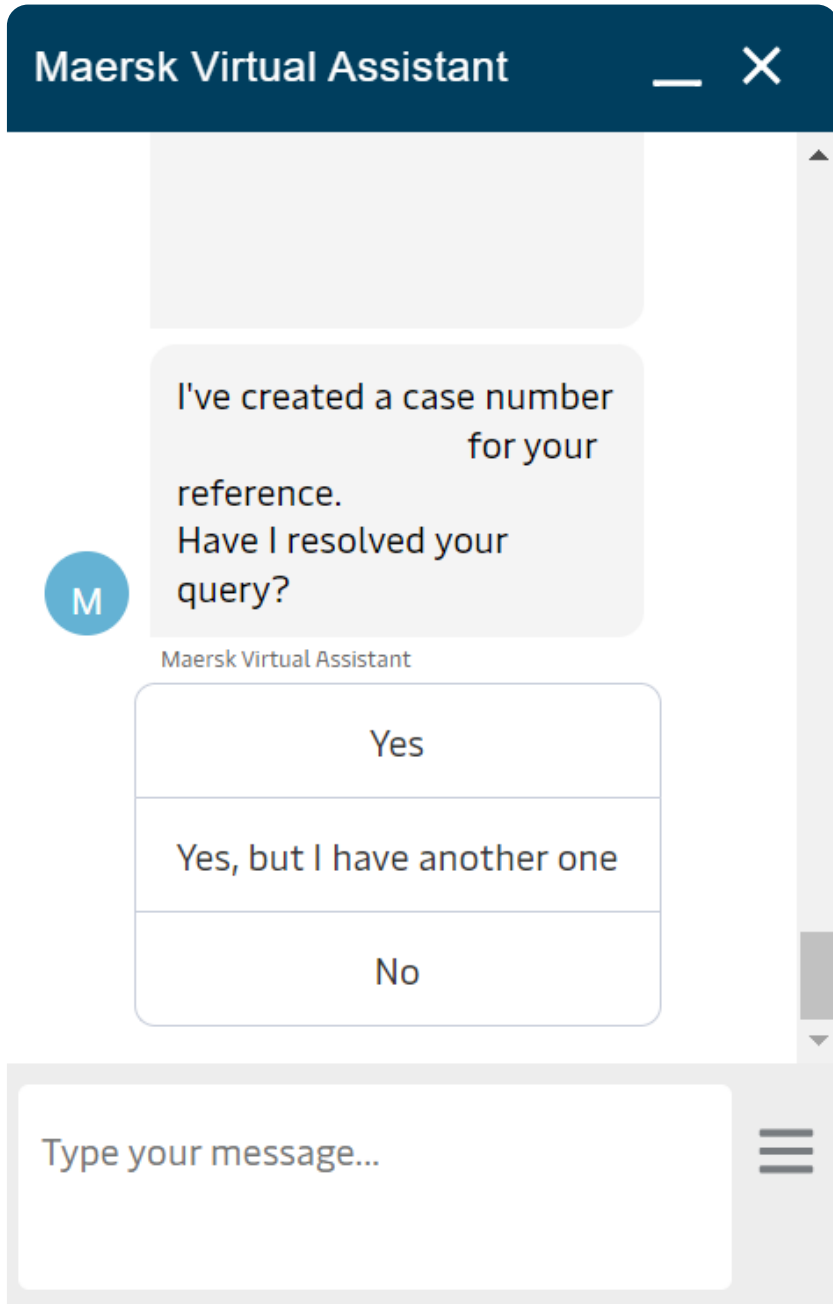
(13-digit case no. is required)

New Booking Enquiries

- Vessel schedule
- Import/Export standard freetime
- Standard quotation and Maersk Spot

Click for additional menu

- Save transcript
- Back to main menu
- Transfer chat to agent or website support



How to talk with Maersk ChatBot

- Use the options (main menus) to get the answers to your queries
- ChatBot is now available in English only
- Please provide the details matched with the required format when ChatBot requests for more details; otherwise, ChatBot will not be able to detect your request

Have I resolved your enquiry?

If your enquiry is resolved by ChatBot

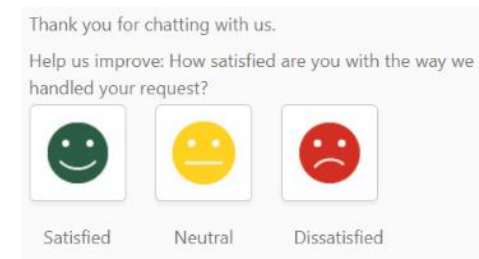
- Select "Yes" to close the chat, or select "Yes, but I have another one" for the new chat session

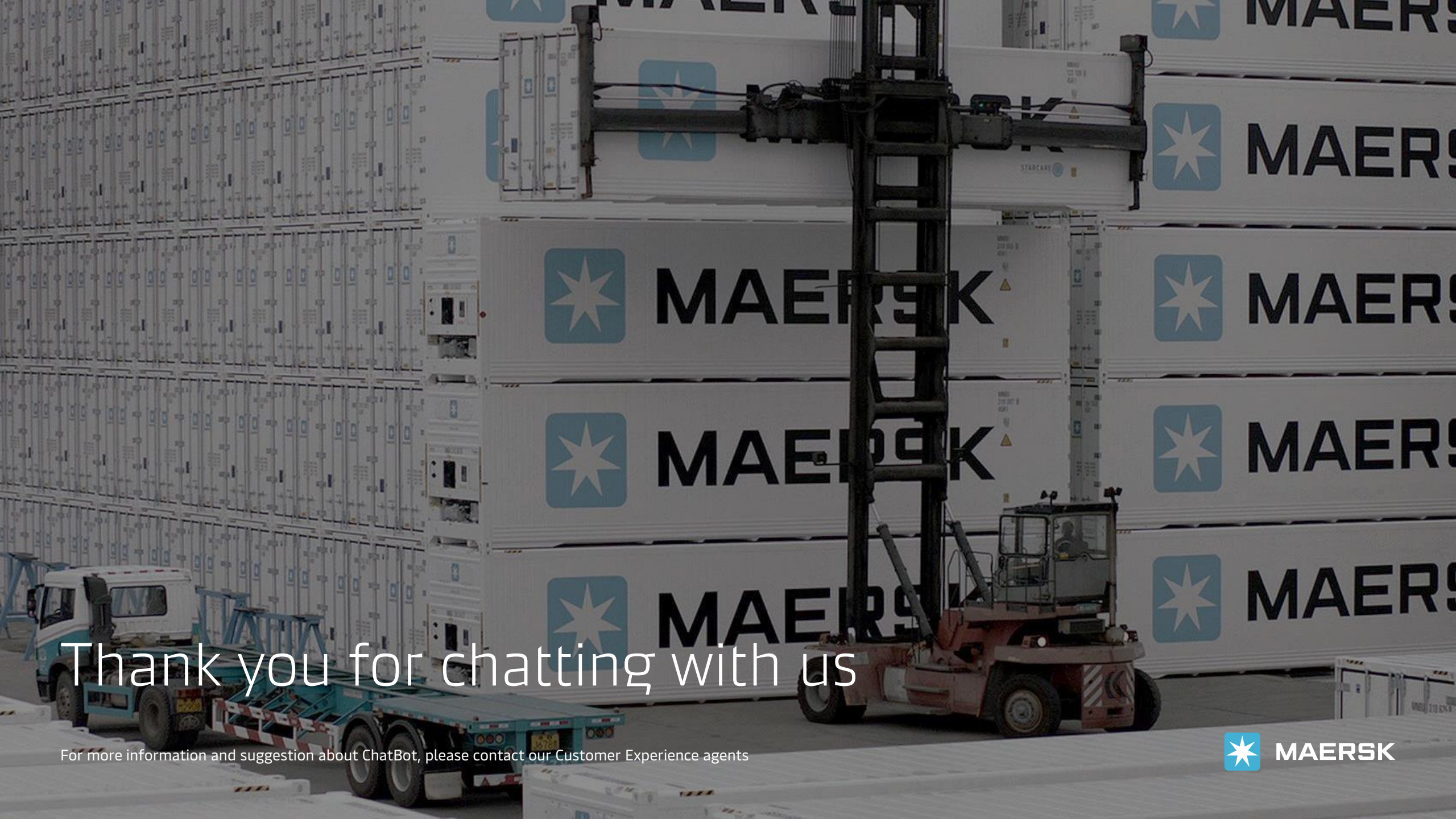
If ChatBot is not able to resolve your enquiry

- Select "No" and your chat session will be transferred to an agent

Help us improve

- Let us know your satisfaction





Thank you for chatting with us

For more information and suggestion about ChatBot, please contact our Customer Experience agents

