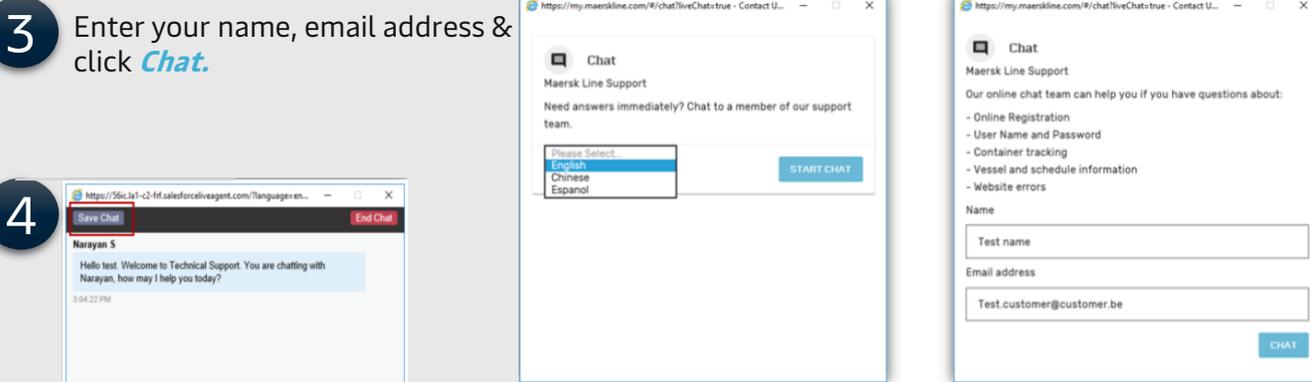


## Live Chat Features

### NO NEED LOGIN

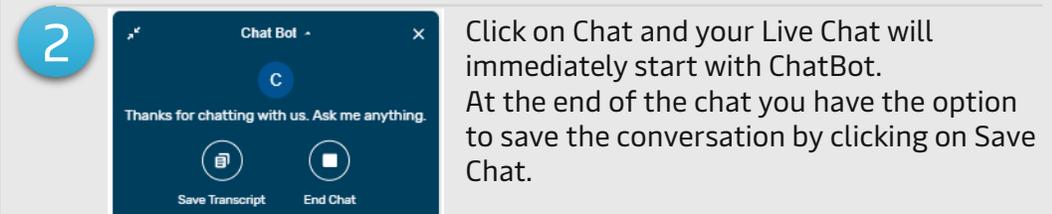
**Assistance:** Online Registration, Forget User Name & Password, Container tracking, Vessel & schedule information, Website errors



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**.

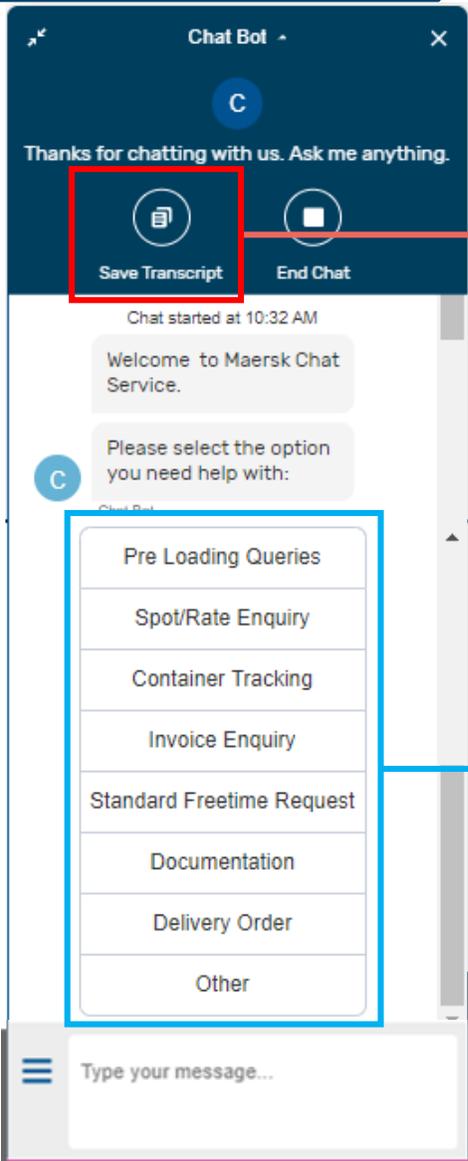
### NEED LOGIN

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



Find out more how to utilize ChatBot in the next page!





## Enhanced Chat Experience on our [www.Maersk.com](http://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](http://www.maersk.com)

**Note:** Only once registered you will be able to access that ChatBot options directly

You can save the chat transcript if needed.

You can utilize this option to get needed information

**Find out more how to utilize ChatBot in the next page!**



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



[id.export@maersk.com](mailto:id.export@maersk.com) for export matters, or [id.import@maersk.com](mailto:id.import@maersk.com) for import matters, or



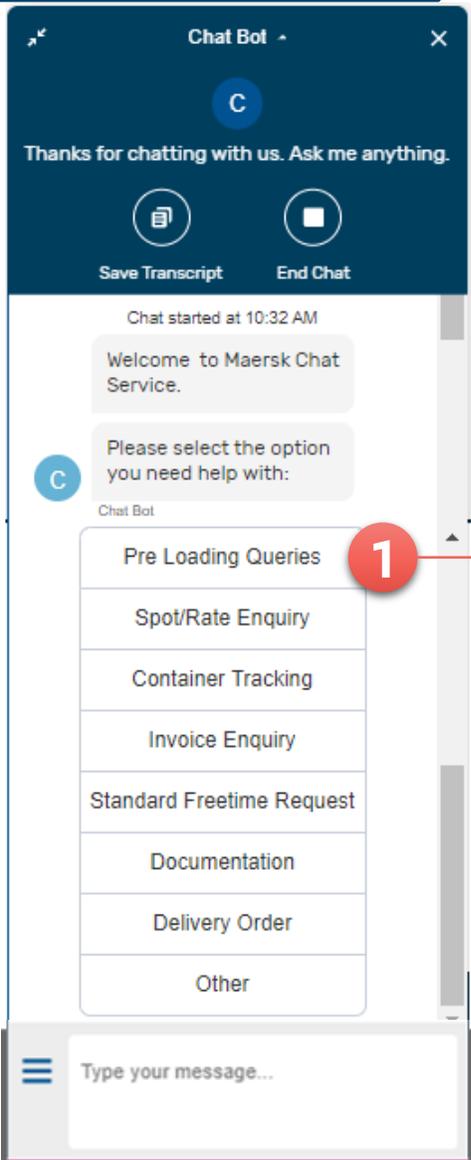
call us in [+6221 30065444](tel:+622130065444), [+6221 50837911](tel:+622150837911)



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



**MAERSK**



## Pre Loading Queries

- Schedule Enquiry
- Cut Off /Deadline Details
- Booking Amendment



## Schedule Enquiry

In this option, you can find the schedule details based on your routes complete with departure & arrival date, vessel name, voyage code & transit time

- Select haulage details (CY – Merchat Haulage; SD – Carrier Haulage)
- Provide the Origin Location
- Provide the Destination
- Provide the expected departure date in DD-MM-YYYY format (date should be within 90 days of today's date)

OR you can check on <https://www.maersk.com/schedules/>

## Cut Off /Deadline Details

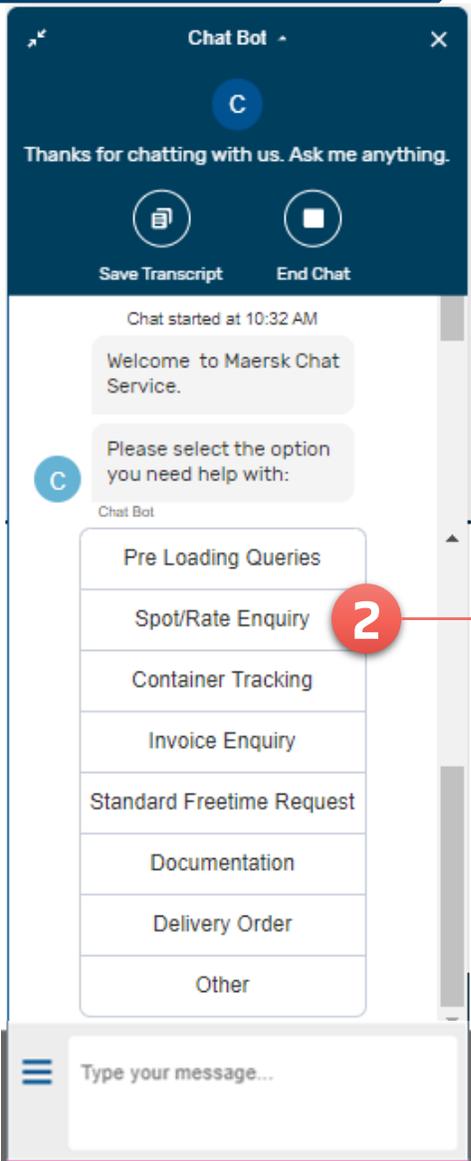
- The link that Chatbot will give is not applicable for Indonesia.
- For Indonesia, you can refer to this link <https://www.maersk.com/local-information/indonesia/export> & click SERVICES tab to see the open/closing schedule based on our local port condition

## Booking Amendment

In this option, you can get direction where you can amend the booking

- Provide your shipment Number. Note: A shipment number consists of 9 numeric/alphanumeric characters (Example: 123456789/ABC056789); *type NUMBER ONLY without additional wording/character*
- Click the given link
- Choose "Amend Booking"

OR you can check on <https://www.maersk.com/shipmentoverview/export> & search your Shipment Number



## Spot/Rate Enquiry

- Spot Offer/Ocean Prices
- FAQs Spot
- Inland tariffs
- Oversized cargo

A  
B  
C  
D

### Spot Offer/Ocean Prices

Spot is applicable only for **dry cargo & dry container**, available for all trades, *except* in and out of USA. Kindly note if the result is "New Contract rate" or "Tariff rate", you will have to click on "Quote" to have the rates filed.

- Click <https://www.maersk.com/instantPrice>

### FAQs Spot

You can get information about

- Introduction to Spot
- Penalty fee details -Spot booking
- Fees and Surcharges

*OR you can check on* <https://terms.maersk.com/terms-spot-booking#header8>

### Inland tariffs

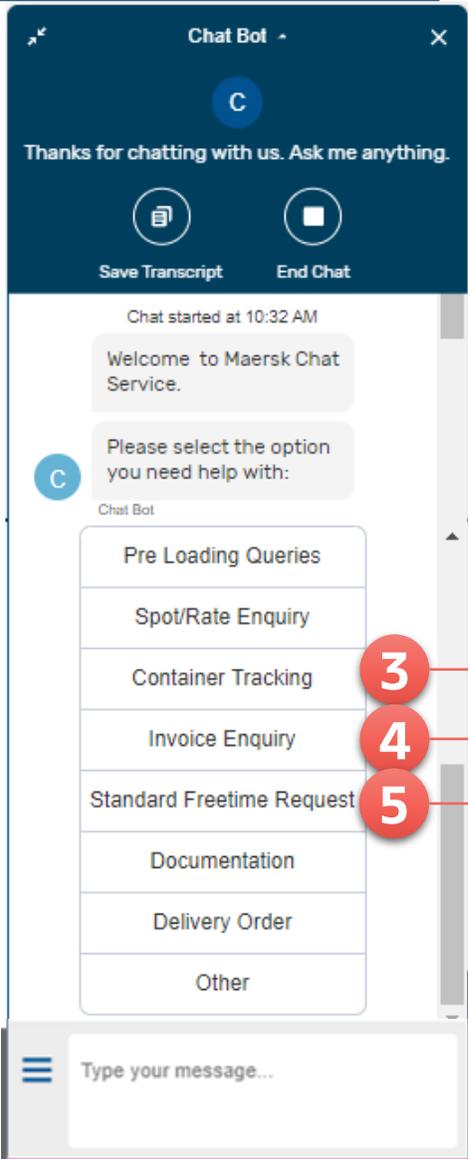
You can get direction where you can look up for inland tariff

- Click <https://www.maersk.com/inlandpricelookup/#tariff>

### Oversized cargo

You can get direction where you can look up for oversized cargo / Out Of Gauge (OOG) cargo tariff

- Click <https://www.maersk.com/onlinequote/#/oversized>



### Container Tracking

You can get information about your container tracking status in this option

- Please provide your Container or Shipment Number. Note: A container number consists of 4 letters and 7 digits (Example: MSKU1234567) or shipment number (Example: 123456789/ABCO45678) ; type NUMBER ONLY without additional wording/character

OR you can check on [www.maersk.com/tracking/](http://www.maersk.com/tracking/)

### Invoice Enquiry

Local charges

Freight or DnD charges

A

B

### Local charges

### Freight or DnD charges

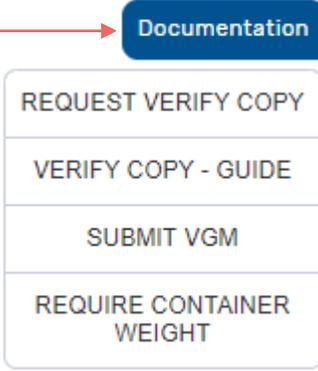
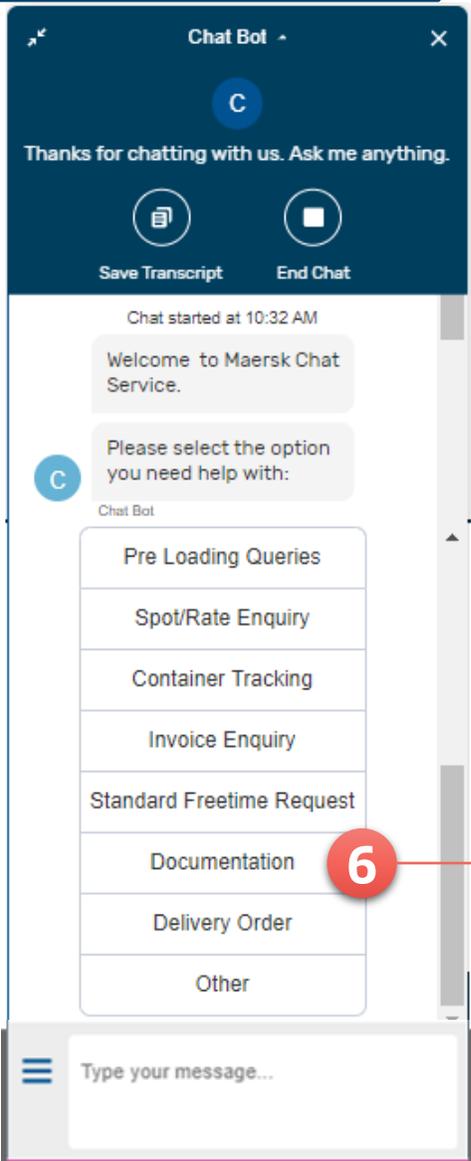
You can get information about local charges in MyFinance

- Click [www.maersk.com/go/myfinance](http://www.maersk.com/go/myfinance)
- Go to "Search" tab and choose either "I am an Agent" or "I am a Customer".
- Input Bill of Lading number OR Invoice number.

### Standard Freetime Request

You can get information about standard freetime request in this option

- Please provide the country name
- Please select from the following options (EXPORT or IMPORT or BOTH)
- Please click on the following link for information on standard Import/Export freetime offered
- Click <https://www.maersk.com/local-information/indonesia>, search under EXPORT or IMPORT tab



**Request Verify Copy**

You can get your verify copy (Draft B/L) in this option

- Provide your shipment Number. Note: A shipment number consists of 9 numeric/alphanumeric characters (Example: 123456789/ABC056789) ; *type NUMBER ONLY without additional wording/character*
- Click the given link

OR you can check on <https://www.maersk.com/shipmentoverview/export> & search your Shipment Number

**Verify Copy - Guide**

The timeline to process the submitted shipping instruction is 8 running hours through Web & 12 running hours through Email.

Once the verify copy is available, you can download it from the following link <https://www.maersk.com/shipmentoverview/documentation/verify>

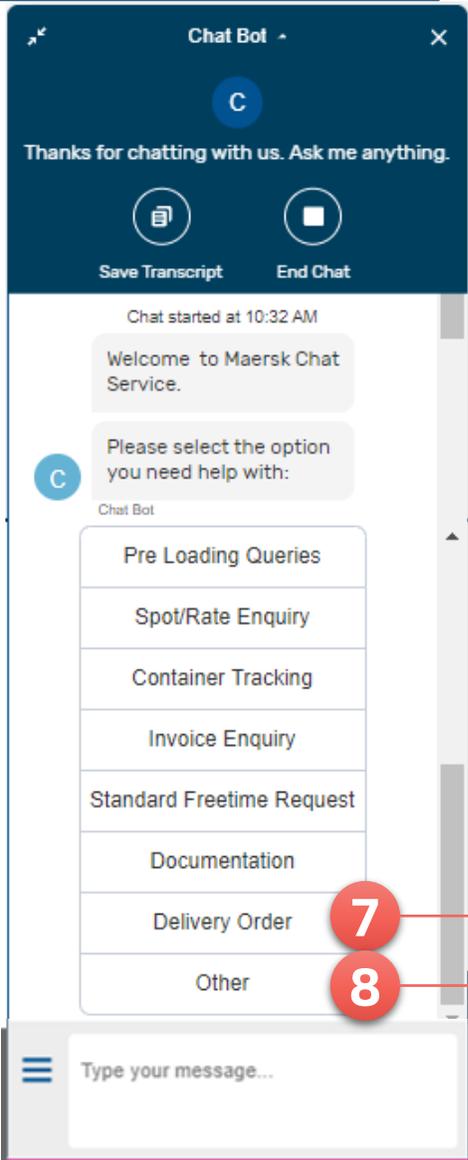
**Submit VGM**

- Provide your shipment Number. Note: A shipment number consists of 9 numeric/alphanumeric characters (Example: 123456789/ABC056789) ; *type NUMBER ONLY without additional wording/character*
- Click on the following link to Submit and/or Update the VGM details.

OR you can check on <https://www.maersk.com/shipmentoverview/export> & search your Shipment Number

**Require Container weight**

- Provide your shipment Number. Note: A shipment number consists of 9 numeric/alphanumeric characters (Example: 123456789/ABC056789) ; *type NUMBER ONLY without additional wording/character*
- Click on the given link to get information aboutut Container Weight



## Delivery Order

- The link that Chatbot will give is not applicable for Indonesia.
- For Indonesia, you can refer to these link for Delivery Order Online process in Indonesia
  - MAERSK EMPTY CONTAINER RETURN PRIMARY DEPOT SAMUDERA SARANA LOGISTIK (SSLOG/MTCON) → [Click here](#)
  - DROPBOX DOCUMENT FOR DELIVERY ORDER RELEASE: YEARLY CONTAINER GUARANTEE LETTER (POD: JAKARTA) → [Click here](#)
  - ONLINE DELIVERY ORDER (DO) NEW PRIOK CONTAINER TERMINAL ONE (NPCT-1) - [Full Go Live: October 2019] → [Click here](#)

## Other

Select this option for queries outside the previous menu and fill in the free text box. ChatBot will redirect your request to local CS agent. If there is no available agent, your message will turn into cases and will be followed up by our agent in working hour.

### Tips:

- Inform your query in **detail information**
- Put **Shipment or B/L number**
- Record the given case number and track in <https://www.maersk.com/help/cm/#>

