

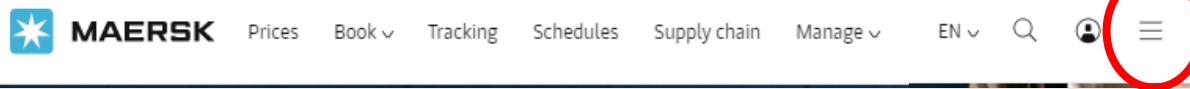


Live Chat Features

NO NEED LOGIN

Assist you for Online Registration, Forget User Name & Password, Container tracking, Vessel & schedule information, Website errors

1



2

Click **SUPPORT**

- Local offices & information
- Freight Forwarding
- Industry sectors
- Sales enquiry
- Support** (highlighted with a red circle)
- News & advisories

4

Enter your name, email address & click **START CHAT**.

Support

MY CASES CREATE CASE SEARCH FOR HELP **CONTACT US**

Chat

Our support team can help if you have questions about online registration, container tracking, vessel and schedule information or facing website errors. If you have queries related to your shipments, then you need to log in to our website to chat with our customer service team.

First Name

Last Name

Email address

Language

Available

[START CHAT](#)

3

On Contact Us Click **CHAT ONLINE**

Contact us

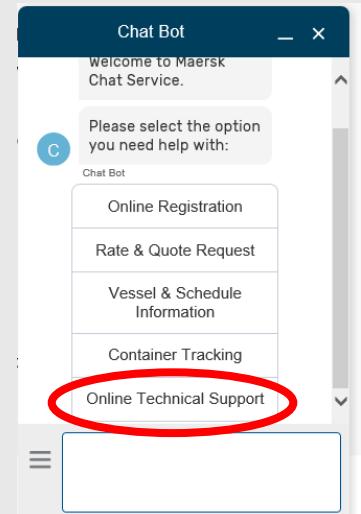
Chat online

Register online to chat with a member of our support team and get immediate answers during official office hours.

[CHAT ONLINE](#)

5

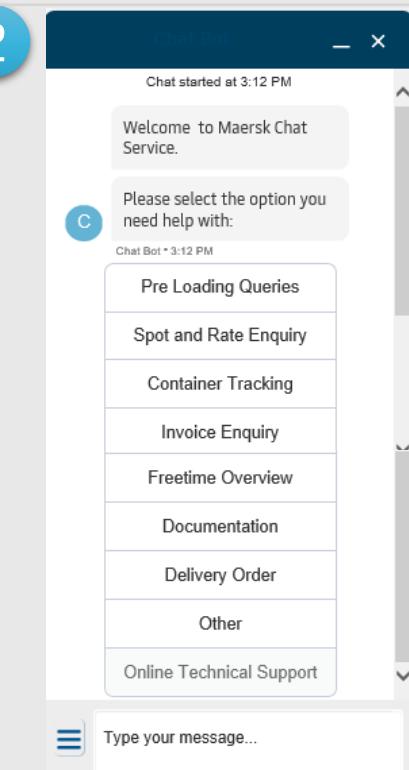
To chat with Registration Team choose **ONLINE TECHNICAL SUPPORT**.



1



2



NEED LOGIN

Assist you for Shipment Queries, Specific matter / issue & connect with local Customer Service agent

Click on Chat button at right below corner page *after you login*

Click on Chat and your Live Chat will immediately start with ChatBot.

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



C

Chat Bot

Chat started at 3:12 PM

Welcome to Maersk Chat Service.

Please select the option you need help with:

Chat Bot 3:12 PM

- Pre Loading Queries
- Spot and Rate Enquiry
- Container Tracking
- Invoice Enquiry
- Freetime Overview
- Documentation
- Delivery Order
- Other
- Online Technical Support

Type your message...

Save Transcript

Main Menu

Enhanced Chat Experience on our 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

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

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 for export matters, or id.import@maersk.com for import matters, or id.sales@maersk.com for sales matters or



call us in +622130065444, +622150837911



during Maersk Indonesia business hours
Monday – Friday, 08.00 – 12.00 & 13.00 – 17.00 WIB



MAERSK

You can save the chat transcript if needed OR use this button to back to Main Menu.

Chat Bot - X

Chat started at 3:12 PM

Welcome to Maersk Chat Service.

Please select the option you need help with:

Chat Bot * 3:12 PM

- Pre Loading Queries 1
- Spot and Rate Enquiry
- Container Tracking
- Invoice Enquiry
- Freetime Overview
- Documentation
- Delivery Order
- Other
- Online Technical Support

Type your message...

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/>

Pre Loading Queries

A

B

C

Schedule Enquiry

Cut Off /Deadline Details

Booking Amendment

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



MAERSK

Chat Bot - X

Chat started at 3:12 PM

Welcome to Maersk Chat Service.

Please select the option you need help with:

Chat Bot * 3:12 PM

- Pre Loading Queries
- Spot and Rate Enquiry** 2
- Container Tracking
- Invoice Enquiry
- Freetime Overview
- Documentation
- Delivery Order
- Other
- Online Technical Support

Type your message...

Ocean Prices or Spot A

Inland Prices B

Oversized Cargo C

Spot FAQ 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>

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>

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>



MAERSK

Chat Bot - X Container Tracking

Chat started at 3:12 PM

Welcome to Maersk Chat Service.

Please select the option you need help with:

Chat Bot * 3:12 PM

- Pre Loading Queries
- Spot and Rate Enquiry
- Container Tracking** 3
- Invoice Enquiry 4
- Freetime Overview 5
- Documentation
- Delivery Order
- Other
- Online Technical Support

Type your message...

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/ABC045678) ; type NUMBER ONLY without additional wording/character

OR you can check on www.maersk.com/tracking/

Invoice Enquiry

- Local charges A
- Freight or DnD charges B

You can get information about local charges in MyFinance

- Click 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.

Freetime Overview

- Import Demurrage & Detention A
- Standard Freetime Request B

In this option, you can get direction where you get info

- 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

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

Chat Bot - X

Chat started at 3:12 PM

Welcome to Maersk Chat Service.

Please select the option you need help with:

Chat Bot * 3:12 PM

- Pre Loading Queries
- Spot and Rate Enquiry
- Container Tracking
- Invoice Enquiry
- Freetime Overview
- Documentation**
- Delivery Order
- Other
- Online Technical Support

Type your message...

C

Documentation

A Request Container Weight

B Submit VGM

C Request Booking Confirmation

D Request Verify Copy

E Submit B/L Amendment

F Request Certified True Copy

Request Container Weight

Request Verify Copy

Submit B/L Amendment

- 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

Request Container Weight: See SI submission page 2

Request Verify Copy: 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 BL Amndment: See SI submission page 2

Request Booking Confirmation

Request Certified True Copy

- 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 & open the **Documents** tab to download*

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

The screenshot shows the Maersk ChatBot interface with a sidebar menu and a main chat area.

Sidebar Menu:

- Chat Bot
- Pre Loading Queries
- Spot and Rate Enquiry
- Container Tracking
- Invoice Enquiry
- Freetime Overview
- Documentation
- Delivery Order** (highlighted with a red circle containing '7')
- Other** (highlighted with a red circle containing '8')
- Online Technical Support

Main Chat Area:

Chat started at 3:12 PM

Welcome to Maersk Chat Service.

Please select the option you need help with:

Chat Bot * 3:12 PM

Delivery Order

- The link that Chatbot will give is not applicable for Indonesia.
- For Indonesia, you can refer to [Indonesia Local Information Page \(IMPORT\)](#) for Delivery Order Online process in Indonesia

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/#>

Chat History (Right Side):

Sorry, there are no customer service representatives available right now.

I have created a high priority case with case number 2002-111132292. Please save the case number for future reference.

We will get back to you in 2 working hours.

You can monitor your case from the following link

<https://www.maersk.com/help/cm/#>

You may now select the "End Chat" button to close this chat

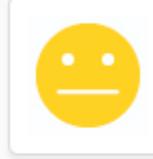
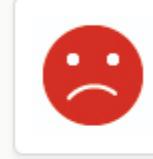
Chat Bot

Type your message...

After end the Chat, please give us your valuable feedback for our improvement room.

Post-Chat — X

Help us Improve: How satisfied are you with the way we handled your request?

Satisfied Neutral Dissatisfied

Provide detailed feedback here (max length : 2000)

Please let us know your comments.

Submit

Click **ICON** to express your satisfaction for the way we handled your request.

Feel free to **FILL UP FREE TEXT COMMENT**.

Click **SUBMIT**.