



MAERSK

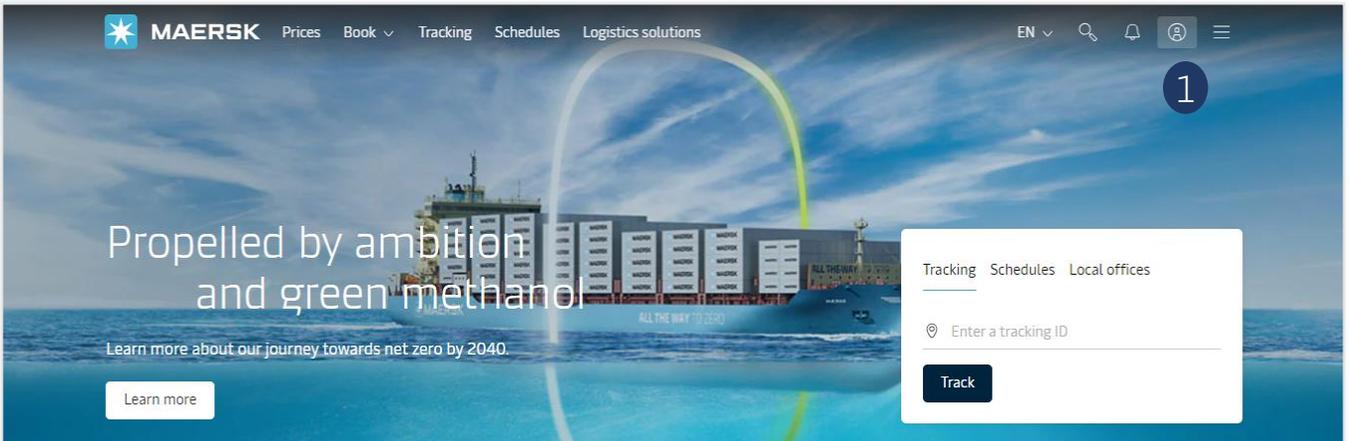


CASE MANAGEMENT ONLINE

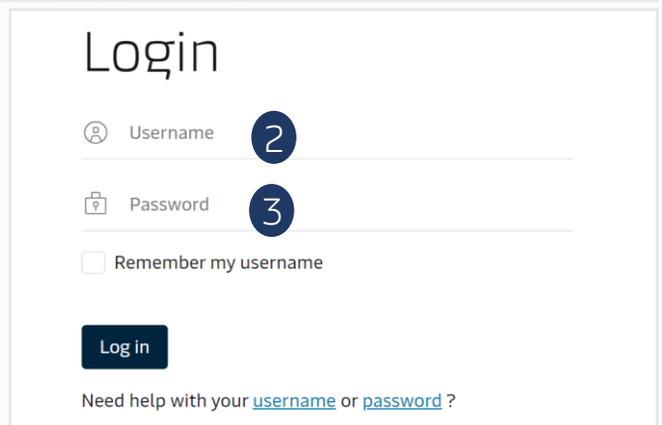
WEBSITE MAERSK.COM

WELCOME TO OUR WEBSITE GUIDANCE

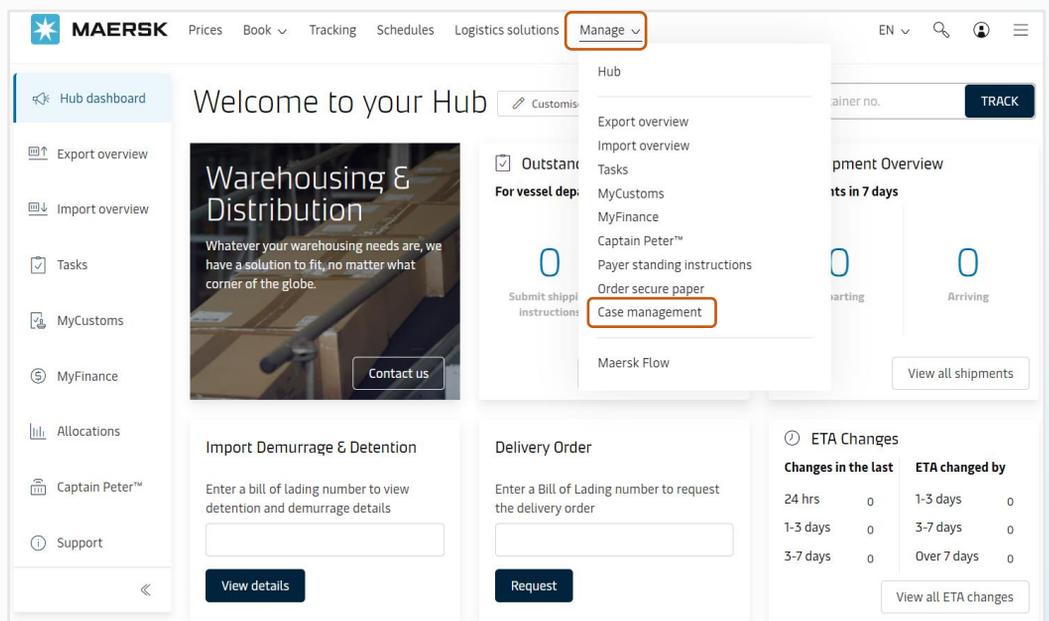
GO TO THE WEBSITE MAERSK.COM AND LOGIN YOUR ACCOUNT **Step 1**



1. Click the icon to login
2. Enter your username
3. Enter your password



CHOOSE MANAGE, THEN CASE MANAGEMENT **Step 2**



CHOOSE RAISE A NEW CASE **Step 3**

[Support](#) /

Case Management

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

Raise a new case

IDENTIFY THE SITUATION AND CLICK CONTINUE **Step 3**

[← 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?

Booking

Please select an option

Prior To Booking

Booking

Documentation

Cargo/Container

Charges, Invoice & Payment

What are you specifically reaching out about?

Amend Booking Details

Please select an option

Amend Booking Details

Booking Confirmation Request

Cancel Booking

Mandatory Documents

New Booking Request

Recommended FAQs

[How to amend a booking?](#)

[Can I amend a booking after it has been placed?](#)

[How can I amend the details on my booking confirmation?](#)

Continue

ENTER YOUR CASE DETAILS **Step 5**

[Support](#) / [Case-management](#) /

Raise a case

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

What can we help you with?

Cargo/Container ▼

What are you specifically reaching out about?

Delivery Order/Container Release ▼

What shipment is this about?

[Add shipment](#) **1**

Add subject of your case

Type a subject for your case, e.g shipment amendment **2** 0/100

Describe your case

Explain your case here with any detail that you think is necessary... **3** 0/500

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, .PNG

[Add file](#) **4**

Submit

[Return to overview](#)

5

1. Enter Bill Number.
2. Enter Case subject.
3. Write your request on **Describe your case**
4. Attach your related documents
5. Click **Submit**

COMPLETE CASE MANAGEMENT ONLINE

Step 6

1. Your case number has been registered.
2. Click on **View my case** if you want to track the progress

Support / [Case-management](#) /

Your case has been created

Thank you for reaching out. Your case has been successfully created.
 Your case number : **2310-239054860** 1

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

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

Monitor the progress of your case

- 2 ✔ **Your ticket has been successfully submitted**
 We will send an email confirmation with the case details to you shortly.
- 3 ✔ **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.
- 4 ✔ **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.