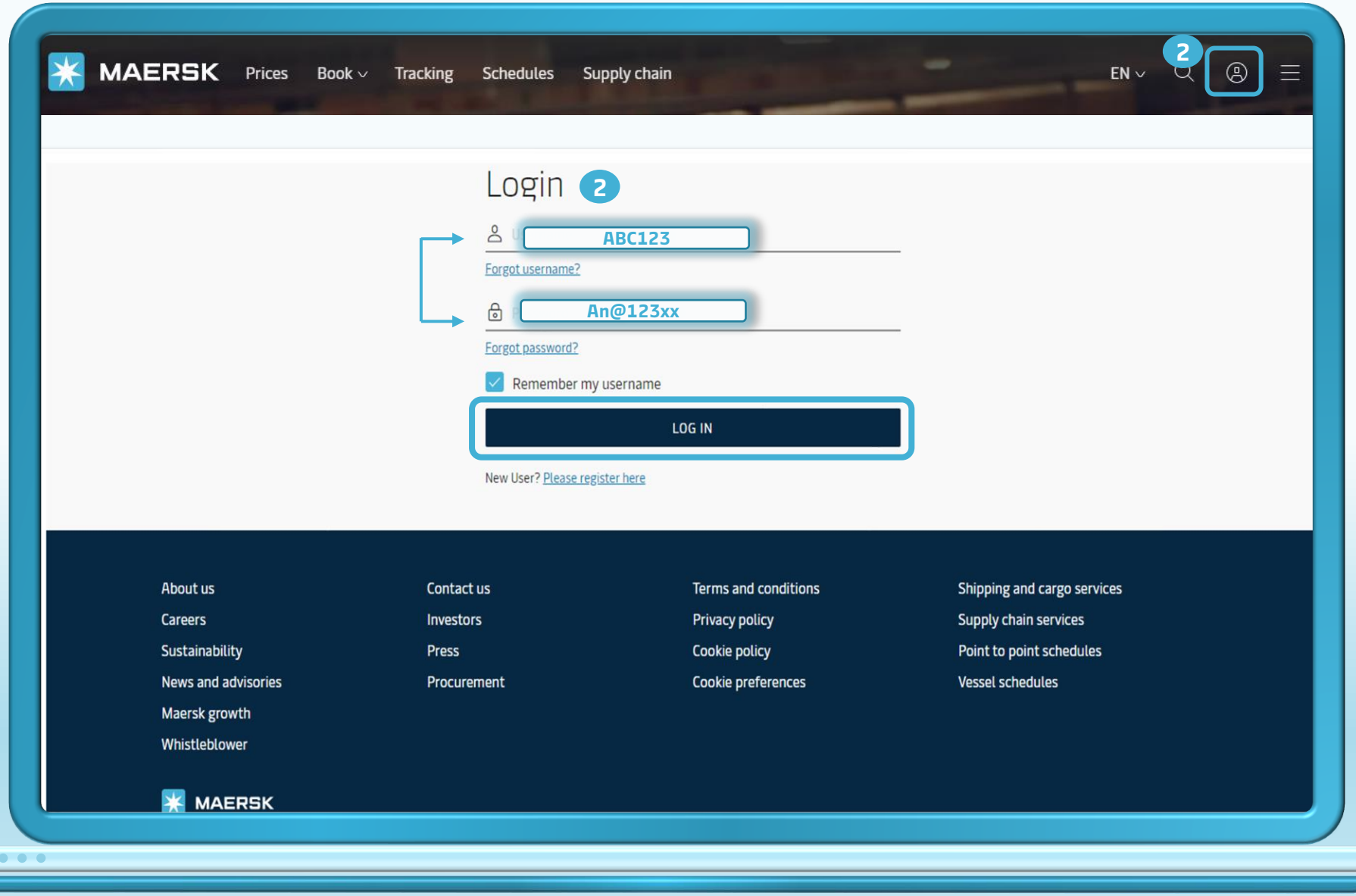
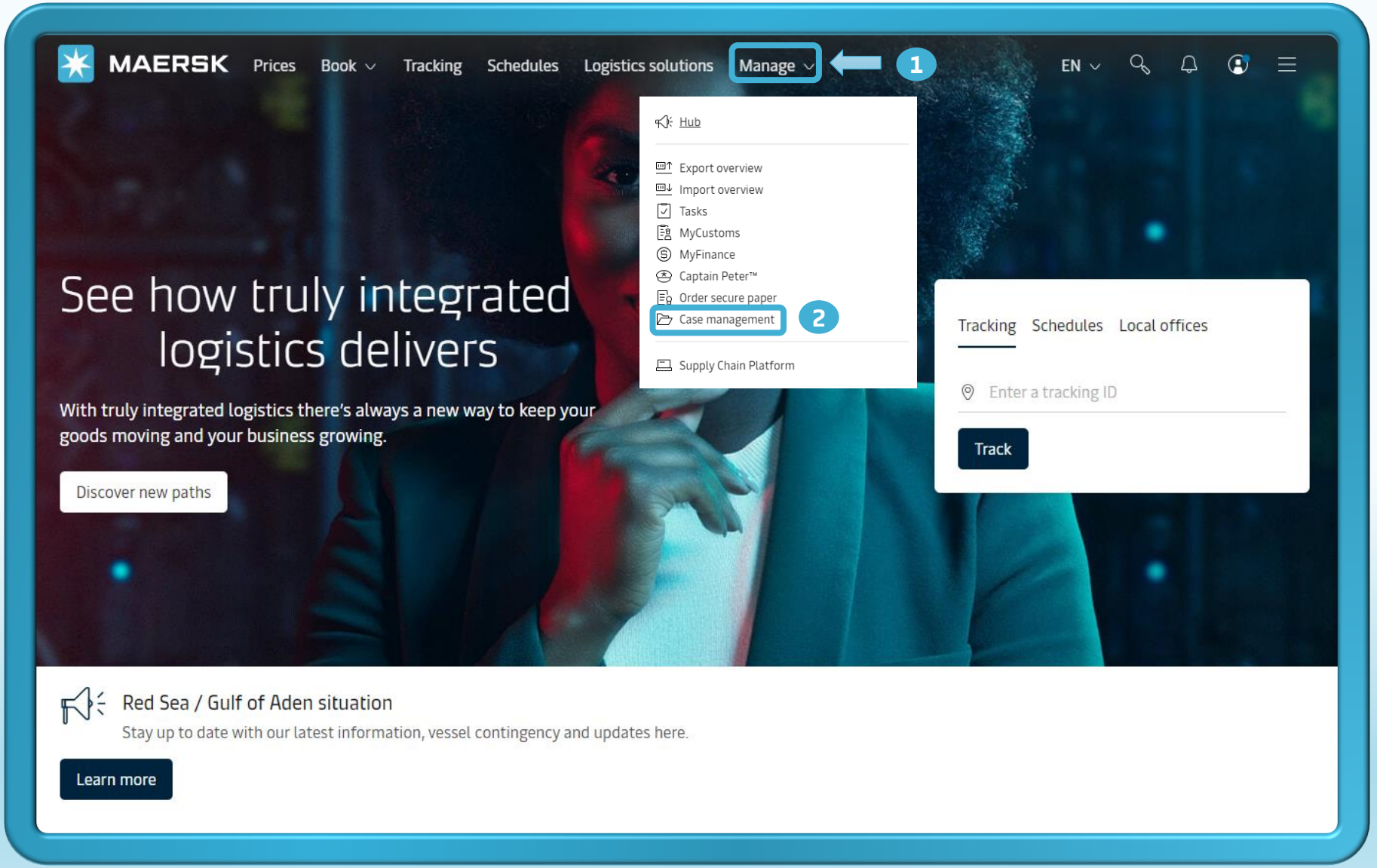
Communicate via Case Management

https://www.maersk.com



Step 1: Go to the MAERSK.com

Step 2: Click on the above login icon and enter your username and password.



Step 1: After you login, then click on "**Manage**".

Step 2: Then, click on "**Case management**".

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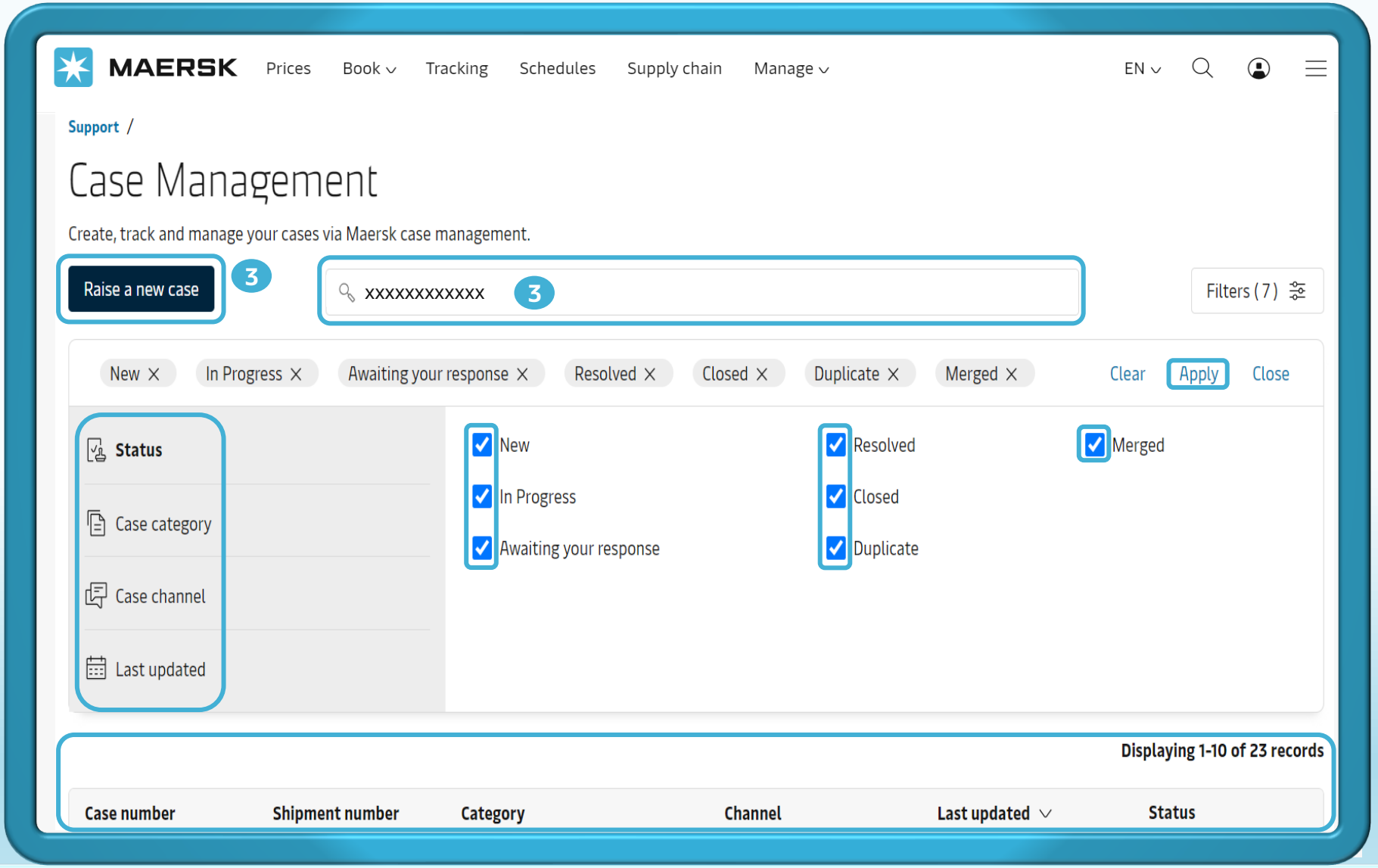

Step 3:

a. **New request:** Click "**Raise a new case**"

b. **Follow up old case:** Input case number/ shipment number to search icon or can search by status/ case categogy/ case channel or last updated by stick to box and click Apply

All of cases will be displayed when you applied filter

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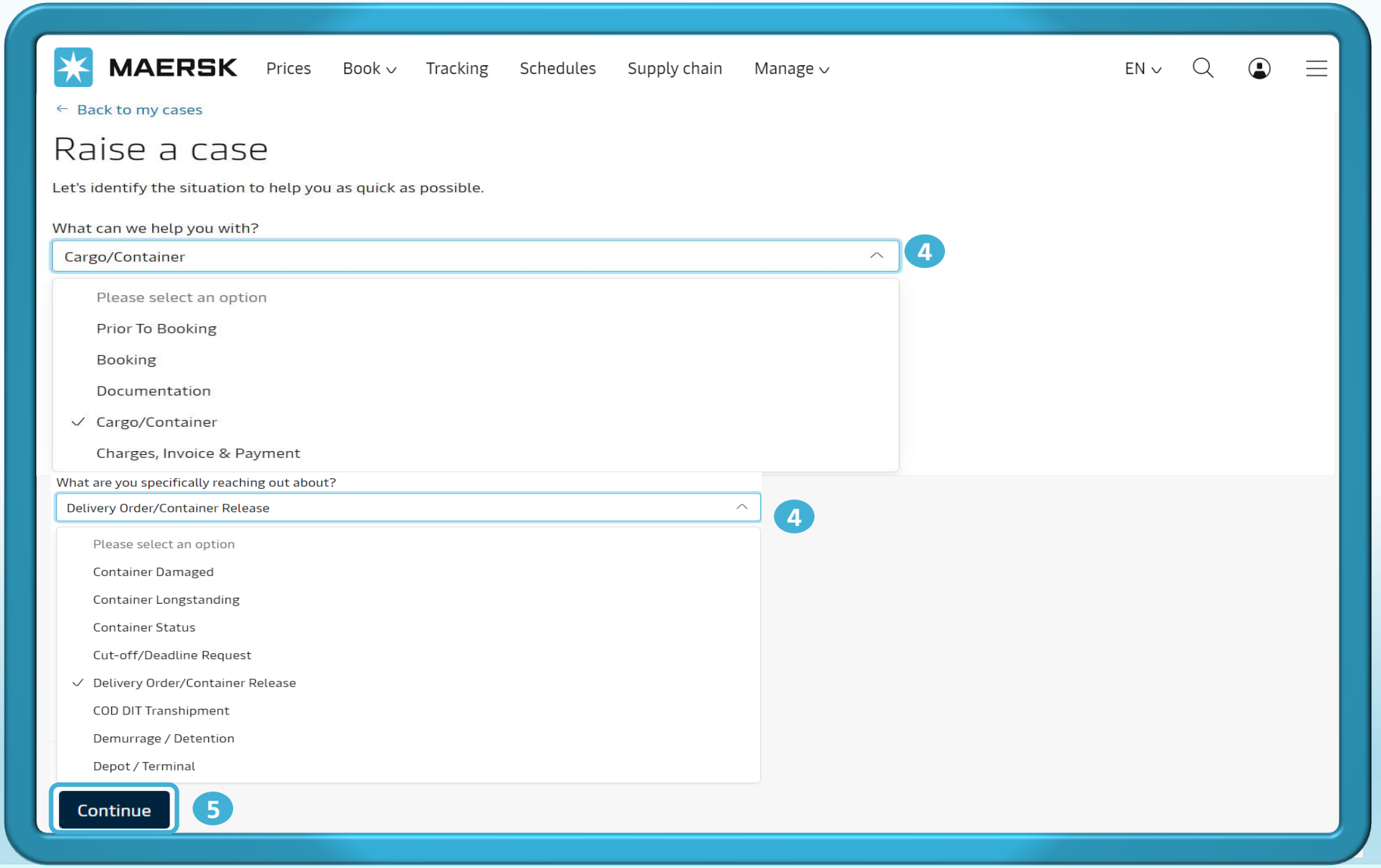

Step 4: Choose item you want Maersk help by stick ⌄ for drop down list

Step 5: Click "**Continue**"

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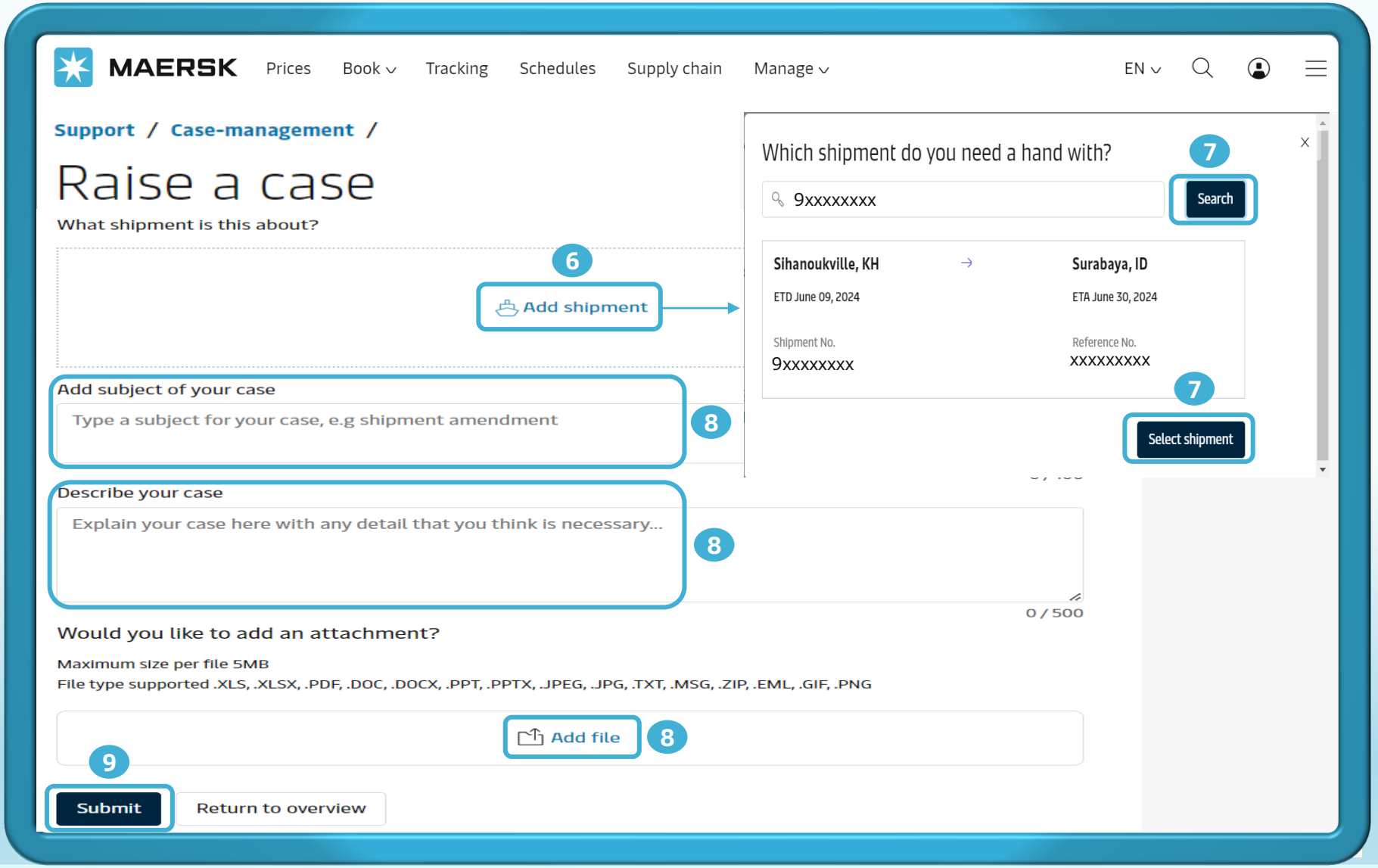

Step 6: Click “**Add shipment**”

Step 7: Input Shipment number to search box. Click “**Search**” then “**Select shipment**”

Step 8: Input subject of case, describe case and attachment if any

Step 9: Click “**Submit**”

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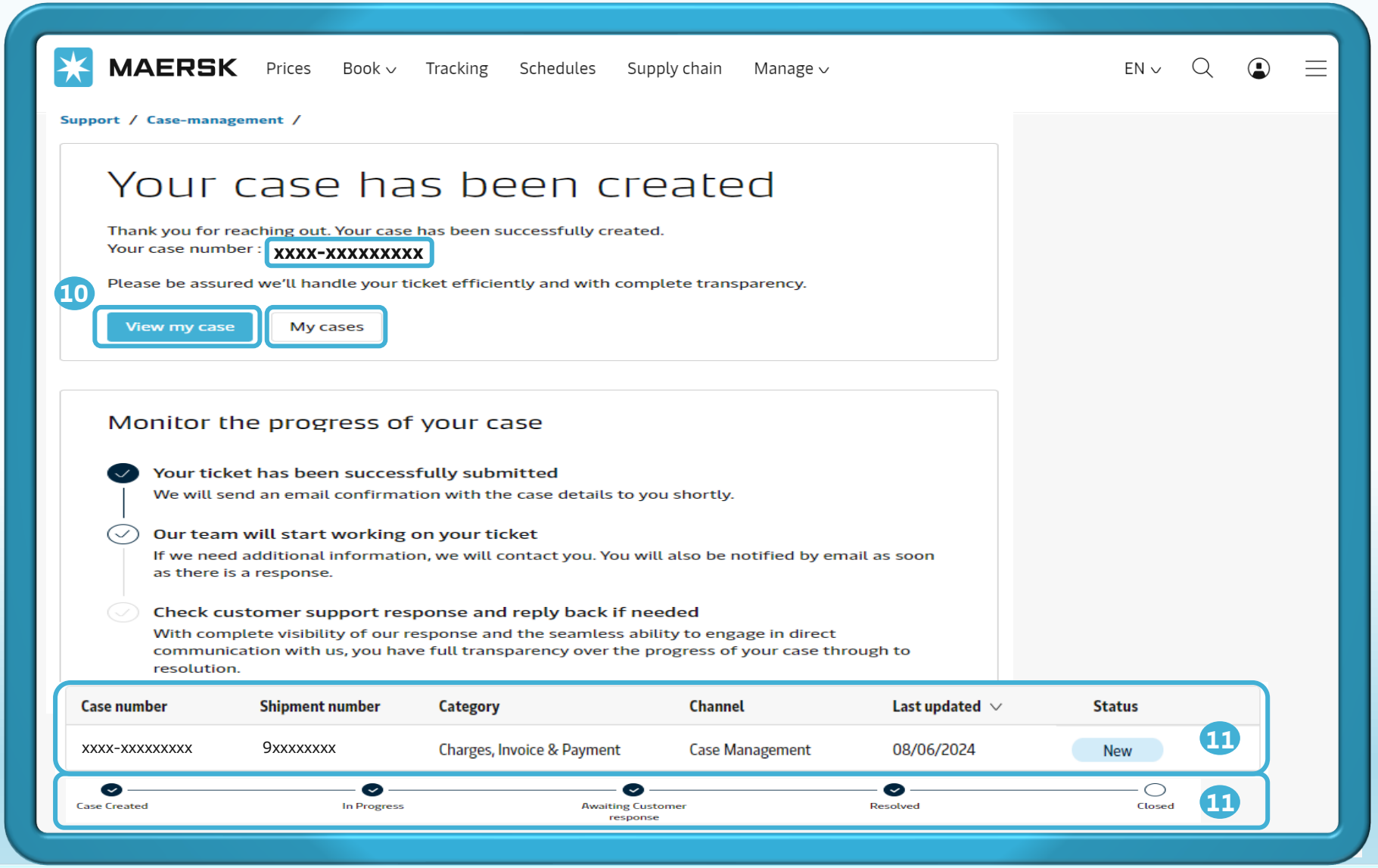

Case number has been created

Step 10: You can click to "**View my case**" to add more comment if any and then click "**Submit**" or click "**My cases**" will back to overview case

Step 11: In case overview customer can see the action status from Maersk for that case

THANK YOU