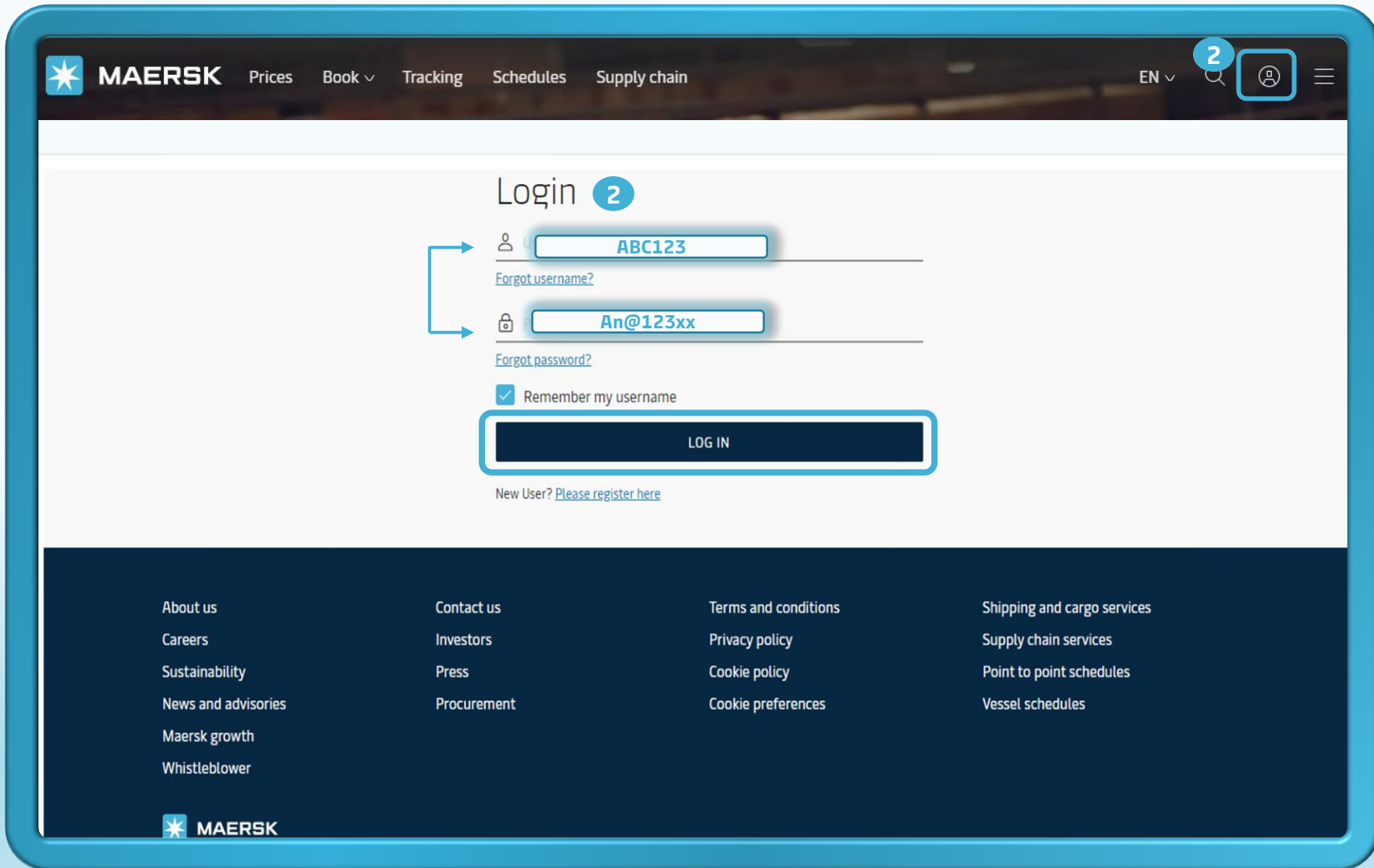


# Communicate via Case Management

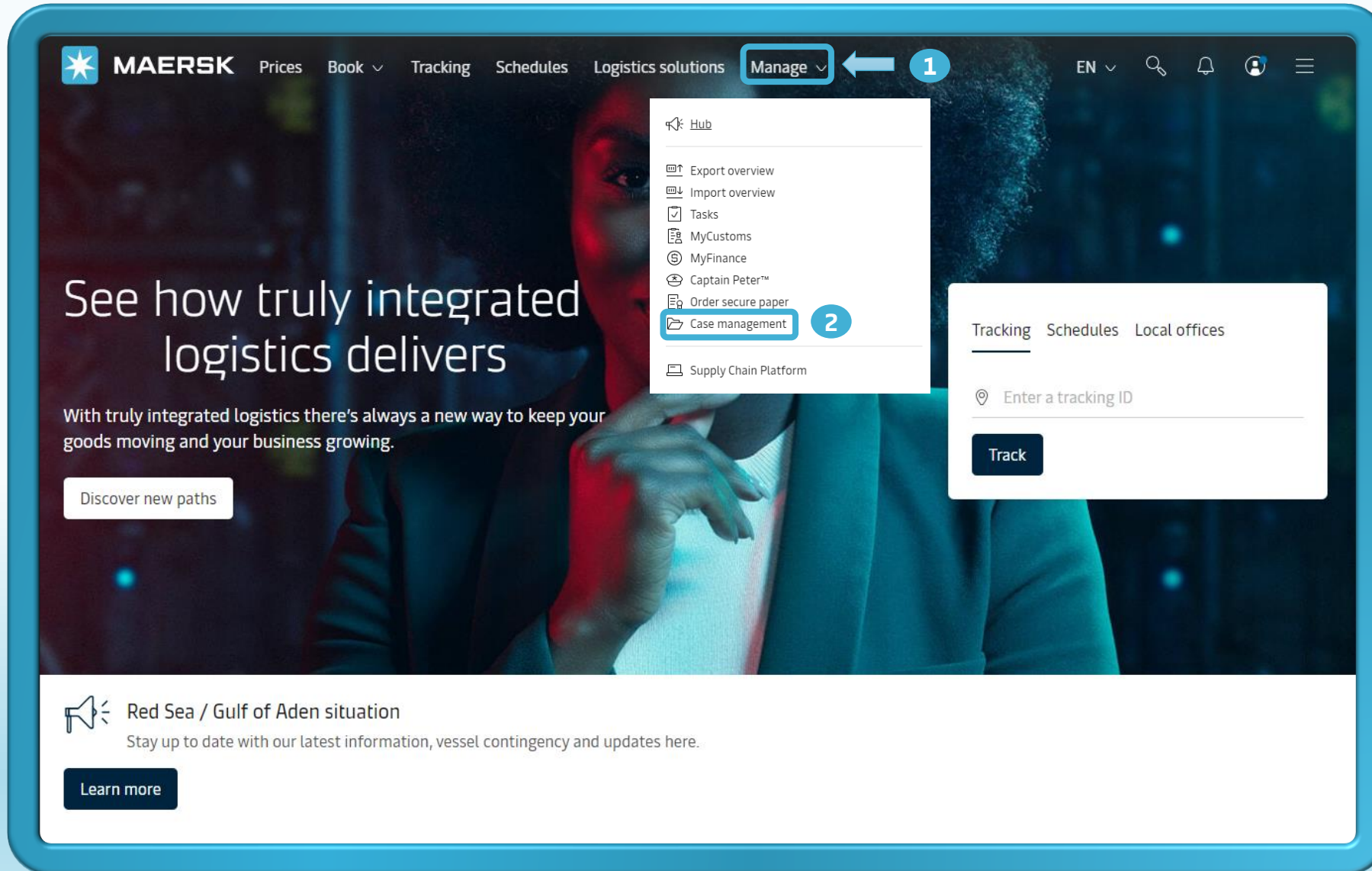


<https://www.maersk.com>



**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**”.



Support / Case Management

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

1 **Raise a new case**

2

3 **Filters (7)**

New X In Progress X Awaiting your response X Resolved X Closed X Duplicate X Merged X Clear **Apply** Close

New  Resolved  Merged

In Progress  Closed

Awaiting your response  Duplicate

Displaying 1-10 of 23 records

Case number	Shipment number	Category	Channel	Last updated	Status
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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 category/ case channel or last updated by stick to box and click **Apply**

All of cases will be displayed when you applied filter



The screenshot shows the 'Raise a case' form on the Maersk website. The form is titled 'Raise a case' and includes a sub-header 'Let's identify the situation to help you as quick as possible.' There are two dropdown menus. The first dropdown is labeled 'What can we help you with?' and has 'Cargo/Container' selected. The second dropdown is labeled 'What are you specifically reaching out about?' and has 'Delivery Order/Container Release' selected. A 'Continue' button is at the bottom left. Red circles with numbers 4 and 5 highlight the dropdown menus and the 'Continue' button, respectively.

MAERSK Prices Book Tracking Schedules Supply chain Manage

EN Search User Profile

[← 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?

Cargo/Container


- Please select an option
- Prior To Booking
- Booking
- Documentation
- ✓ Cargo/Container
- Charges, Invoice & Payment

What are you specifically reaching out about?

Delivery Order/Container Release

- Please select an option
- Container Damaged
- Container Longstanding
- Container Status
- Cut-off/Deadline Request
- ✓ Delivery Order/Container Release
- COD DIT Transhipment
- Demurrage / Detention
- Depot / Terminal

Continue

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

**Step 5:** Click **“Continue”**



The screenshot shows the 'Raise a case' form on the Maersk website. The form is titled 'Support / Case-management / Raise a case' and asks 'What shipment is this about?'. It includes several sections: 'Add subject of your case' with a text input field, 'Describe your case' with a larger text area, and 'Would you like to add an attachment?' with an 'Add file' button. A modal window titled 'Which shipment do you need a hand with?' is open, showing a search box with '9xxxxxxx' and a 'Search' button, and a list of shipment options. The 'Add shipment' button is highlighted with a blue circle and arrow (6). The 'Search' button in the modal is highlighted with a blue circle (7). The 'Select shipment' button in the modal is highlighted with a blue circle (7). The 'Add file' button is highlighted with a blue circle (8). The 'Submit' button is highlighted with a blue circle (9). The 'Return to overview' button is also visible.

**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”



MAERSK Prices Book Tracking Schedules Supply chain Manage

EN Search User Profile Menu

Support / Case-management /

## Your case has been created

Thank you for reaching out. Your case has been successfully created.  
Your case number: **XXXX-XXXXXXXX**

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

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

### Monitor the progress of your case

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

Case number	Shipment number	Category	Channel	Last updated	Status
XXXX-XXXXXXXX	9XXXXXXXX	Charges, Invoice & Payment	Case Management	08/06/2024	New <b>11</b>

Case Created  In Progress  Awaiting Customer response  Resolved  Closed  **11**

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**

