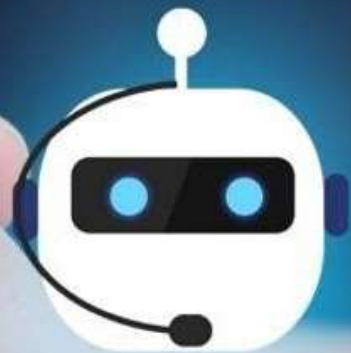


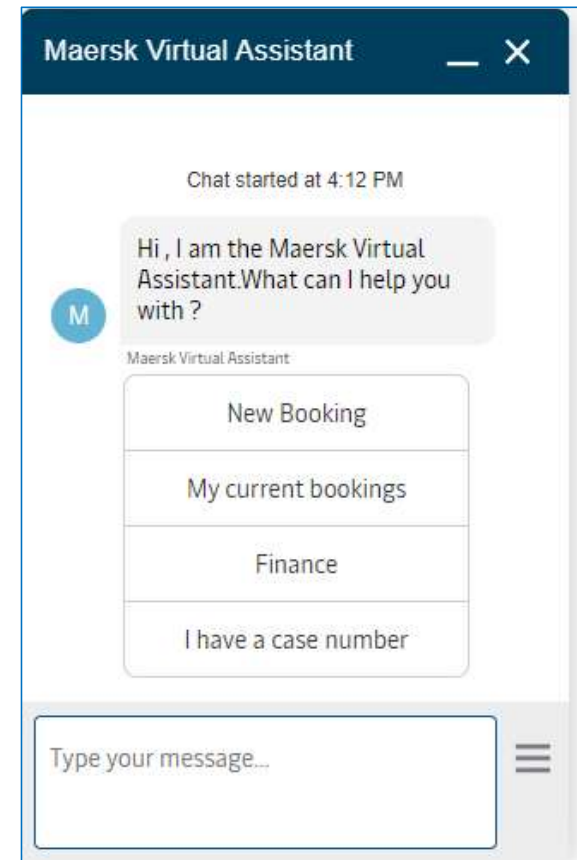
# Maersk ChatBot Guide



What can i help  
you with?

# Introduction to ChatBot:

- The ChatBot is available 24/7 to users logged into [www.maersk.com](http://www.maersk.com)
- Use the Options to get the answers to your queries
- ChatBot will guide you to the area of the website where you can make the transaction or get the information you are after
- Within working hours (from 08:30 to 11:50 and 13:30 to 16:50 Mon-Fri) it can transfer you to an Agent



# Menu Options:

Click HERE for...

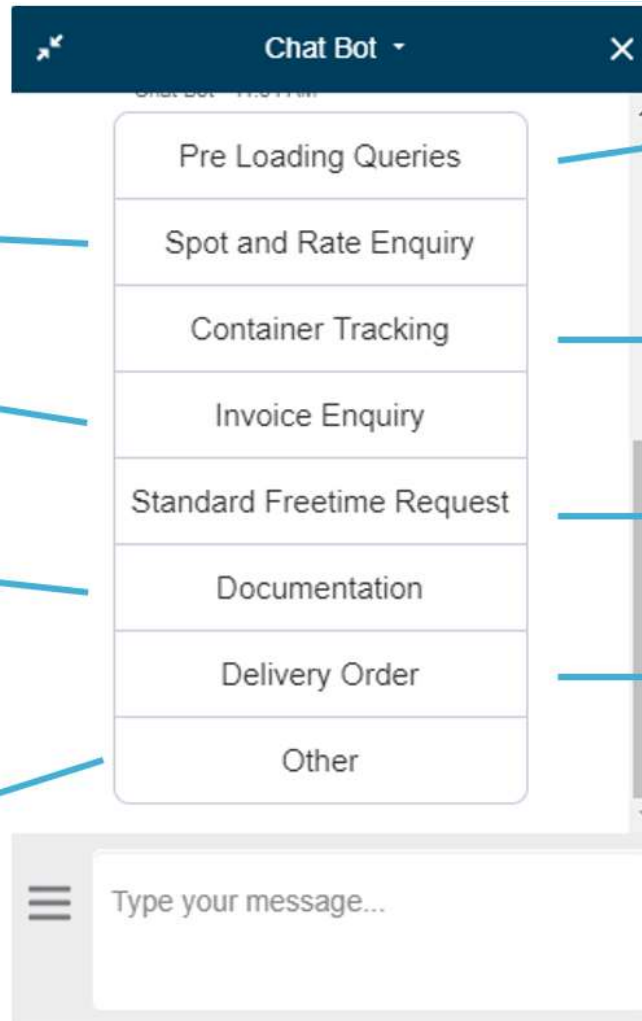
- Rate Enquires
- SPOT FAQ

..will guide you to [MyFinance](#) for:

- Local Charges
- Freight or [DnD](#) Charges

- Request Verify Copies
- Verify Copy Guide
- Submit VGM
- Retrieve Container Weight

- For Any other enquiries
- You will be directed to an agent



- Schedule Enquiries
- Cut off & Deadline Details
- Booking Amendments

- To track your container directly

- Just enter the country when prompted and select direction

- Download Delivery Order for Delivery or Release of your cargo

# How To Access ChatBot:

Please click on the 'Chat' button at the right bottom


The screenshot shows the MAERSK Hub dashboard. At the top, there is a navigation bar with the MAERSK logo, menu items (Prices, Book, Tracking, Schedules, Logistics solutions, Manage), and user controls (EN, search, notifications, profile, menu). A left sidebar contains navigation links: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter™, and Support. The main content area features a 'Welcome to your Hub' header with a 'Customise' button and a search field for 'B/L or container no.' with a 'View details' button. Below this are three main sections: 1. A survey banner: 'We're looking to improve your Hub' with a 'Survey' button. 2. 'Outstanding tasks' for vessels departing in the next 7 days, showing 508 shipping instructions and 341 VGM, with a 'View outstanding tasks' button. 3. 'Shipment Overview' for the next 7 days, showing 1382 departing and 1563 arriving shipments, with a 'View all shipments' button. At the bottom, there are three utility sections: 'Import Demurrage & Detention' (with a search field and 'View details' button), 'Delivery Order' (with a search field and 'Request' button), and 'Local Information' (with links for Asia Pacific, Europe, India, Middle East and Africa, Latin America, and North America). A blue callout box on the right says 'Click on chat icon' with a dashed line pointing to a chat icon in the bottom right corner.

# How To Access ChatBot:

Or please click Manage -> Hub -> Support

The screenshot shows the Maersk Hub dashboard. At the top left is the Maersk logo. The navigation bar includes: Prices, Book, Tracking, Schedules, Logistics solutions, Manage, and a 'Click Hub' callout pointing to the Manage dropdown. The Manage dropdown menu is open, showing options: Hub (with a 'Click Hub' callout), Export overview, Import overview, Tasks, MyCustoms, MyFinance, Captain Peter™, Payer standing instruction, Order secure paper, Case management, and Maersk Flow. On the left sidebar, the 'Support' option is highlighted with a 'Click Support' callout. The main content area features a 'Welcome to your Hub' message, a survey prompt 'We're looking to improve your Hub', and a '505 Submit shipping instructions' button. Below the survey are sections for 'Import Demurrage & Detention' and 'Delivery Order'.

## Do you still need help?

 Online chat

Chat with our Live Assistant or a member of our support team.

**Click Start a conversation**

**Start a conversation**

# How To Access ChatBot:

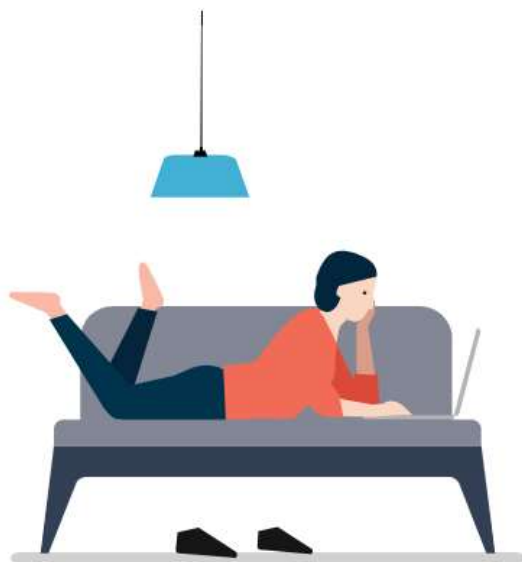
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Support /

You will see the guide

 Chat with us

If you have queries related to your shipments or requiring technical support, please click on the 'Chat' button at the right bottom of your screen to start chatting.



## Are you new to Maersk?

View our step-by-step guides to help you get started with our digital services.

View guides

Or Click **View guides**

# How To Access ChatBot:

Home / Support

## Website guide

Shipping should be easy. That is why we make it easy to manage your shipments online. From finding a price and making bookings to submitting documents and tracking cargo.

∨ [Register and login to Maersk.com](#)

You can click on the related topic to see the guides

∨ Finding schedules and prices

∨ Making bookings

∨ Managing your shipments

∨ Finding invoices and managing your outstanding

∨ Getting support and raising cases

## Reach out to us



### Chat online

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

Chat online

Or click **Chat online**



### Case management

Our Customer Service Agents will handle your case as quickly as possible.

Case management



### Find your local office

Find

# How To Access ChatBot:

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Support /

## Chat with us

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[View guides](#)

Feedback

Click on chat icon



[About us](#)

[Contact us](#)

[Terms & conditions](#)

[Container tracking](#)



# Start the chat

Maersk Virtual Assistant

Thanks for chatting with us.  
Chat started at 4:50 PM

M: Hi, I am the Maersk Virtual Assistant. What can I help you with?

Maersk Virtual Assistant

- New Booking
- My current bookings
- Finance
- I have a case number

Type your message...

Click on menu to see the guidance

Or type your question here

How long does it take to confirm my booking?

How to amend my booking?

How to... and De

- Save Transcript
- Main Menu
- Transfer To Agent

Type your message...

Menu

Customer can click Menu and select **Transfer to agent** to chat with our agents

Maersk Virtual Assistant

M: Have I resolved your query?

Maersk Virtual Assistant

Yes

Yes, but I have another o

No

No

4:53 PM

Let me transfer to one of my Customer Service colleagues to help you further.

Type your message...

You can send another question or select No to be transferred to local our agent

Maersk Virtual Assistant

requests. A High Priority case has been created 2310-236361666. Please save the case number for future reference.

You can monitor your case from the following link <https://www.maersk.com/support/case-management/#/casedetails/2310-236361666>

Before closing the chat window, please enter the detailed query you are contacting us for and hit submit.

M

Type your message...

If out of working time, an email recorded and you can key in the contact details for our contacting

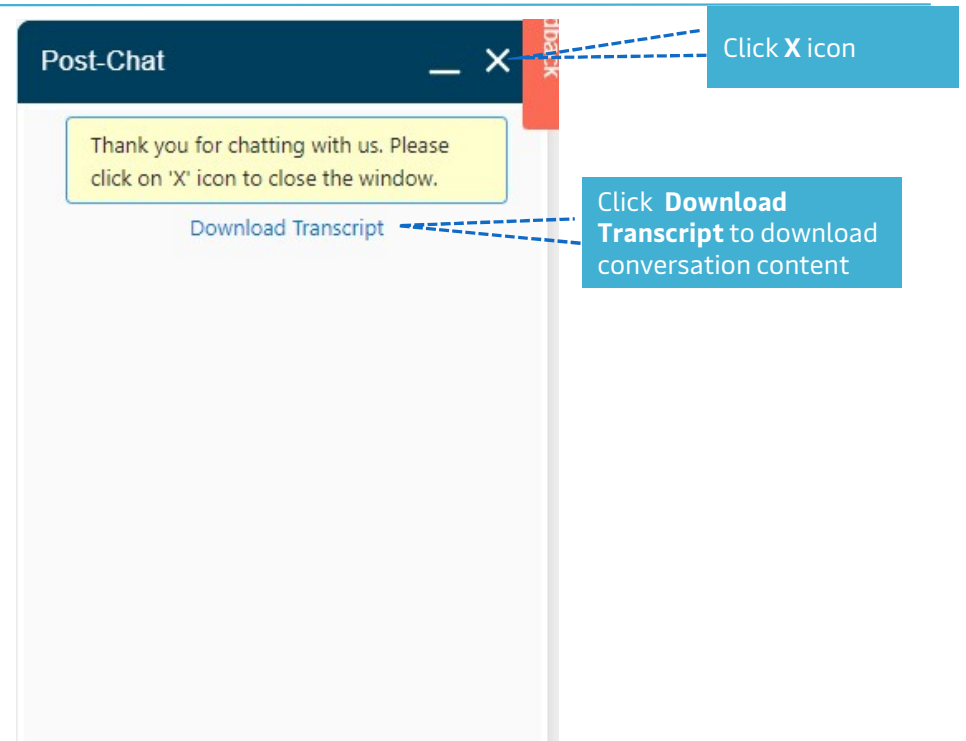
# End the chat



**End chat?**  
Don't worry, after the chat ends, you can save the transcript. Click Save Transcript at the bottom of the chat window.



GO BACK



# Feedback:




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Customer is asked for feedback at the end of each chat session.

Post-Chat

Thank you for chatting with us.

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 any comments.

Submit

[Download Transcript](#)

Customer can click on any **ICON** to express their satisfaction for the way we handled their request.

They can also use the comment box to provide feedback.