



# WEBGUIDE

MAERSK WEB FUNCTIONS



MAERSK

WEBSITE

[www.maersk.com](http://www.maersk.com)



# Benefits of having a web account with Maersk

- Book and track cargo
- Submit shipping instructions
- Get access to transport documents
- View account statement
- View or download reports with detailed data of cargo movements
- View personal and company details





# HOW TO REGISTER & LOGIN ON MAERSK.COM

STEP 1

# Go to the [website](https://www.maersk.com)

Maersk | Integrated Container Lo x +

maersk.com Go to [www.Maersk.com](https://www.Maersk.com)

**MAERSK** Prices Book Tracking Schedules Supply chain EN

In the future  
logistics should  
be "boring"

Perspectives on a connected supply chain with Carsten Frank Olsen,  
Global Head of E-Business at Maersk.

WATCH INTERVIEW

Tracking Schedules Local offices

Enter a tracking ID

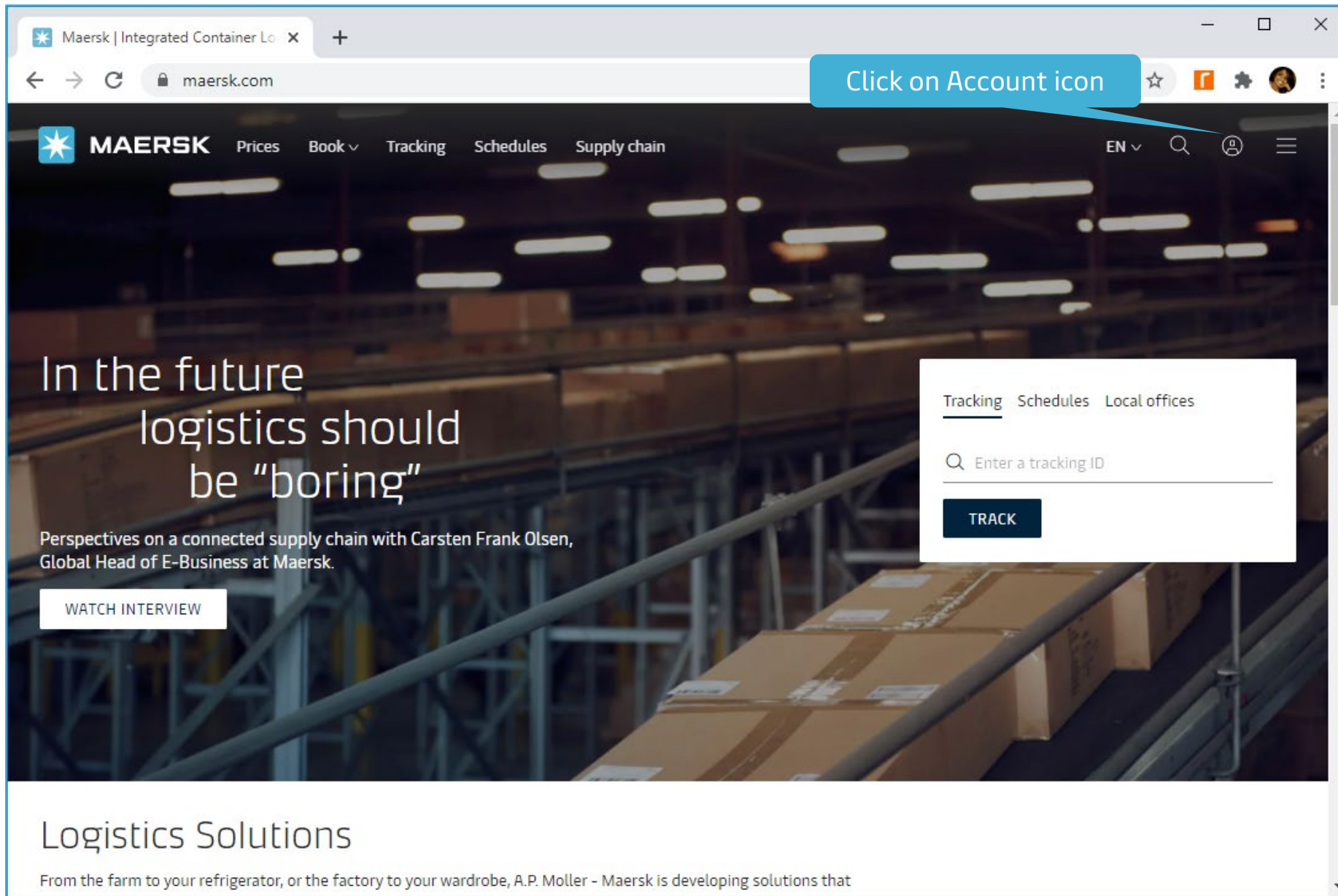
TRACK

Logistics Solutions

From the farm to your refrigerator, or the factory to your wardrobe, A.P. Moller - Maersk is developing solutions that

STEP 2

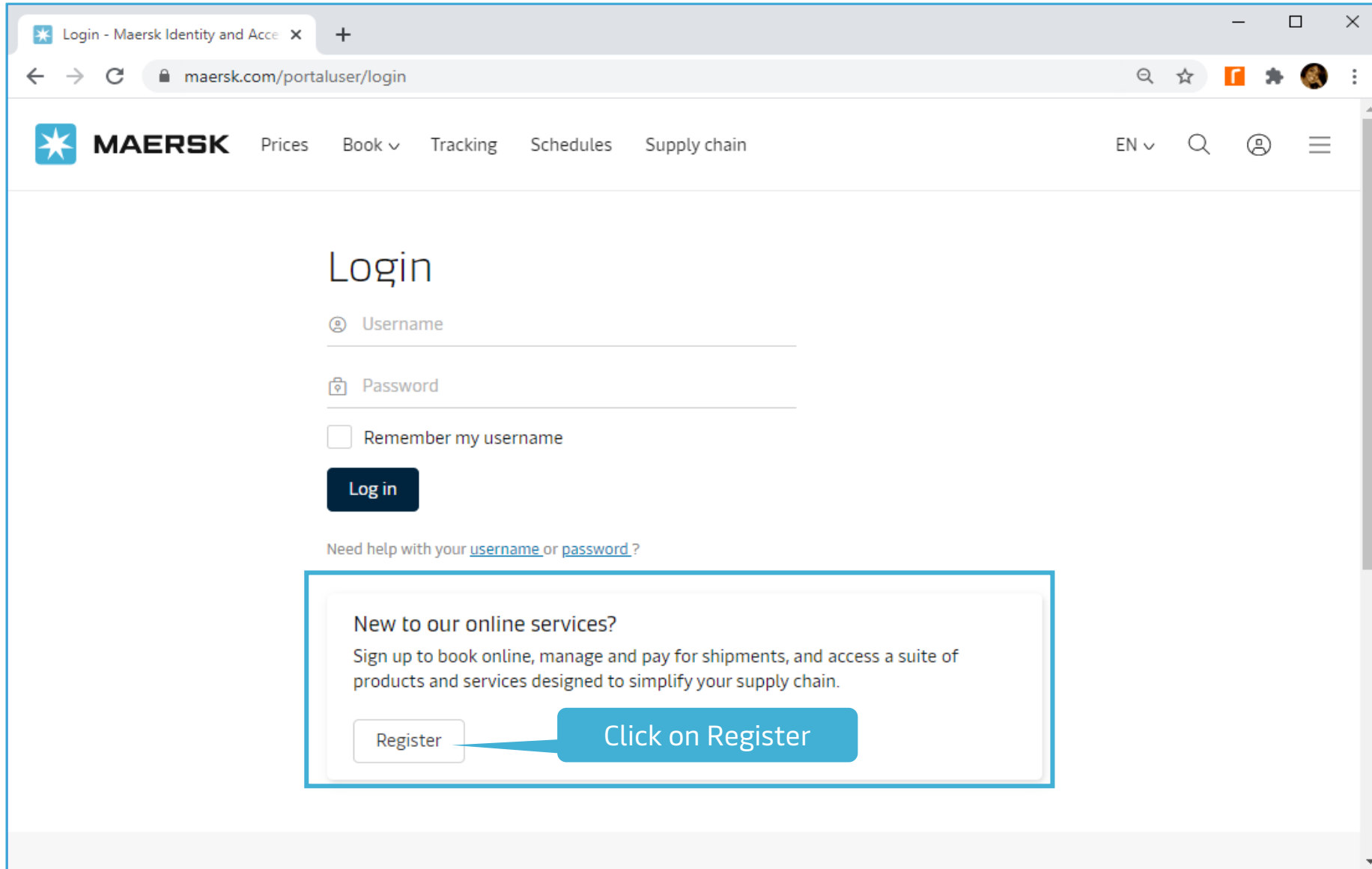
Go to **Account** in the top right corner



The screenshot shows the Maersk website interface. At the top right, there is a navigation menu with 'EN', a search icon, an account icon, and a hamburger menu icon. A blue callout box with the text 'Click on Account icon' points to the account icon. Below the navigation menu, there is a large banner with the text 'In the future logistics should be "boring"' and a 'WATCH INTERVIEW' button. To the right of the banner, there is a tracking search box with the text 'Tracking Schedules Local offices', a search input field with the placeholder 'Enter a tracking ID', and a 'TRACK' button. At the bottom of the page, there is a section titled 'Logistics Solutions' with the text 'From the farm to your refrigerator, or the factory to your wardrobe, A.P. Moller - Maersk is developing solutions that'.

STEP 3

In the **Login** screen, click on **Register**



# Input user details

Customer only needs to provide personal information, create a username & password, accept the terms and conditions and submit the registration request.

## Welcome to your Maersk Registration

If you are already registered with Safmarine or any Sealand – A Maersk Company region, then you don't need to register again. You can instead go to the [login screen](#) and login with your username and password. You will then have the opportunity to request access for Maersk as well.

Create username

Business email

First name

Surname

Country/Region

Contact number

Prefix	Phone number
<input type="text" value="Code"/>	<input type="text" value="Enter phone number"/>

<input type="text" value="Code"/>	<input type="text" value="Enter phone number"/>
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Extension (Optional)

Create password

Confirm password

I accept [registered user terms](#), [privacy and cookie policy](#)

By registering as a new user, you accept without restriction the user terms (encompassing general user terms, registered user terms and privacy policy) and you will be granted access to our on-line business services. You can book and track your cargo, submit your shipping instructions, get access to transport documents, view your account statement and view or download reports with detailed data of your cargo movements.

As a registered customer, you can view your personal and company details in my profile. A list of users within your company is also available.

Without waiving any other rights and remedies, any breach or violation of the user terms is subject to legal prosecution.

<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>
---------------------------------------	---------------------------------------

# Confirmation

Acknowledgement message is shown to the customer and is advised to check for email in their inbox of the email id used for registration.

## Thank you for registering

We have sent an email to the address you have provided. Please check your email and click the link included to complete your registration.

If you have not received it in your inbox please check your spam folder. Otherwise you can resend it by clicking the button below.

Note that for security reasons, the link will expire in 48 hours.

Ok

Resend email



**STEP 6**

# Email to verify customer email ID

Validation email is sent to the customer. Customer needs to click on the link given in the email to validate their email id.

From: <[registration@maersk.com](mailto:registration@maersk.com)>  
Date: Mon, Jan 7, 2021 at 4:06 PM  
Subject: Register new account  
To: <[blessy.murzello@gmail.com](mailto:blessy.murzello@gmail.com)>

Dear blessymurzello,

**Welcome to Maersk!**

We have received a request to register you with this email address. Here are the details you provided:

Username : blessymurzello  
Email : [blessy.murzello@gmail.com](mailto:blessy.murzello@gmail.com)  
First name : Blessy  
Surname : Murzello  
Country/Area : India  
Contact Number : 91-9820123456

If you did not register or if you need additional assistance, please [contact our team](#).

**To complete your registration please log-in using this link:**

[Validate Email](#)

Should the above link not work, please copy and paste the following URL in your browser:

<https://www.maersk.com/portaluser/register/confirm?&userId=blessymurzello&code=TBb9zMwdK9WC0NHd&dateSent=1610361395885>

We want to thank you for your business and look forward to continuing serving your global transportation needs.

The Maersk team

**STEP 7**

# Email to verify customer email ID

After clicking on the Validation link, below message will be shown to the customer. User can login and access the website.

## Email confirmation

Your email address has been verified successfully. You can now log in.


Log in


Click on Log in

# First Time Log In

After clicking on Log in, customer needs to enter the username and password.

## Login

 Username

 Password

Remember my username

**Log in**

Need help with your [username](#) or [password](#)?

**New to our online services?**

Sign up to book online, manage and pay for shipments, and access a suite of products and services designed to simplify your supply chain.

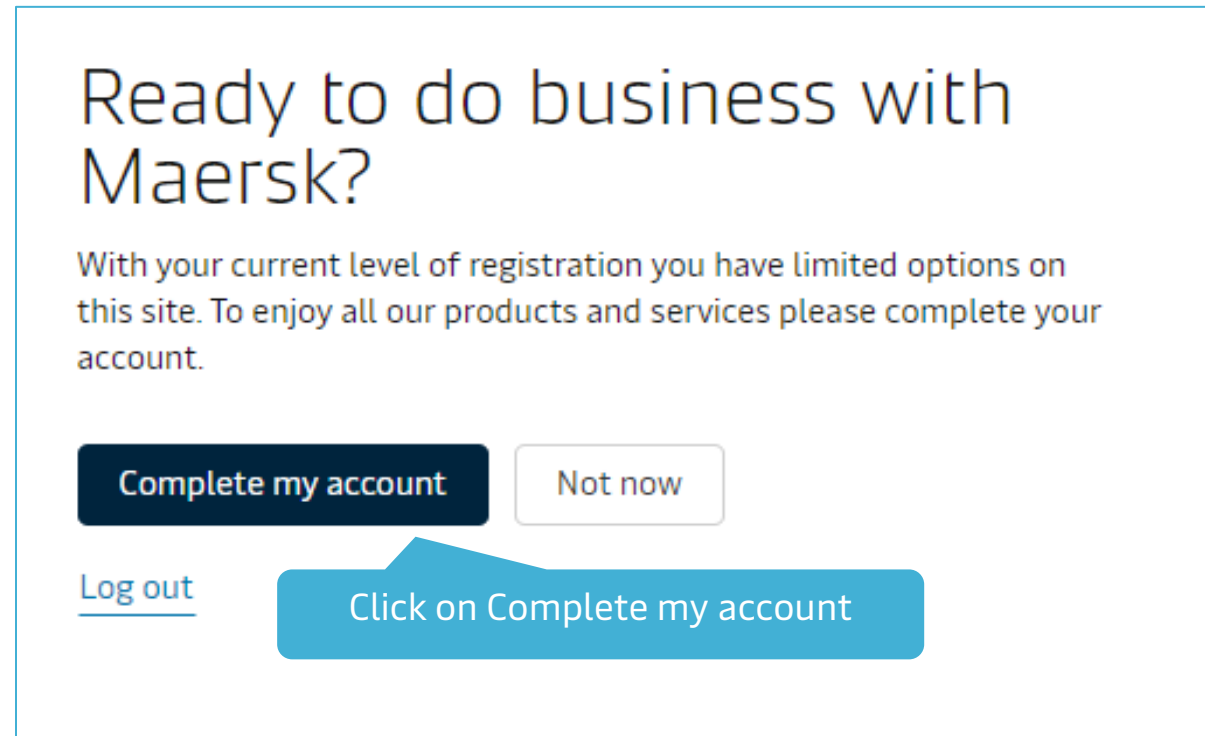
**Register**

## The new SOFT user

As the customer have only provided personal information during registration, they are not linked to a customer code - We call this a SOFT registration/user.

A SOFT user don't have access to any website feature which requires a log in with customer code. But they will be able to access other features - example Online Quote.

If the customer wants to start doing business with us, then they first need to complete the registration by clicking "COMPLETE MY ACCOUNT".



Ready to do business with Maersk?

With your current level of registration you have limited options on this site. To enjoy all our products and services please complete your account.

[Complete my account](#) [Not now](#)

[Log out](#)

Click on Complete my account

# Complete My Account - Unknown Contact

Customer needs to provide all the company details and the registration will be processed manually by LiveHelp registration team.

## Complete registration

Note that in countries where VAT/TAX is mandatory we do not handle shipments for organizations that do not have a VAT/TAX reference number.

First name

Blessy

Surname

Murzello

Contact number

Prefix

91

Phone number

982012345  
6

Company

Name

Enter your company name

Street number (Optional)

Enter your street number

Street name

Enter your street name

Additional address information (Optional)

Enter additional address information

City

COPENHAGEN

State (Optional)

Enter your state

Zip/Post code

2100

Country/Region

Denmark

Tax reference number

DK53 13 96 55

Your local Maersk office

Country/Region

Denmark

Office

Aarhus

Submit

Cancel

## Complete My Account - Unknown Contact

Customer need to provide all the company details and the registration will be processed manually by LiveHelp registration team.

We received your application  
for access

What happens next? We will review your application and aim to get back to you in two working days. In the meantime you can [access a wide range of Maersk services](#)



# HOW TO RETRIEVE USERNAME OR RESET PASSWORD

# How to Retrieve Username

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How to retrieve username or reset password

01



STEP 1

Go to the [website](https://www.maersk.com)

The screenshot shows a web browser window with the Maersk website. The browser's address bar contains 'maersk.com' and a blue callout box says 'Go to [www.Maersk.com](https://www.Maersk.com)'. The website header includes the Maersk logo, navigation links for 'Prices', 'Book', 'Tracking', 'Schedules', and 'Supply chain', and a language selector set to 'EN'. The main content area features a large background image of a warehouse with a conveyor belt. The text reads: 'In the future logistics should be "boring"'. Below this is a sub-headline: 'Perspectives on a connected supply chain with Carsten Frank Olsen, Global Head of E-Business at Maersk.' and a 'WATCH INTERVIEW' button. A white tracking overlay is positioned on the right side of the page, containing the text 'Tracking Schedules Local offices', a search input field with the placeholder 'Enter a tracking ID', and a dark blue 'TRACK' button. At the bottom of the page, the text reads 'Logistics Solutions' and 'From the farm to your refrigerator, or the factory to your wardrobe, A.P. Moller - Maersk is developing solutions that'.

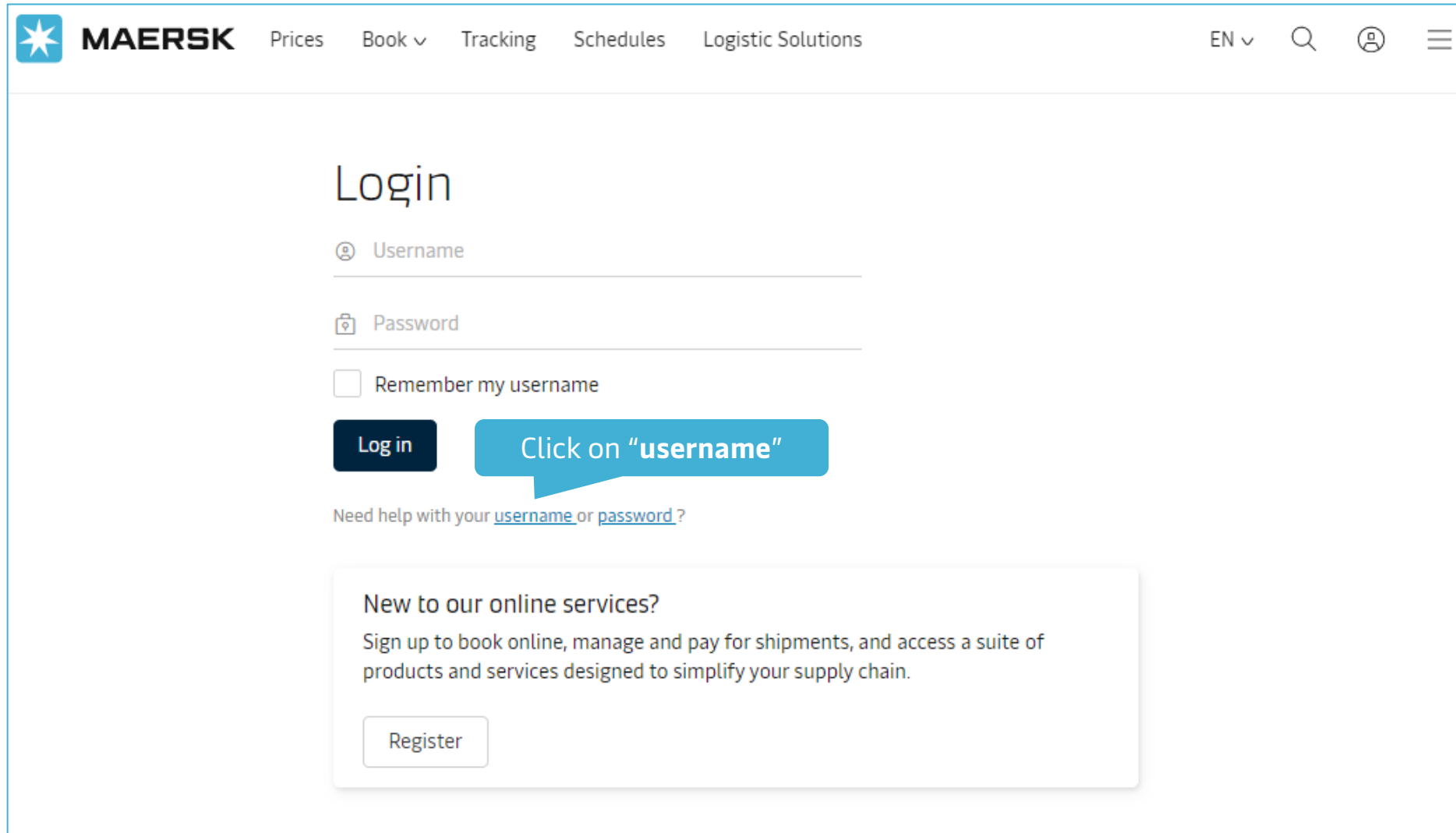
STEP 2

Go to **Account** in the top right corner

The screenshot shows the Maersk website interface. The browser address bar displays 'maersk.com'. The navigation menu includes 'MAERSK', 'Prices', 'Book', 'Tracking', 'Schedules', and 'Supply chain'. In the top right corner, there is a language selector 'EN', a search icon, an account icon, and a hamburger menu icon. A blue callout box with the text 'Click on Account icon' points to the account icon. Below the navigation menu, there is a large banner with the text 'In the future logistics should be "boring"' and a 'WATCH INTERVIEW' button. To the right of the banner is a tracking search box with the text 'Tracking Schedules Local offices', a search input field 'Enter a tracking ID', and a 'TRACK' button. At the bottom of the page, the text 'Logistics Solutions' is displayed, followed by the tagline 'From the farm to your refrigerator, or the factory to your wardrobe, A.P. Moller - Maersk is developing solutions that'.

STEP 3

In the **Login** screen, go to Need help with your username



The screenshot shows the Maersk website's login page. At the top, there is a navigation bar with the Maersk logo, the word "MAERSK", and links for "Prices", "Book", "Tracking", "Schedules", and "Logistic Solutions". On the right side of the navigation bar, there are icons for language selection (EN), search, user profile, and a menu. The main content area is titled "Login" and contains a form with the following elements:

- A "Username" input field with a user icon on the left.
- A "Password" input field with a lock icon on the left.
- A checkbox labeled "Remember my username".
- A dark blue "Log in" button.
- A blue callout bubble pointing to the "Need help with your username" link, containing the text "Click on 'username'" and the word "username" in bold.
- A link: "Need help with your [username](#) or [password](#)?"
- A white box with a light blue border containing the text "New to our online services? Sign up to book online, manage and pay for shipments, and access a suite of products and services designed to simplify your supply chain." and a "Register" button.

STEP 4

# Input First name, Last name & Registered email ID

**MAERSK** Prices Book ▾ Tracking Schedules Logistic Solutions EN ▾ 🔍 👤 ☰

## Forgot username

Please fill in the form below to retrieve your username

First name

Last name

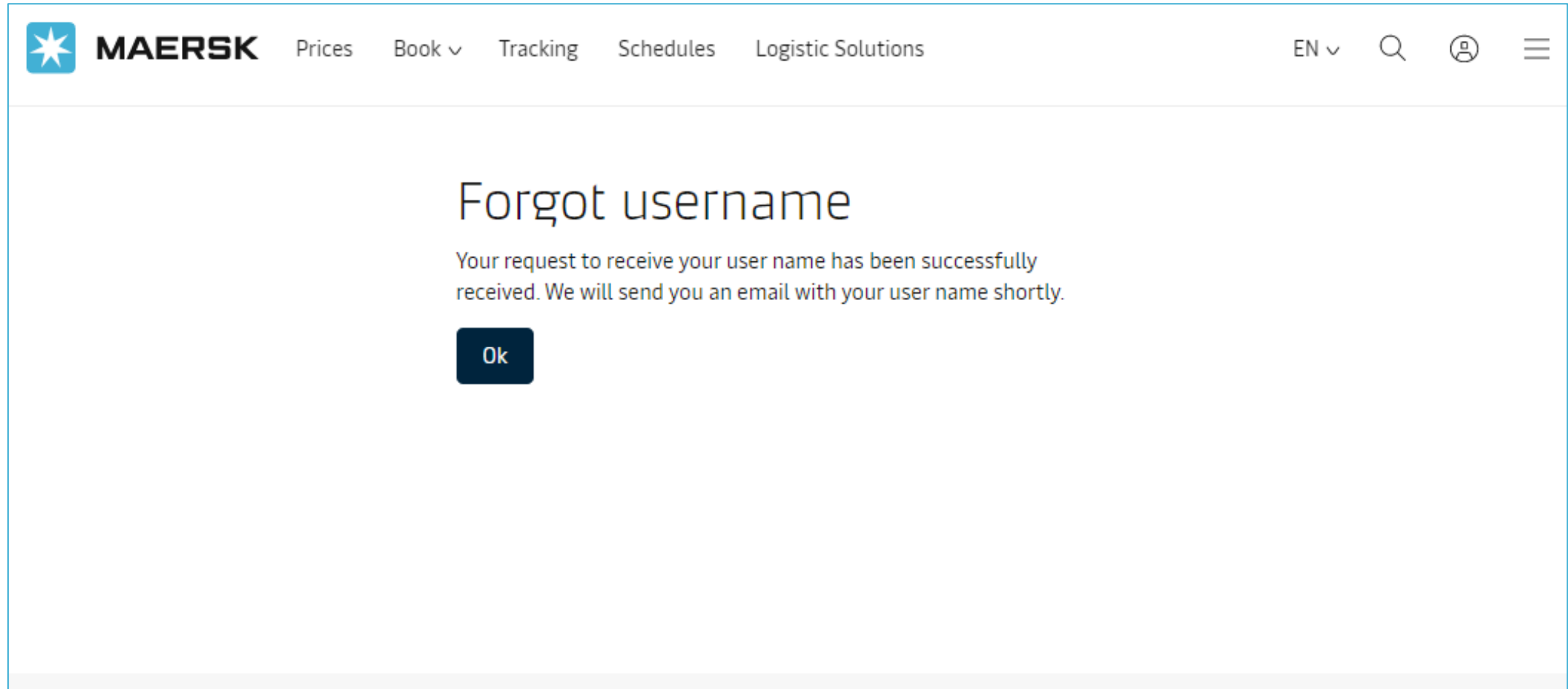
Email

**Submit** Cancel

Fill the details in the form and then click Submit

# Confirmation

Acknowledgement message is shown to the customer and is advised to check for email in their inbox of the email id used for registration.



## STEP 6

# Email received with the **username**

Email is sent to the customer with the username

From: <[registration@maersk.com](mailto:registration@maersk.com)>  
Date: Wed, Jan 13, 2021, 8:57 PM  
Subject: Forgot Username Request  
To: <[blessy.murzello@gmail.com](mailto:blessy.murzello@gmail.com)>

Dear blessymurzello,

Please use the below username to access Maersk online.

blessymurzello

If you did not request this or if you need additional assistance, please [contact our team](#).

We want to thank you for your business and look forward to continuing serving your global transportation needs.

The Maersk team

Please do not reply to this email, as we are unable to respond from this email address.

# How to Reset Password

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How to retrieve username or reset password

02

STEP 1

# Go to the [website](https://www.maersk.com)

Maersk | Integrated Container Lo x +

maersk.com Go to [www.Maersk.com](https://www.Maersk.com)

**MAERSK** Prices Book Tracking Schedules Supply chain EN

In the future  
logistics should  
be "boring"

Perspectives on a connected supply chain with Carsten Frank Olsen,  
Global Head of E-Business at Maersk.

WATCH INTERVIEW

Tracking Schedules Local offices

Enter a tracking ID

TRACK

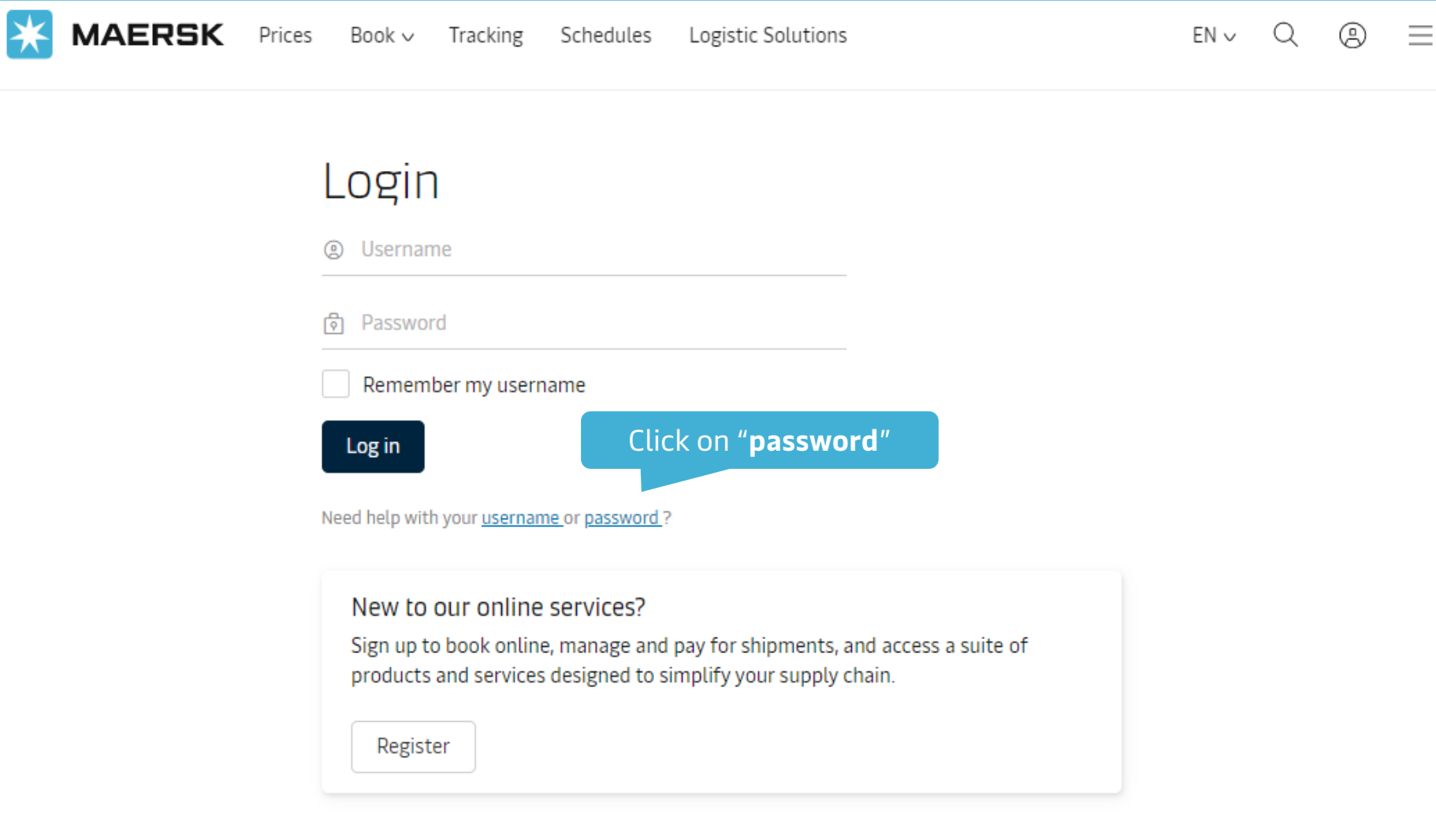
Logistics Solutions

From the farm to your refrigerator, or the factory to your wardrobe, A.P. Moller - Maersk is developing solutions that



STEP 2

In the **Login** screen, go to Need help with your password



The screenshot shows the Maersk website's login page. At the top, there is a navigation bar with the Maersk logo, the word "MAERSK", and links for "Prices", "Book", "Tracking", "Schedules", and "Logistic Solutions". On the right side of the navigation bar, there are links for "EN", a search icon, a user profile icon, and a menu icon. The main content area is titled "Login". Below the title, there are two input fields: "Username" and "Password". The "Password" field is highlighted with a blue callout bubble that says "Click on 'password'". Below the input fields, there is a checkbox labeled "Remember my username" and a dark blue "Log in" button. Below the "Log in" button, there is a link that says "Need help with your [username](#) or [password](#)?". At the bottom of the page, there is a box titled "New to our online services?" with the text "Sign up to book online, manage and pay for shipments, and access a suite of products and services designed to simplify your supply chain." and a "Register" button.

# Input Username & Registered email ID

**MAERSK** Prices Book Tracking Schedules Logistic Solutions EN

## Forgot password

Please fill in your user name and email below and we will send you an email with instructions on how to reset your password.

Username

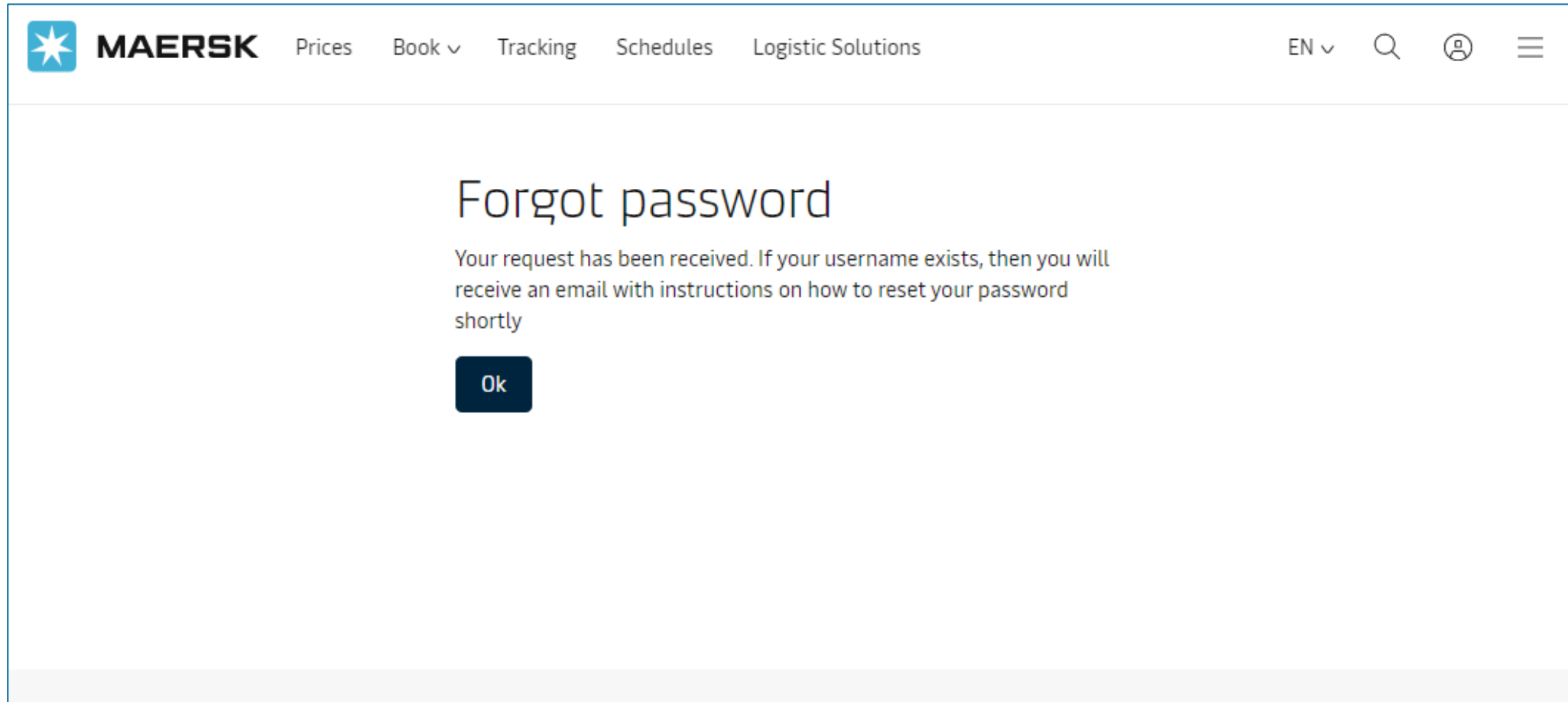
Email

**Submit** Cancel

Fill the details in the form and then click Submit

# Confirmation

Acknowledgement message is shown to the customer and is advised to check for email in their inbox of the email id used for registration.



The screenshot displays the Maersk website's 'Forgot password' page. The header includes the Maersk logo, navigation links for 'Prices', 'Book', 'Tracking', 'Schedules', and 'Logistic Solutions', and utility icons for language (EN), search, user profile, and a menu. The main content area features the heading 'Forgot password' and a message: 'Your request has been received. If your username exists, then you will receive an email with instructions on how to reset your password shortly'. A dark blue 'Ok' button is positioned below the message.

**STEP 5**

# Email received with link to reset password

Email is sent to the customer with the link to reset their password

From: <[registration@maersk.com](mailto:registration@maersk.com)>  
Date: Wed, Jan 13, 2021, 9:08 PM  
Subject: Reset Your Password  
To: <[blessy.murzello@gmail.com](mailto:blessy.murzello@gmail.com)>

Dear blessymurzello,

Please use the below link to reset your password for Maersk online services.

If you did not request this or if you need additional assistance, please [contact our team](#).

[Click here to reset password](#)

Should the above link not work, please copy and paste the following URL in your browser:

<https://www.maersk.com/portaluser/reset-password?&userName=blessymurzello&code=q1LGBa8fnQe3pmcC>

We want to thank you for your business and look forward to continuing serving your global transportation needs.

The Maersk team |

Please do not reply to this email, as we are unable to respond from this email address.

STEP 6

# Update new password

Customer is guided to the page where they can enter and set a new password.

**MAERSK** Prices Book Tracking Schedules Logistic Solutions EN

## Reset Password

You can set a new password below.

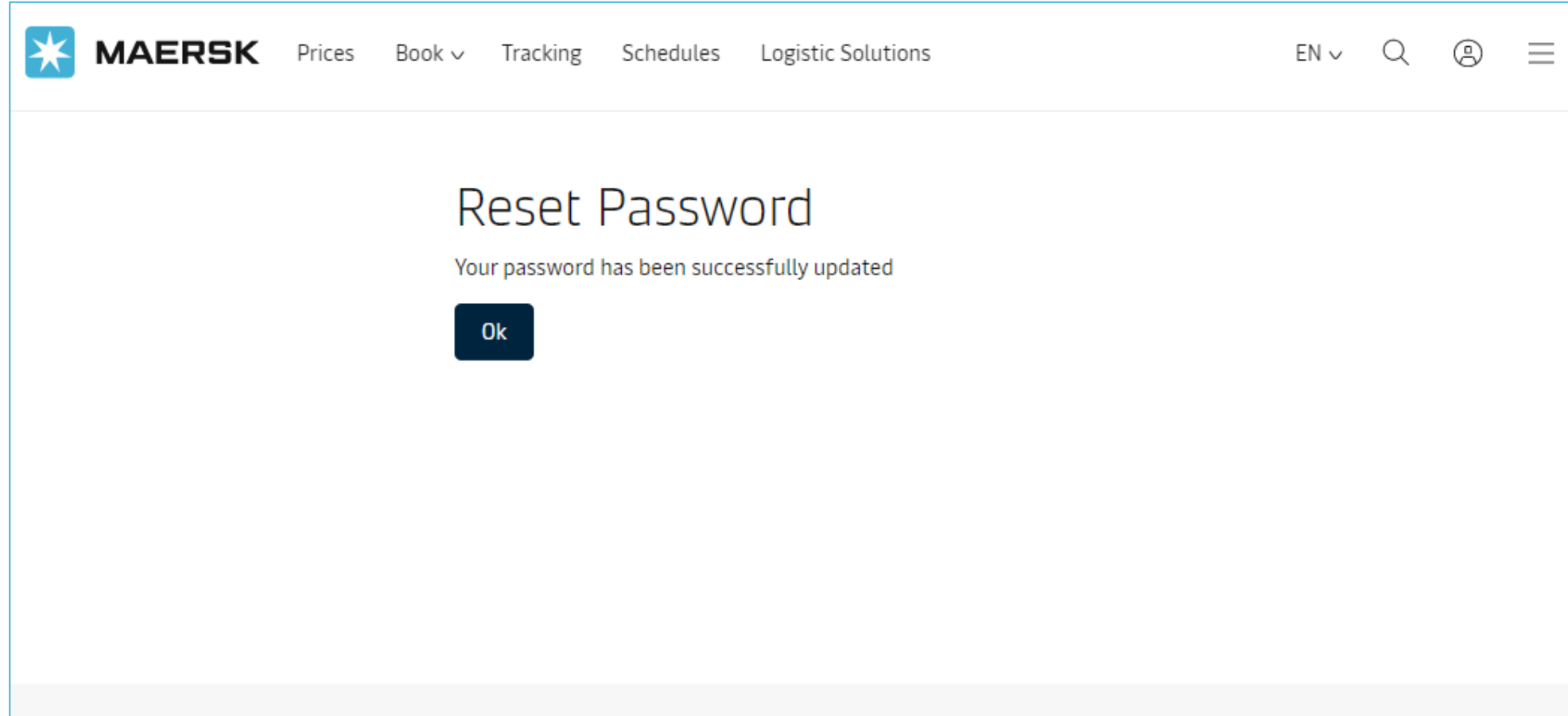
New password

Confirm new password

**Submit**

Enter the new password and click Submit

# Confirmation of password change



# Confirmation Email

Email is sent to the customer to confirm successful change of password.

From: <[registration@maersk.com](mailto:registration@maersk.com)>  
Date: Wed, Jan 13, 2021, 9:19 PM  
Subject: Your password has been set  
To: <[bleessy.murzello@gmail.com](mailto:bleessy.murzello@gmail.com)>

Dear blessymurzello,

Your password has been successfully set.

If you did not request this or if you need additional assistance, please [contact our team](#).

We want to thank you for your business and look forward to continuing serving your global transportation needs.

The Maersk team

Please do not reply to this email, as we are unable to respond from this email address.



# MANAGING YOUR PROFILE



# How to change user details

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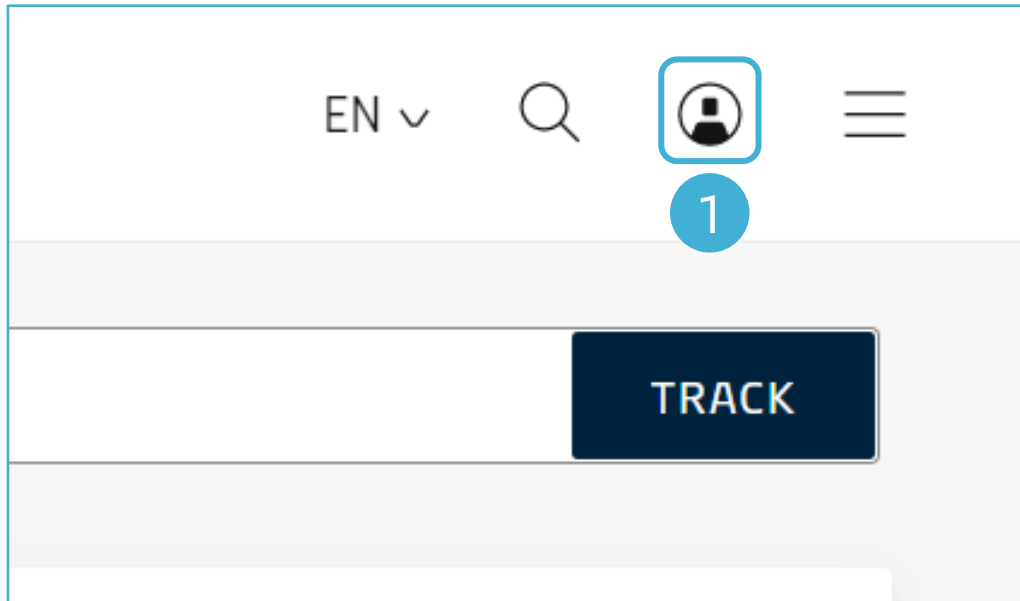
Managing your profile

01

# How to change Users details

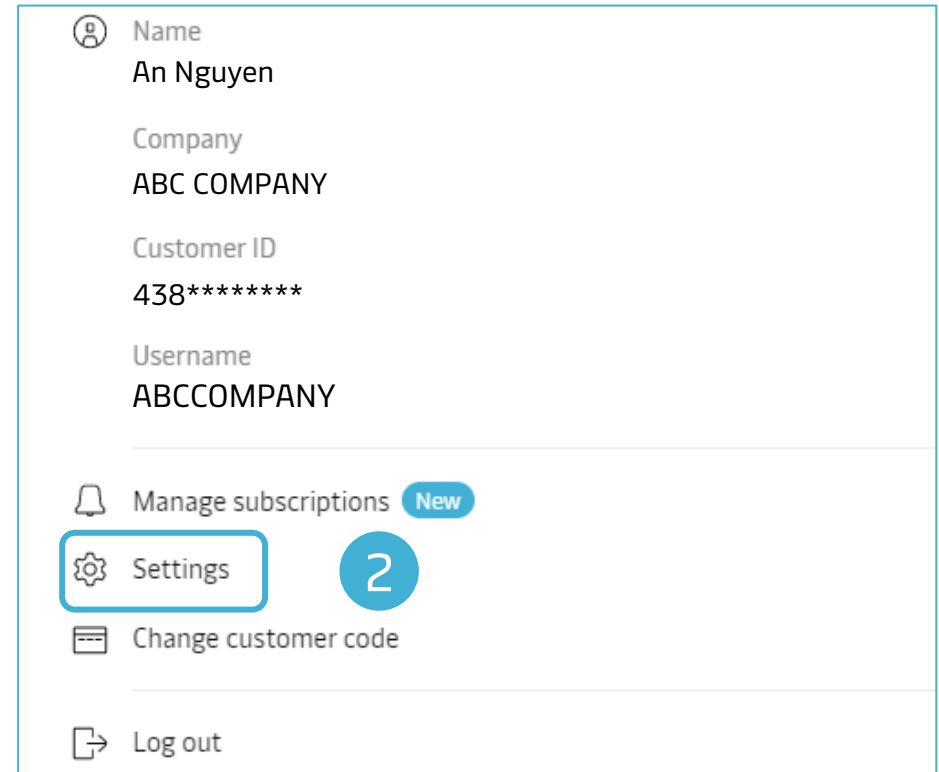
## Step 1:

After accessing the website [www.maersk.com](http://www.maersk.com), click on the **Account** icon located at the top right corner of the home page, and **Login**.

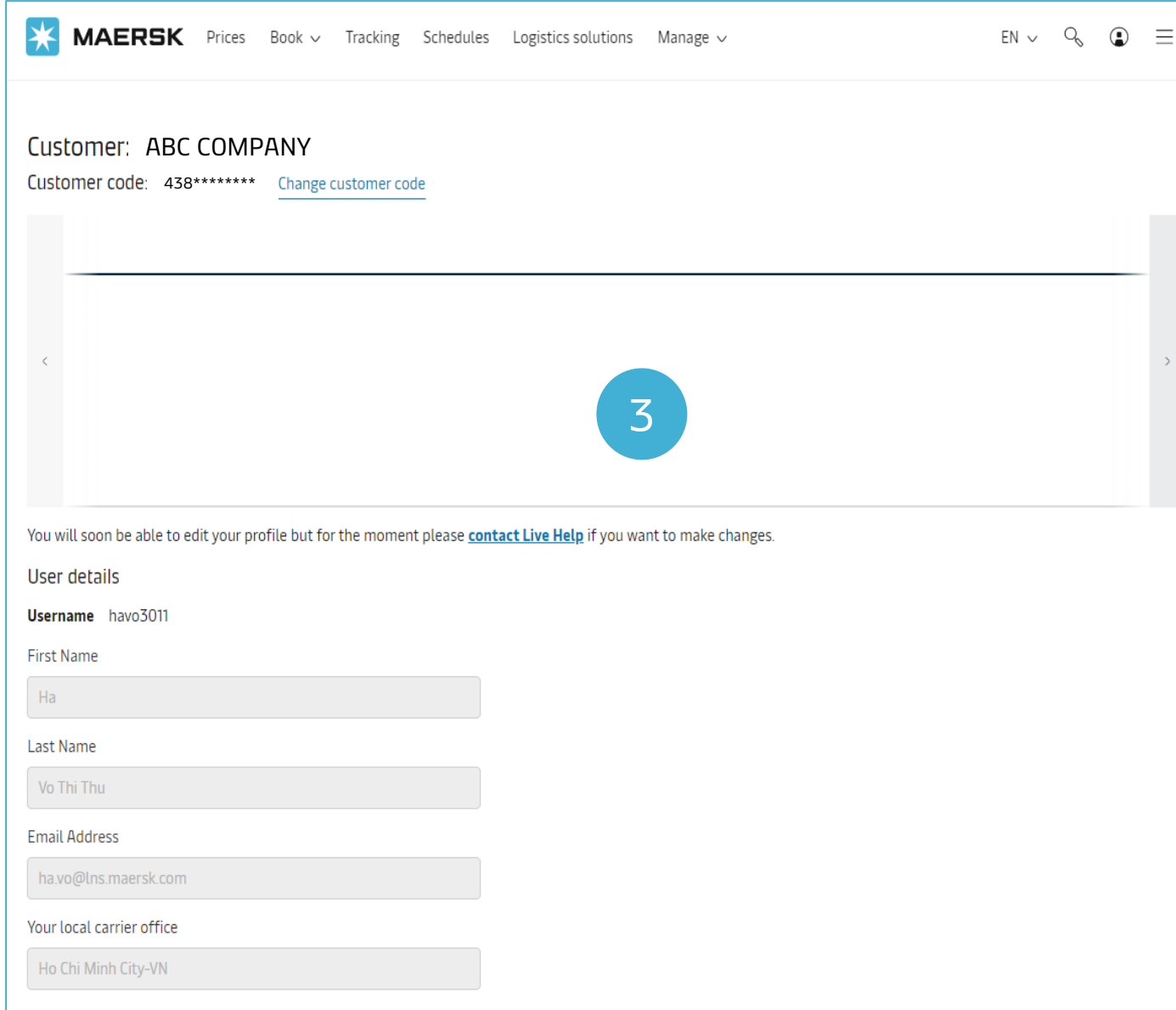


## Step 2:

Click **Settings**.



# How to change Users details



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

Customer: ABC COMPANY  
Customer code: 438\*\*\*\*\* [Change customer code](#)

3

You will soon be able to edit your profile but for the moment please [contact Live Help](#) if you want to make changes.

User details

**Username** havo3011

First Name  
Ha

Last Name  
Vo Thi Thu

Email Address  
ha.vo@lns.maersk.com

Your local carrier office  
Ho Chi Minh City-VN

## Step 3:

Under **Settings overview** window, you could update the User Details like first name, last name, Email address and your local carrier office.

However, a customer would have to contact Customer Service if they would like to change their user details.

# Changing user password

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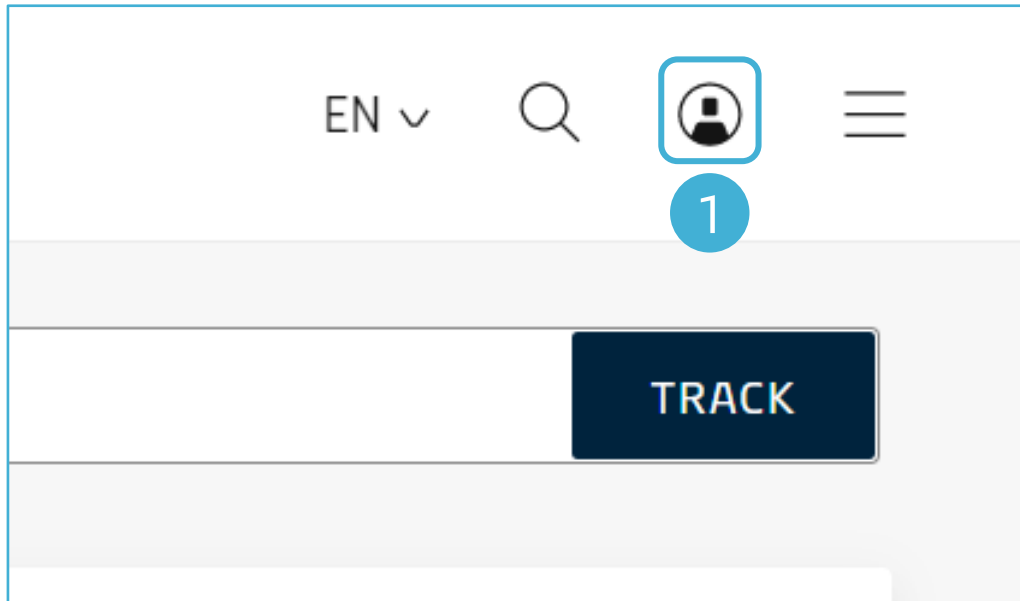
Managing your profile

02

# How to change User password

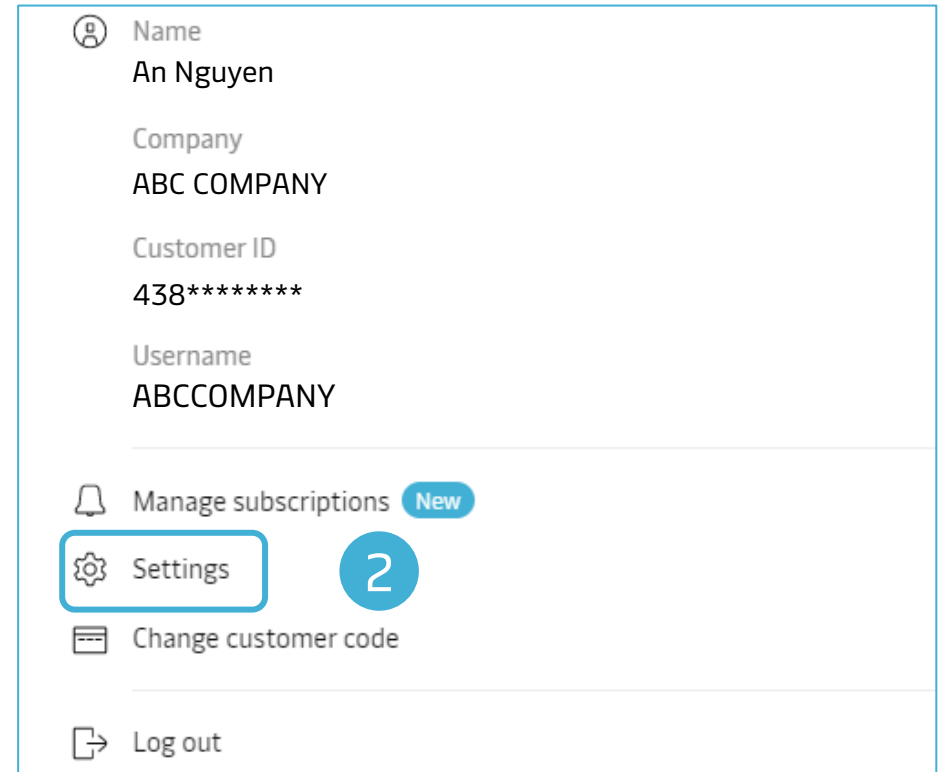
## Step 1:

After accessing the website [www.maersk.com](http://www.maersk.com), click on the **Account** icon located at the top right corner of the home page, and **Login**.



## Step 2:

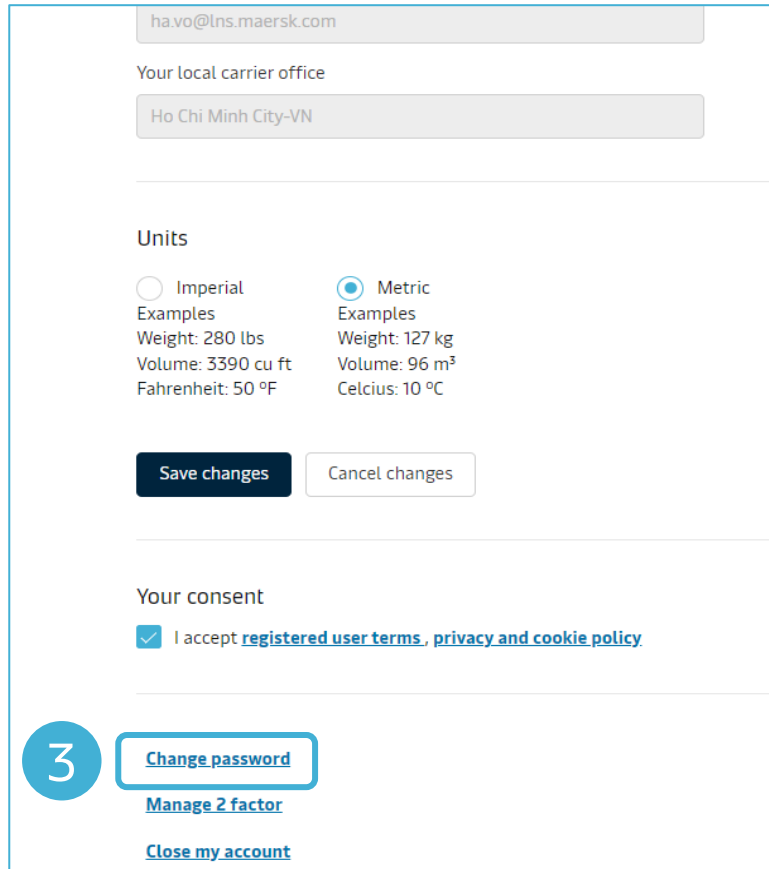
Click **Settings**.



# How to change User password

## Step 3:

At the bottom of the page, click **Change Password** in order to change the password for your account.



ha.vo@lms.maersk.com

Your local carrier office

Ho Chi Minh City-VN

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Units

Imperial       Metric

Examples

Weight: 280 lbs      Weight: 127 kg

Volume: 3390 cu ft      Volume: 96 m<sup>3</sup>

Fahrenheit: 50 °F      Celcius: 10 °C

[Save changes](#) [Cancel changes](#)

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Your consent

I accept [registered user terms](#), [privacy and cookie policy](#)

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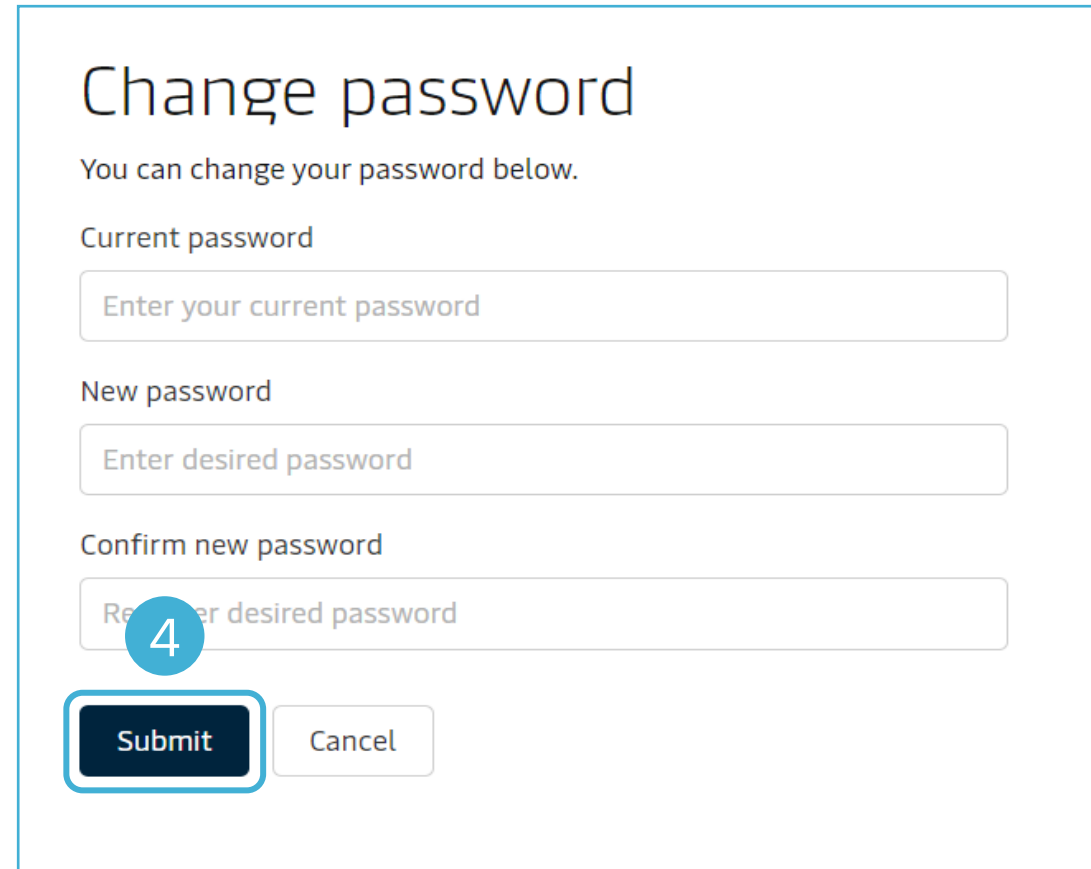
**3** [Change password](#)

[Manage 2 factor](#)

[Close my account](#)

## Step 4:

Enter the current password, followed by the Desired New Password. Then re-enter the Desired New Password and click **submit**.



## Change password

You can change your password below.

Current password

Enter your current password

New password

Enter desired password

Confirm new password

Re-enter desired password

**4** [Submit](#) [Cancel](#)

# Setting up authentication

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Managing your profile

03

# How to set up authentication

## Step 1:

Click **Manage 2 factor** in order to set up the login authentication process.

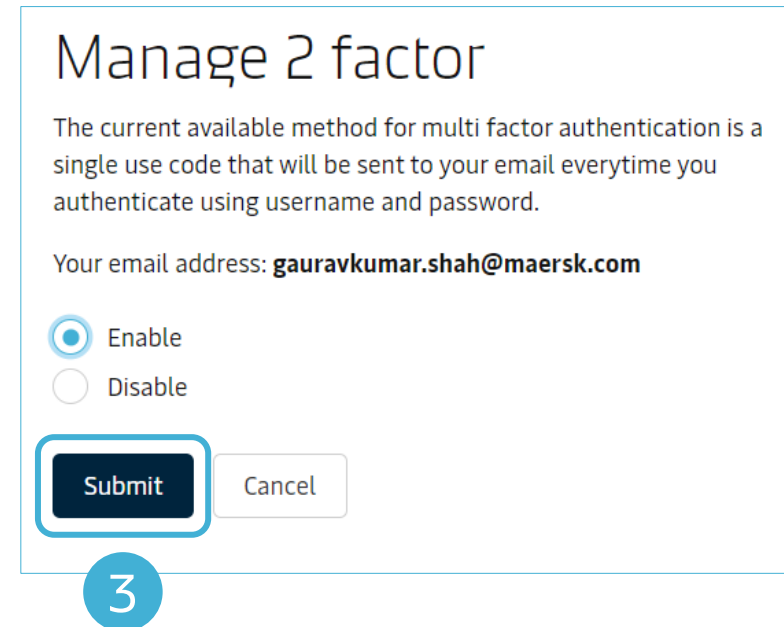
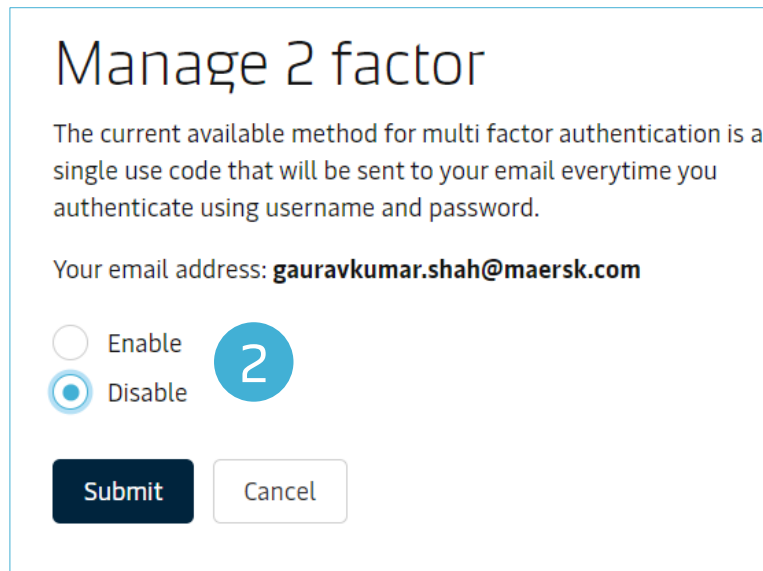
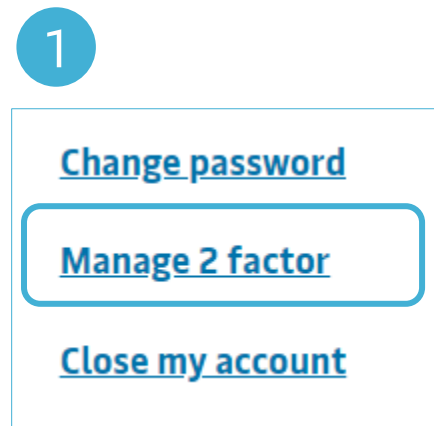
## Step 2:

By default the selection would show **Disable**.

You can set up the authentication using a single use code which would be sent to your email id everytime you authenticate using username and password. In such case you need to click the option as **Enable**.

## Step 3:

Then click on the **submit** button.





# How to close an account

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Managing your profile

04

# How to close an account

## Step 1:

Click **Close my account** if you would like to close your account for this portal.

## Step 2:

Then select the carrier you would like to de-register from. For example, in this case, **Maersk**. Then select the option "I accept registered user terms".

## Step 3:

Finally click the **confirm** button to close your account.

The image shows three sequential screenshots of the 'Close my account' process:

- Step 1:** A menu with three options: 'Change password', 'Manage 2 factor', and 'Close my account'. The 'Close my account' option is highlighted with a blue border and a blue circle containing the number '1' to its left.
- Step 2:** The 'Close my account' confirmation screen. It displays the title 'Close my account' and a warning: 'Closing your account will remove your access to view your shipments and any other related information.' Below this, it asks to 'Select the carriers you want to de-register from' with an unchecked checkbox for 'Maersk' and an unchecked checkbox for 'I accept registered user terms'. A blue circle with the number '2' is positioned to the right of the 'Maersk' checkbox. At the bottom are 'Confirm' and 'Cancel' buttons.
- Step 3:** The same confirmation screen as in Step 2, but now the 'Maersk' checkbox and the 'I accept registered user terms' checkbox are both checked. The 'Confirm' button is highlighted with a blue border and a blue circle with the number '3' is positioned below it.

