

Your promise. Delivered.

## Shipping is at your fingertips

We all buy goods, track deliveries and pay online. Shipping with Maersk Line is no different. Our tailored online services take the complexity out of shipping by letting you instantly book and track shipments, submit Verified Cross Mass Information and much more.

## 웹 사이트 사용자 등록 안내서

Guideline of New user Registration at [www.maersk.com](http://www.maersk.com)

- ▶ 웹 사이트 사용자 등록을 통해 다양한 서비스를 신속하고 편리하게 이용하실 수 있습니다.
- ▶ 본 안내서는 [www.maersk.com](http://www.maersk.com) 의 사용자 등록 절차에 관한 안내를 포함하고 있습니다.
- ▶ 웹 사이트를 통한 여러 서비스 이용 안내는 다른 안내서를 참고해 주십시오.

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▶ 새로운 사용자 등록하기

1. [www.maersk.com](http://www.maersk.com) > 우측상단의 로그인 을 클릭



2. Login 화면에서 > **Please register here** 클릭

# Login

Username

[Forgot username?](#)

Password

[Forgot password?](#)

Remember my username

LOG IN

New User? [Please register here](#)

3. 연결된 Register 화면에서 **User Details(사용자 세부사항)**을 영문으로 입력.

# Register

If you are already registered with another Maersk brand (Safmarine, MCC, Seago Line or Sealand) 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 Line as well.

## User Details

Desired username > ID기재란 (한번 접수된 ID는 재접수 불가/대소문자 구분 없음).

예)  로그인ID

First name > 업체이름/팀이름이 아닌 반드시 실무자 담당자 이름기재

예)  사용자: 이름

Last name

예)  사용자: 성

Email > 메일주소 정확하게 기재요망

사용자 Email 주소

**Company Details**

Company > 업체이름기재 : 머스크라인에 등록 되어있는 영문이름으로 신청하면 빠른 승인 가능.

MAERSK KOREA	회사 이름
--------------	-------

Department

customer service	부서 정보
------------------	-------

Country > Drop down으로 South Korea 선택

South Korea	회사 소재지: 국가
-------------	------------

State (Optional)

--

City

Seoul/Busan/Ansan etc.	회사 소재지: 도시
------------------------	------------

Street name

Hangangdae-ro	회사 주소 (1)
---------------	-----------

Street number (Optional)

366	회사 주소 (2)
-----	-----------

More address information (Optional)

18th Floor, Twin city Namsan building
---------------------------------------

Zip/Postal Code

04323	회사 주소 (우편번호)
-------	--------------

Contact Number

Code

82
----

Phone number

220544000	회사 전화번호
-----------	---------

Extension (Optional)

123	회사 내선번호
-----	---------

**전화번호 입력시**  
지역번호의 '0'은  
삭제후 나머지  
숫자는 띄어쓰기  
없이 기재  
예)02-2054-4000  
**입력)220544000**

Your local Maersk Line office

Country > Drop down으로 설정

South Korea South Korea 선택

Office

Seoul Seoul 선택

Comments (Optional)

0 / 90

4. 약관에 체크표시(동의) 하고 **SUBMIT(제출)** 클릭



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.

CANCEL

SUBMIT

5. Review 화면에서 세부사항 확인 후 **SUBMIT(제출)** 한번 더 클릭

## Review

Please verify your details before submission

### User Details

Desired username maerskline	First name kildong	Last name hong	Email kildong.hong@maersk.com
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### Company Details

Company MAERSK KOREA	Department export	Country South Korea	State -
City seoul	Street name Hangangdae-ro	Street number 366	Zip/Postal Code 04230
More address information namsan twincity bulding	Contact Number 82-220544000	Your local office Seoul	

EDIT

SUBMIT

6. ID 신청 접수완료 > **Registration successful**

## Register

### ✓ Registration successful

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.

GO TO HOME

## 7. **Confirmation(확인)** 팝업

- > Review 후 Submit 버튼을 누를 경우 이미 신청된 ID가 있는 경우 나타나는 안내창
- > No를 누르면 Review 화면으로 돌아감
- > Edit 버튼을 누르고 ID 새로운 것으로 재설정.

## Review

Please verify your details before submission.

### User Details

Desired username  
vds0000

### Company Details

Company  
VDS KOREA CO.LTD

City  
Seoul

Contact Number  
82-264977613

Your local office

### Confirmation

Are you already using this user name to log in to one of the other Maersk brand websites? If you click yes, you will be taken to the login screen, where you can login and request access. If you click no, you will have to choose a different user name.

YES NO

EDIT

SUBMIT

▶ 사용자 등록 신청 접수 및 승인 단계

**1. Registration request E-mail**

> 웹 사이트에서 사용자 등록을 완료하면, 아래와 같은 등록신청 접수 안내 메일이 ID 신청시 등록했던 E-mail 주소로 발송

> Subject : **Your registration request has been received and is under process**

From: registration@maersk.com [mailto:registration@maersk.com] ↓  
Sent: Tuesday, August 14, 2018 10:16 AM ↓  
To: Kim, Hye Young Aileen <Aileen.Kim@maersk.com> ↓  
Subject: Your registration request has been received and is under process ↓  
↓  
Dear hye young kim ↓  
↓  
Your registration request has been forwarded to the administrator for approval ↓  
↓  
You will be informed by email when your request has been approved. ↓  
↓  
If you have general questions about Maersk Line, please go to <http://www.maerskline.com> or contact your local office:  
↓  
Office name : Maersk Korea Limited ↓  
Office city : Seoul ↓  
Phone : 822-2054-4000 ↓  
Email : [KR.Export@maersk.com](mailto:KR.Export@maersk.com), [KR.Import@maersk.com](mailto:KR.Import@maersk.com) ↓  
↓  
Thank you for using Maersk Line online services. ↓  
↓  
Yours sincerely, ↓  
Maersk Line ↓  
↓  
Please do not reply to this email, as we are unable to respond from this email address. ↓



## 2. **Registration approved E-mail**

- > 사용자 등록 승인이 완료되면 아래와 같이 비밀번호 설정 가능한 메일이 발송
- > Subject : **Your registration request has been approved: Set your password now**

**From:** registration@maersk.com [mailto:registration@maersk.com] ↓  
**Sent:** Tuesday, August 14, 2018 10:41 AM ↓  
**To:** Kim, Hye Young Aileen <Aileen.Kim@maersk.com> ↓  
**Subject:** Your registration request has been approved: Set your password now ↓

↓  
Dear hye young kim ↓  
↓  
Your registration request for Maersk Line online services has been approved. ↓  
↓  
Please use the following link to set a password: ↓

[Click here to set password](#) ↓      클릭하여 비밀번호 설정      위의 링크가 열리지 않을 경우 하기  
Should the above link not work, please copy and paste the following URL: ↓      URL 주소를 이용.

<https://my.maerskline.com/portaluser/#register/create-password?requestpin=14688058437014776548878088261275>

↓  
If you have general questions about Maersk Line, please go to <http://www.maerskline.com> or contact your local office:  
↓  
Office name : Maersk Korea Limited ↓  
Office city : Seoul ↓  
Phone : 822-2054-4000 ↓  
Email : [KR.Export@maersk.com](mailto:KR.Export@maersk.com), [KR.Import@maersk.com](mailto:KR.Import@maersk.com) ↓  
↓  
Thank you for using Maersk Line online services. ↓  
↓  
Yours sincerely, ↓  
Maersk Line ↓  
↓  
Please do not reply to this email, as we are unable to respond from this email address. ↓

3. **Password Setting** 화면

# Set 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.

User name maerskline	Email maerskline@maersk.com
-------------------------	--------------------------------

>비밀번호 설정 :

Enter password 최소 1개의 대문자, 1개의 소문자, 1개의 숫자를 조합한 총 8자리 이상의 문자 ⓘ

Re-enter password

Set up additional security

SUBMIT

4. **Log in** > 비밀번호 설정 후, 아래와 같이 로그인

# Login

Username

[Forgot username?](#)

Password

[Forgot password?](#)

Remember my username

LOG IN

New User? [Please register here](#)

▶ 웹 사이트 로그인 후 문제 / **This feature is not available**

로그인 후 견적 > 운임찾기 이용시 아래와 같은 화면이 확인되면 운임조회 권한이 없는 것으로, 본사로의 운임조회 권한요청이 필요함



> 해결방안1) **Log In 없이 > 연락처 > LIVE HELP(사이트하단)**

: 상담원에게 ID를 전달하면서 운임조회를 원한다고 요청

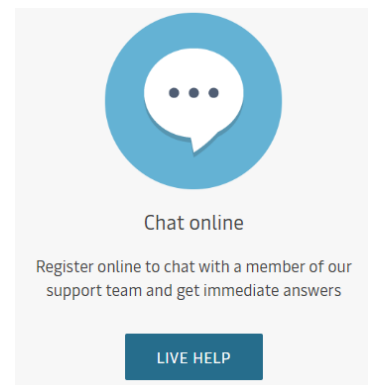
: 단, 영어로만 요청 가능

: 예) ID:maerskline, please give me a access of rate lookup in ml.com

> 해결방안2) **머스크 영업부서에 메일 보내어 처리요청**

: [KORSALNOS@maersk.com](mailto:KORSALNOS@maersk.com)

: 요청시 로그인 ID 반드시 제시



추가 문의사항이 있으시면 머스크라인 업무부로 연락주시기 바랍니다.

감사합니다.

머스크