

# Handbook 1.1 - Registration



Owned by Live Help

March, 2024

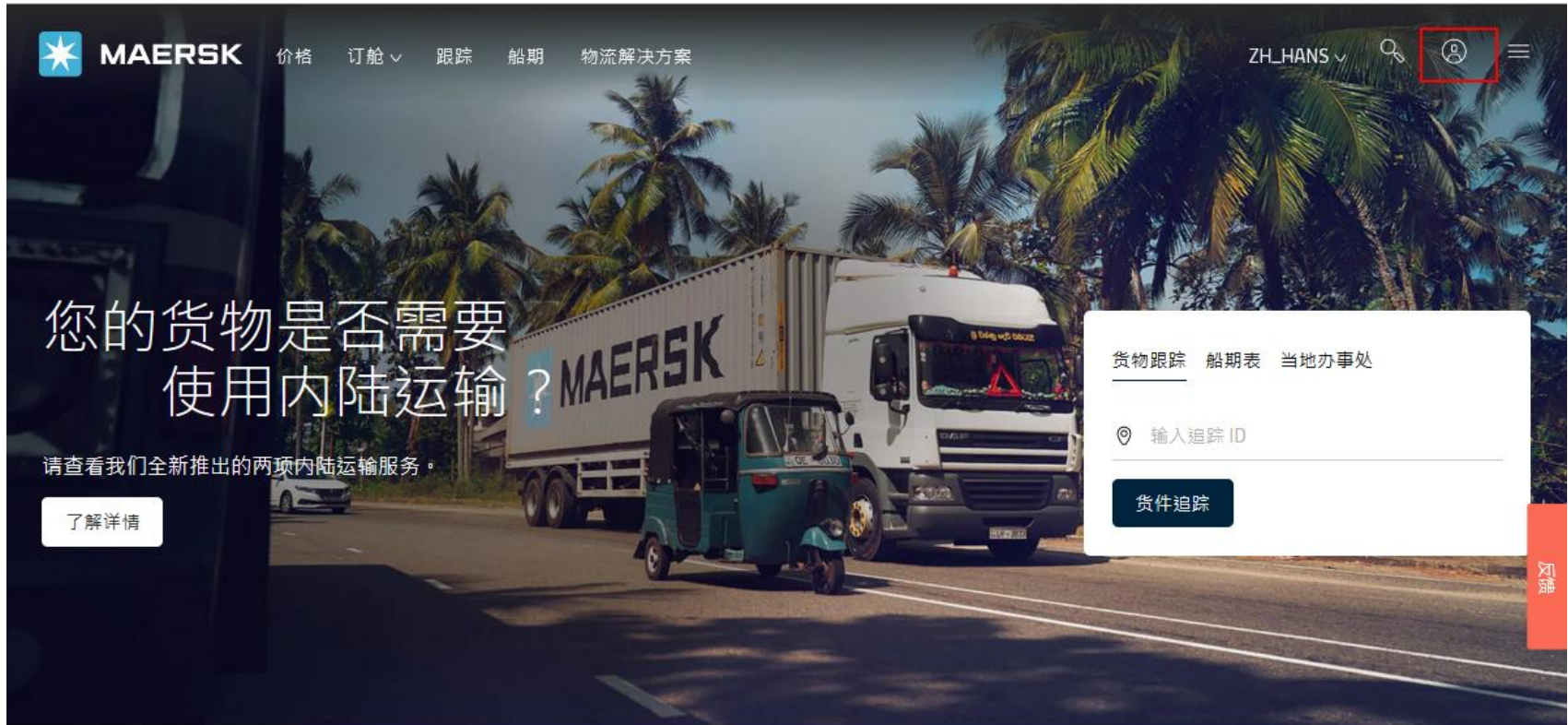
Classification: Internal

## > 如何申请用户名和密码？

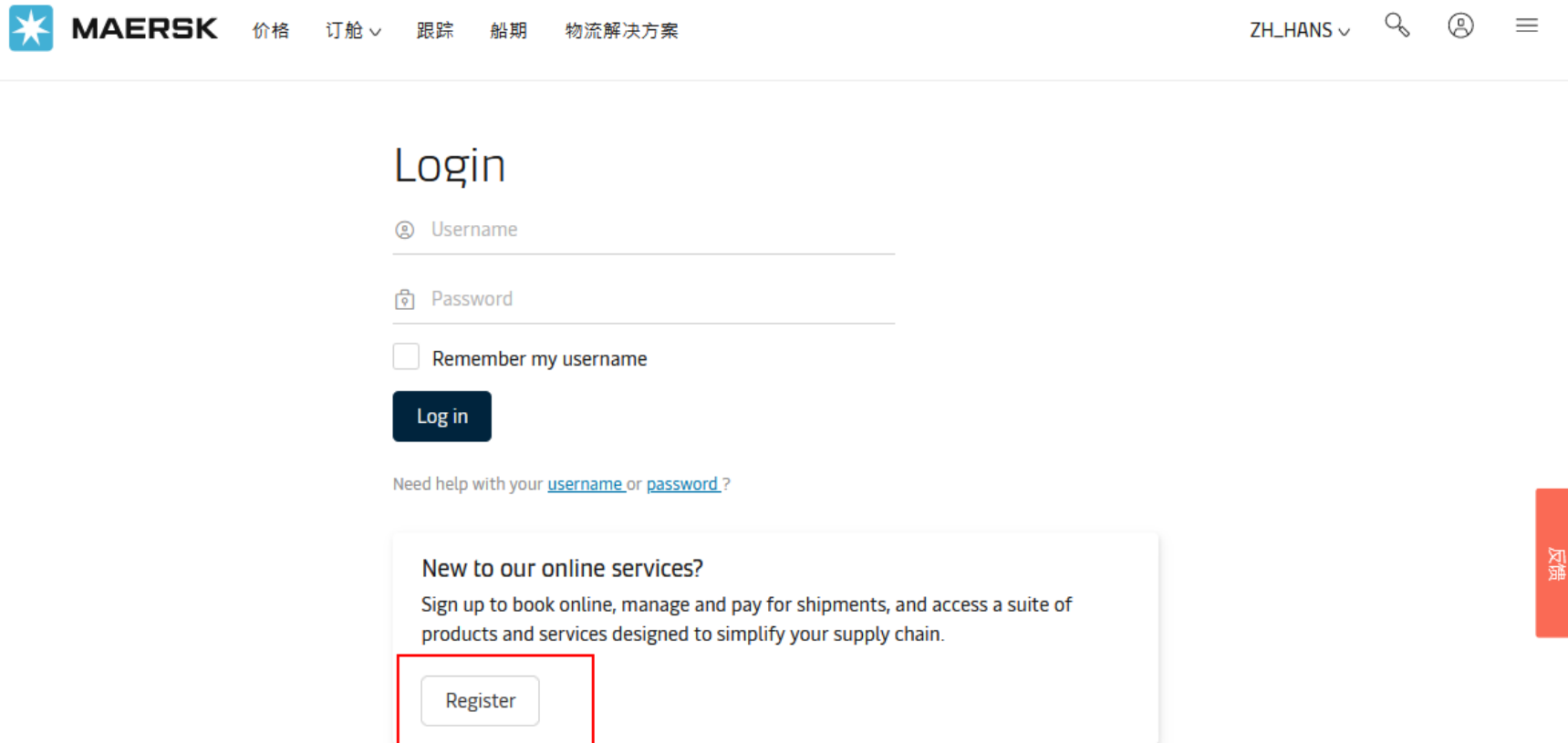
为了保证数据安全, 在使用 Maersk 网站的各项服务之前您务必进行注册。

推荐使用浏览器: 最新三个版本的谷歌, 火狐, Edge浏览器或者最新两个版本的Safari浏览器。

### 1. 进入 [www.maersk.com](http://www.maersk.com) 点击右上角的 **头像图标** 进入下一个界面。



## 2. 在此界面点击“Register”进入注册界面。



The screenshot shows the Maersk website's login interface. At the top left is the Maersk logo and navigation links: 价格 (Price), 订舱 (Booking), 跟踪 (Tracking), 船期 (Ship Schedule), and 物流解决方案 (Logistics Solutions). At the top right, there is a language selector (ZH\_HANS), a search icon, a user profile icon, and a menu icon. The main content area is titled "Login" and contains a form with the following elements:

- A "Username" input field with a user icon.
- A "Password" input field with a lock icon.
- A checkbox labeled "Remember my username".
- A dark blue "Log in" button.
- A link: "Need help with your [username](#) or [password](#)?"
- A promotional 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." Inside this box, a "Register" button is highlighted with a red border.

On the right side of the page, there is a vertical red bar with the Chinese characters "反馈" (Feedback).

### 3. 请填写真实有效的相关信息，以便注册部门可以联系到您。

## 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 respective portal and login with your username and password. You will then have the opportunity to request access for Safmarine or any Sealand – A Maersk Company region as a user.

Create username

用户名

Test202309

用户名是唯一的，至少五个字符(不分大小写)必须是字母开头，字母/数字结尾且只接受这三种标点符号： - \_ @。

Business email

邮箱

Test@test.com

建议使用公司邮箱注册。

First name

名

Apple

Surname

姓

Test

这里会影响您后续接收订舱确认等文件，请录入真实姓名。

Country/Region

国家/地区

China

Business contact number

Prefix is prefilled based on selected country

Mobile number

移动电话

86 123456789

Landline number

座机电话

Extension (Optional)

分机号

86 Enter landline number

Enter extension

New password

.....

设置密码时, 请注意密码至少8个字符, 必须至少包含1个大写字母, 1个小写字母和1个数字, 如: Password1

Confirm new password

.....

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

I agree to receive logistics related news and marketing updates by email, phone, or similar from A. P. Moller-Maersk and its affiliated companies. I understand that I can opt out of such Maersk communications at any time. To see how we process your personal data read our [Privacy Notification](#)

By registering as a new user, you accept without restriction the user terms (encompassing general user terms, registered user terms and privacy notification) 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.

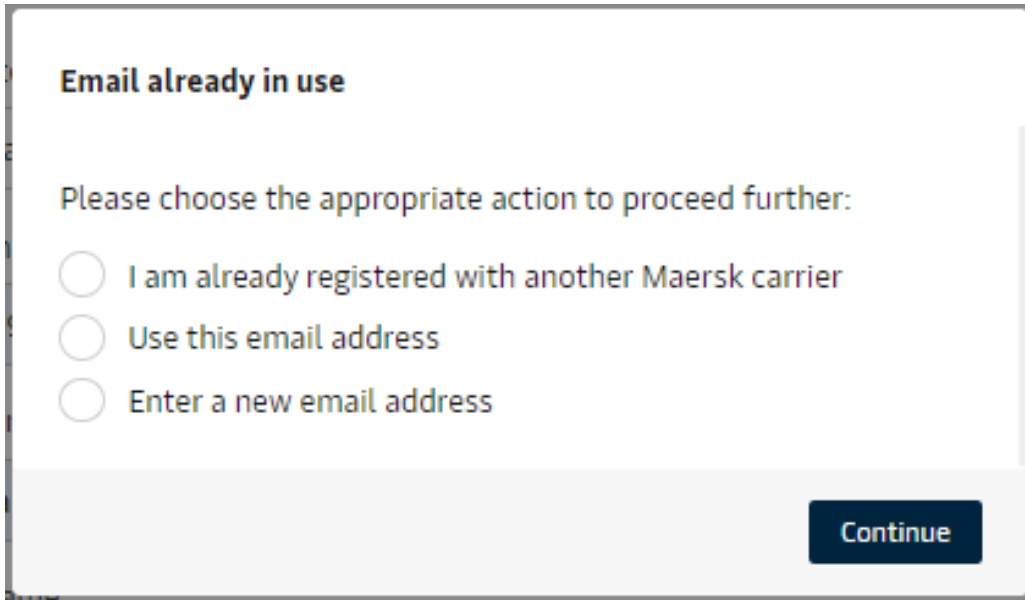
Without waiving any other rights and remedies, any breach or violation of the user terms is subject to legal prosecution.

Submit

## 4.如何验证您的邮箱

4.1) 如您之前已经有账号绑定了输入的邮箱，会弹出以下提示，

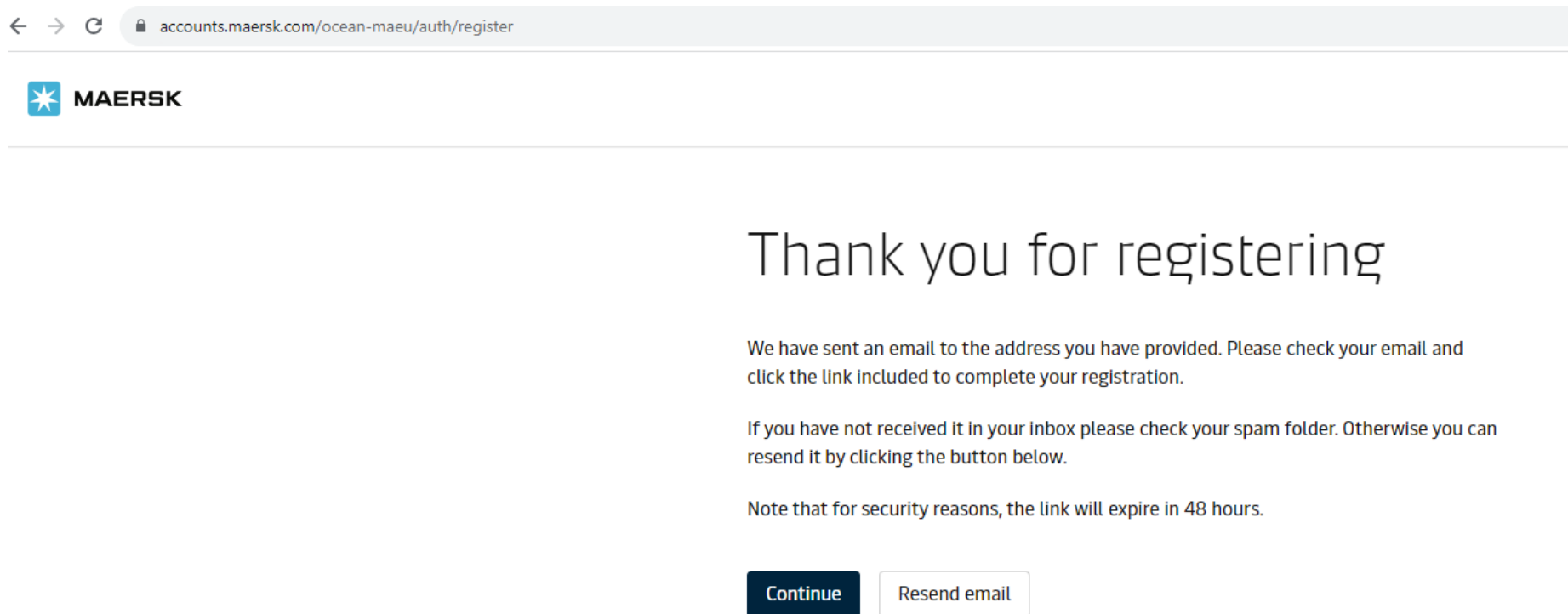
选择**I am already registered with another Maersk carrier**，然后选择Request Access直接登陆即可  
请根据需要选择，选择好后点击Continue。



The image shows a white dialog box with a dark border. At the top, it says "Email already in use". Below that, it asks the user to "Please choose the appropriate action to proceed further:". There are three radio button options: "I am already registered with another Maersk carrier", "Use this email address", and "Enter a new email address". At the bottom right, there is a dark blue button labeled "Continue".

## 4.2) 成功提交后会显示 **Thank you for registering.**

Tips:该封邮件有48小时时效，如您未在有效期进行验证，将无法在原邮件上面完成验证。请在此点击Resend email，并在最新收到的邮件上进行下一步。



The screenshot shows a web browser window with the address bar containing the URL `accounts.maersk.com/ocean-maeu/auth/register`. The Maersk logo is visible in the top left corner. The main content of the page is a confirmation message: "Thank you for registering". Below this, it states: "We have sent an email to the address you have provided. Please check your email and click the link included to complete your registration." It also provides instructions: "If you have not received it in your inbox please check your spam folder. Otherwise you can resend it by clicking the button below." A note mentions: "Note that for security reasons, the link will expire in 48 hours." At the bottom, there are two buttons: a dark blue "Continue" button and a white "Resend email" button with a grey border.

**4.3) 同时您会在1-2分钟内收到来自[registration@maersk.com](mailto:registration@maersk.com)的主题为“Validate your account with Maersk”的邮件。请您点击邮件里面的链接“Validate Email”验证您的邮箱信息。**

**From:** "registration" <registration@maersk.com>  
**Date:** Tue, Sep 5, 2023 11:16 AM  
**To:** "test@test.com"  
**Subject:** Validate your account with Maersk

Dear test202309,

**Welcome to Maersk!**

We have received your request to register as a user with the following information:

User name : test202309  
Email : test@test.com  
First name : Apple  
Surname : Test  
Country/Area : China  
Landline Number : Not Available  
Mobile Number : 86-12345678912

Before you can embark on your logistics journey, we need you to **validate your account using this link:**

[Validate Email](#)

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

<https://www.maersk.com/portaluser/register/confirm?&userId=test202309&code=EHpGwaLCClp4TF4V&orgName=maersk&dateSent=1693883769887>

Upon validation, we'll ask you to take the next step and **complete your account** by adding additional information about your company. You'll find the guidelines to do so here:

<https://www.maersk.com/support/faqs/how-to-register-online>

If you have any questions, feel free to reach out to [our team](#).

Thank you for registering - we're happy to have you onboard and look forward to serving your business and its global transportation needs.

Best Regards,

Maersk Customer Registration

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



4.4) 出现以下提示时，说明您已完成邮箱验证。  
如您在多次尝试后页面未正常跳转，请联系在线帮助。

# Email confirmation

Your email address has been verified successfully. You are now able to login.

Continue

5. 邮箱信息验证后，您需重新登录网站，登录后会看到下面这个界面，点击 **Complete my account** 完善您的公司信息即可完成您的注册申请。

## Ready to do business with Maersk?

For business of all sizes. Book, track and manage integrated logistics services with Maersk. Our services include:

- Ocean shipping
- Inland transportation
- Air freight
- Less-than-container load (LCL)
- Customs services
- Cargo and container protection
- Supply Chain Management (SCM)

To enjoy all our products and services please complete your account.

**Complete my account**

Complete later

5.1) 如您的公司已经与马士基有过直接合作，输入公司关键词进行查询。如有匹配信息，可以直接点击Select进行关联。

Let's find your home company

Country/Region  
China

Select an option to proceed

Tax reference New  Trading name

damco shanghai

Search

Alternatively, you can [manually enter your company details](#).

Company name	Tax type	Tax reference number	Address	
SHANGHAI INC. BEIJING BRANCH			803 LOFTEL 1, HU GUANG MIDDLE STREET, CHAOYANG DISTRICT, BEIJING, 100102, CN	Select
LOBAL LOGISTICS (SHANGHAI) CO., LTD. XIAMEN BRANCH	Trade register number		ABCDE UNIT, 20TH FLOOR, INTERNATIONAL BANK BUILDING, 8 LUJIANG ROAD, SIMING DISTRICT, FUJIAN, XIAMEN, 000000, CN	Select



## Confirm details

Verify below company details and provide your local Maersk office

Selected company & address for your organization

Legal Name: CHENGDU LH TOP TRADING CO LTD,  
City Name: CHENGDU,  
Region Name: SICHUAN,  
Region Code: SC,  
Postal Code: 600000,  
Phone: +8618782101230

Your local Maersk office

Country/Region

China

Office

Shanghai

Submit


Discard

Your local Maersk office:

这里选择您出运地所属国家以及办事处。  
如需从多地出运，请用相应办事处的账户来订舱。  
比如：您需订从上海和青岛出运的订舱，  
那么需要分别注册一个上海和青岛的帐户。

5.2) 如您的公司是第一次与马士基合作，或者没有搜索到适配信息，  
请选择[manually enter your company details](#)，在Country/Region 输入公司所在的国家创建一个新的公司信息。

## Let's find your home company

 No result found for your company. Please select manually enter company details link down below.

Country/Region

China

Select an option to proceed

Tax reference **New**  Trading name

cehgdu

**Search**

Alternatively, you can [manually enter your company details](#).

## Let's find your home company

Select your company's location

Country/Region

China

**Proceed**

Reset

### 5.3) 建议您填写真实完整的Trading Name(公司英文名),Street Name和Street No (街道名称及街道号码), 便于高级搜索。

#### Enter company details

Please share additional details for precise search

##### Company details

###### Trading Name

Enter english version of trading name

公司名最少录入3个字符, 最多能录入128个字符, 接受字母, 数字和标点符号, .,:;"\$%^&+~\*^/()[]。

###### Do you have the company website URL?

- Yes
- No

公司网站地址根据实际情况选择。

###### Please enter your company website URL

Enter your company url

##### Company address

###### City

Enter city name to which customer is registered

###### Apartment details (optional)

Enter your apartment, suite, floor details

###### City sub-area/City district (optional)

Enter your sub area/district

###### Street Name

Enter name of the street to which

公司地址最多只能录入36个字符, 可接受字母, 数字和标点符号 .,:;"\$%^&+~\*^/()[]。

###### Street Number (optional)

Enter house number of the building to which customer is regis

###### Postal Code

Enter country postal

大陆邮编号为6位纯数字

###### PO Box Number (optional)

Enter PO Box number of customer

###### Country/Region

China

###### Contact number

###### Prefix

86

###### Phone number

Enter phone number

###### Extension (Optional)

Enter phone extension

##### Tax details

###### Tax Type Code

Select the tax type code

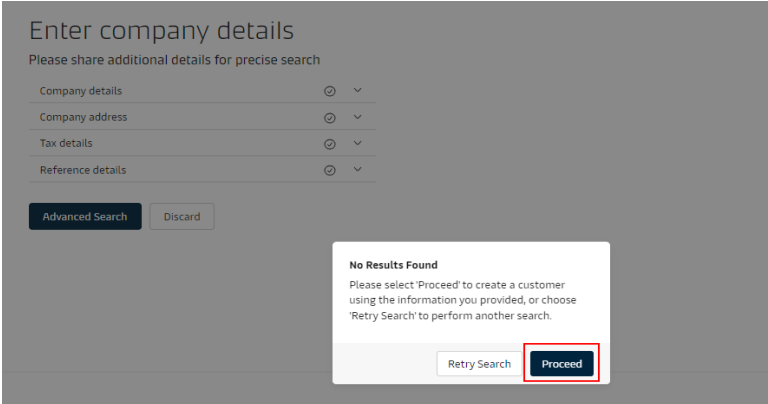
##### Reference details

+ Add reference details

Advanced Search

Discard

# 5.4) 深度搜索无结果后，此处可以点击Proceed进入创建一个新的公司信息，填写格式见5.4)



## Create Customer

Almost there, fill out the remaining fields to create a new customer

Company details ^

Trading name  
[Placeholder]

Legal name (optional)  
[Enter your company legal name]

Website URL (optional)  
[Enter your company url]

Company address ^

Apartment details (optional)  
[Enter your apartment, suite, floor details]

City  
[Taixing]

Street name (optional)  
[Enter your street name]

Street number (optional)  
[Enter your street number]

City sub-area/City district (optional)  
[Enter your sub area/district]

Postal code (optional)  
[610000]

PO box number (optional)  
[Enter PO Box number of customer]

Region name  
[Sichuan]

Country/Region  
[China]

Contact number

Prefix [86]	Phone number [15882437078]
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**Validate** Discard



## Confirm details

Verify below company details and provide your local Maersk office

**Company details:**

Trading Name: CHENGDU LH TOP TRADING CO LTD,  
Street name: tianfu street,  
Street number: 1,  
Postal Code: 610000,  
Country: CN

Your local Maersk office

Country/Region

China



Office

Shanghai



Submit

Discard

Your local Maersk office:

这里选择您出运地所属国家以及办事处。  
如需从多地出运，请用相应办事处的账户来订舱。  
比如：您需订从上海和青岛出运的订舱，  
那么需要分别注册一个上海和青岛的帐户。



## 6.注册提交成功后会收到如下提示

您需要提供审核材料发送到大中华区注册部门公邮[CGDGSCSCVREG@maersk.com](mailto:CGDGSCSCVREG@maersk.com) (邮件标题您的用户名),或在您收到注册部门邮件后48小时之内进行回复, 超时有可能会被关闭申请

需要提供的材料如下


中国大陆: 加盖公司鲜章的营业执照复印件。

中国香港: 加盖公司章, 并在有效期内的商业登记证。

中国台湾: 台湾统一编码。

<https://www.maersk.com/user/additional-details>

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## 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](#).

Your request is in progress and we would need additional proofs to validate your relation with respective company prior proceeding registrations.

Please send one of the below documents to [CGDGSCSCVREG@maersk.com](mailto:CGDGSCSCVREG@maersk.com), for China and Sealand Asia, or to [CENWWWVSVCREG@maersk.com](mailto:CENWWWVSVCREG@maersk.com), for the rest of the world.

- Approval letter from your organisation on proper Letter head of the company.
- Copy of company Identity card or Business card.
- Electricity bill having your organisation name and address.
- Business Licence or TAX certificate or Goods and Service Tax (GST) certificate of the company.

NOTE: Kindly mention your registered user id in the subject line of the mail while submitting the documents.

## 7.审核通过邮件/拒信邮件

### 7.1) 注册申请审核通过后您会收到以下邮件。

**在网站登陆界面输入您的用户名和密码即可使用网站。**

**From:** "registration" <registration@maersk.com>

**Date:** Tue, Sep 5, 2023 13:54 PM

**To:** "test@test.com" ;

**Subject:** Welcome to Maersk!

Dear test202309,

Thank you for completing your account!

You're now all set to kickstart your logistics journey for example with [Maersk Spot](#) for a simple and seamless way to transport your goods with ocean and inland, all in one booking.

If you need any assistance in finding a price, tracking cargo, and the like, our [website guide](#) also offers easy step-by-step guidance to help you manage your shipments online.

And while we're at it, why not make your logistics journey as insightful as possible?

[Sign up here](#) to receive news and insights for the industries of your interest to better navigate the complexities of supply chains, understand industry trends, and shape your business strategy going forward.

Also, if you have any questions, feel free to reach out to [our team](#).

Welcome to Maersk!

Best Regards,

Maersk Customer Registration

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

## 7.2) 注册申请审核未通过时您会收到以下邮件。

请根据提示重新提交您的注册申请。

---Original---

**From:** "registration"<registration@maersk.com>

**Date:** Tue, Feb 21, 2023 10:56 AM

**To:** "test@test.com"

**Subject:** Your user upgrade request has been rejected

Dear lunaliu2024,

Your Maersk account upgrade request has been rejected.

The reason for reject is

Dear Customer, We hereby rejected your registration because we haven't received your feedback within 48 hours. If you need to an account, please submit a new registration and reply us in timely . Thank you for your cooperation.

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.