



# WEBGUIDE

MAERSK WEB FUNCTIONS



MAERSK

WEBSITE

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



**MY FINANCE**

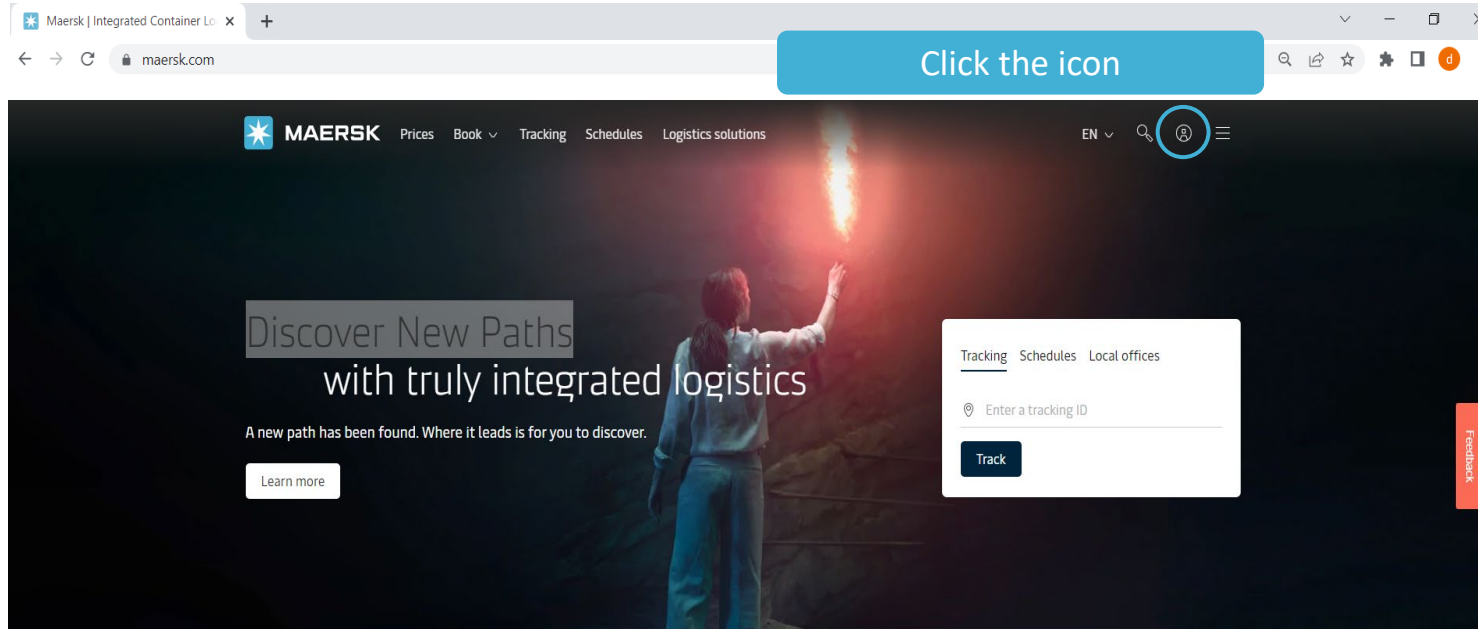
# My finance – Invoicing

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01

## STEP 1

Go to the Website [www.maersk.com](http://www.maersk.com) and login your account



### Logistics Solutions

From the farm to your refrigerator, or the factory to your wardrobe, A.P. Moller - Maersk is developing solutions that meet customer needs from one end of the supply chain to the other.

## Login

Remember my username

Log in

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

Click **Manage** then **MyFinance**

The screenshot shows the Maersk Hub dashboard. The top navigation bar includes the Maersk logo, 'Prices', 'Book', 'Tracking', 'Schedules', 'Logistics solutions', and a 'Manage' dropdown menu. The 'Manage' menu is open, showing options: Hub, Export overview, Import overview, Tasks, MyCustoms, MyFinance (highlighted), Captain Peter™, Payer standing instructions, Order secure paper, Case management, and Maersk Flow. The main content area features a 'Welcome to your Hub' message, a 'Warehousing & Distribution' banner, and several data cards: 'Outstanding' (0), 'Import Demurrage & Detention' (input field), 'Delivery Order' (input field), and 'ETA Changes' (table). A left sidebar contains navigation links: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter™, and Support.

MAERSK Prices Book Tracking Schedules Logistics solutions Manage EN

Hub dashboard

Export overview

Import overview

Tasks

MyCustoms

MyFinance

Allocations

Captain Peter™

Support

Welcome to your Hub

Warehousing & Distribution

Whatever your warehousing needs are, we have a solution to fit, no matter what corner of the globe.

Contact us

Outstanding

For vessel dep: 0

Submit shipping instructions

Import Demurrage & Detention

Enter a bill of lading number to view detention and demurrage details

View details

Delivery Order

Enter a Bill of Lading number to request the delivery order

Request

ETA Changes

Changes in the last		ETA changed by	
24 hrs	0	1-3 days	0
1-3 days	0	3-7 days	0
3-7 days	0	Over 7 days	0

View all shipments

View all ETA changes

MAERSK

STEP 3

Input the BL number (9 digits) then press **Enter**

# MyFinance

I'm a customer  I'm an agent

Search options

**Dashboard** Open Overdue Paid Disputed Credits E-statement See more

## Welcome back, ABCCOMPANY

### Outstanding invoices

0	Overdue invoices	<a href="#">View</a>
0	Due today	<a href="#">View</a>
1	Due this week	<a href="#">View</a>
1	Due this month	<a href="#">View</a>

### Ageing overview

■ Invoices are overdue ■ Credits ■ Disputes ■ Not due

\* Mouse over column for more details

USD

Days overdue	Amount (USD)	Category
<0	~20	Not due
8-30	720	Credits
31-60	360	Credits
61-90	~60	Credits
181-365	360	Credits

Days overdue

**STEP 4**

# Select the invoice to view details

## Search results for 'B/L number'

XXX XXX XXX

1 Open (1)
2 Paid (3)
3 Credits (1)

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OPEN INVOICES SORT BY: Invoice Date (latest) ▾

<input checked="" type="checkbox"/>	4 Invoice number	Bill of lading no.	Customer reference	5 Due date	6 Open amount	Status
<input checked="" type="checkbox"/>	C23TML- 55***** Export	XXX XXX XXX	55*****	24 MAR 2023 Inv. date 22 MAR 2023	<b>VND 1,148,496</b> Inv. amount VND 1,148,496	Payable online ▾

- 1. Open: Invoice have not paid
- 2. Paid: Invoice paid
- 3. Credits: Overpayment
- 4. Invoice number: Invoice number
- 5. Due date: Due date of the invoice
- 6. Open amount: Invoice amount

STEP 5

Select **Download** and click **Invoice**




<input checked="" type="checkbox"/>	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input checked="" type="checkbox"/>	C23TML- 55***** Export <b>Business area code</b> VN00 <b>Business area description</b> Vietnam	XXX XXX XXX	55*****	24 MAR 2023 Inv. date 22 MAR 2023	<b>VND 1,148,496</b> Inv. amount VND 1,148,496	Payable online ^

1 Invoice selected    **Total: VND 1,148,496**

E-invoice file

Invoice

Download



# Myfinance – Dispute

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02

STEP 1

Follow the steps to view invoice then click **Dispute**

Open (1)

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OPEN INVOICES SORT BY: Invoice Date (latest) ▾

<input checked="" type="checkbox"/>	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input checked="" type="checkbox"/>	C23TML- 55***** Import	XXX XXX XXX	55*****	09 APR 2023 Inv. date 23 MAR 2023	<b>VND 48,263,158</b> Inv. amount VND 48,263,158	Payable online ▾

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1 Invoice selected **Total: VND 48,263,158**

Dispute

**STEP 2**

# Select the **Dispute reason** for the invoices

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
<b>55*****</b> IMPORT	XXX XXX XXX	<b>23 Mar 2023</b> Due date 09 Apr 2023	<b>VND 48,263,158</b> Inv.amount VND 48,263,158	Due	Select a reason  Select a reason Incorrect Rates Already Paid Incorrect Payer Missing Information

- **Incorrect Rates:** Wrong rate on invoice
- **Already Paid:** Invoice has been paid
- **Incorrect Payer:** Wrong payer information
- **Missing Information:** Lacking information on invoice

**STEP 3****Incorrect Rates:** Select the **Dispute category** for the invoices**Invoice breakup**

Select any charge you wish to include in the dispute

<input type="checkbox"/> <b>Charge name</b>	<b>Dispute category</b>	<b>Current amount</b> ⓘ	<b>Expected amount</b> ⓘ
<input checked="" type="checkbox"/> Container Protect Essential (CP1)	<div style="border: 1px solid #ccc; padding: 2px;">Select category <span style="float: right;">▼</span></div>	VND	<input type="text" value="VND"/>
<input type="checkbox"/> Documentation fee - Destination (DDF)	<div style="border: 1px solid #ccc; padding: 2px;">Select category <b>Contractual rate not applied</b> Container rolled by carrier Agreed free time not applied Charged due to delay by carrier Others</div>	VND	<input type="text" value="VND"/>
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)		VND	<input type="text" value="VND"/>

**STEP 3****Already Paid:** Select the **Dispute category** for the invoices**Invoice breakup**

Select any charge you wish to include in the dispute

<input type="checkbox"/> <b>Charge name</b>	<b>Dispute category</b>	<b>Current amount</b> ⓘ	<b>Expected amount</b> ⓘ
<input checked="" type="checkbox"/> Container Protect Essential (CP1)	<input type="text" value="Select category"/>	VND	<input type="text" value="VND"/>
<input type="checkbox"/> Documentation fee - Destination (DDF)	<input type="text" value="Select category"/> Duplicate invoice Payment made to Maersk Payment made to terminal Others	VND	<input type="text" value="VND"/>
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)	<input type="text" value="Select category"/>	VND	<input type="text" value="VND"/>

**STEP 3****Missing Information:** Select the **Dispute category** for the invoices**Invoice breakup**

Select any charge you wish to include in the dispute

<input type="checkbox"/> <b>Charge name</b>	<b>Dispute category</b>	<b>Current amount</b> ⓘ	<b>Expected amount</b> ⓘ
<input checked="" type="checkbox"/> Container Protect Essential (CP1)	<input type="text" value="Select category"/>	VND	<input type="text" value="VND"/>
<input type="checkbox"/> Documentation fee - Destination (DDF)	<input type="text" value="Select category"/> Time of Departure/Arrival Place of Receipt/Destination Reference number missing Container number missing Share more invoice details Others	VND	<input type="text" value="VND"/>
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)		VND	<input type="text" value="VND"/>

**Incorrect Payer:** Click on [Redirect to shipment binder](#) to amend the payer. Click [here](#) for the guide

### Incorrect Payer

You can request amendment of payer party through the shipment binder:>

1. Click on **Redirect to shipment binder**
2. Click on **Edit payment details\***
3. Amend your details and **Submit**

Once your request has been processed, this invoice will be cancelled and a new invoice will be generated based on the amendment.

\*Modifying the payer or payment terms after submitting the shipping instructions could lead to additional administrative charges. Please let us know under 'Request Change Details' if these charges should not be applied.

Cancel

**Redirect to shipment binder**

**STEP 4**Fill in the needed information then click **Continue**

Describe dispute reason (preferably in English)


Please advise what the rate should be per charge type and the service contract number.

0 / 4000

Describe the reasons for invoice dispute

Attach supporting documents (Optional)

File size limit &amp; upload size limit is 2MB. File types supported: pdf, txt, png, jpeg, jpg, doc, docx, zip, gif, xls, ppt, xlsx, eml &amp; msg

Upload 

Attaches the needed documents for the dispute

Contact information

Name

Nguyen Van A

Email

NguyenA@gmail.com

Alternative email (optional)

Enter alternative email

Contact number

+84 9xx xxx xxx

Cancel

Continue



# Third Party Invoice Search and Payment

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03

STEP 1

Click on the dropdown for tab **See More**. Go to **3<sup>rd</sup> party invoice search**

The screenshot shows the MyFinance dashboard interface. At the top, there are radio buttons for 'I'm a customer' (selected) and 'I'm an agent'. Below this is a search bar with a dropdown menu labeled 'Search options' and a search input field containing the text 'Search by B/L, Invoice, Payment receipt no. or Dispute ID'. A navigation bar contains several tabs: 'Dashboard', 'Open', 'Overdue', 'Paid', 'Disputed', 'Credits', 'E-statement', and 'See more'. The 'See more' tab is active, and a dropdown menu is open, showing two options: '3rd Party invoice search' (highlighted with a blue border) and 'Customized SOA'. Below the navigation bar, the dashboard content includes a welcome message 'Welcome back, ABCCOMPANY', a section for 'Outstanding invoices' with four categories (Overdue invoices, Due today, Due this week, Due this month) each with a 'View' button, and an 'Ageing overview' bar chart. The bar chart shows the distribution of invoices by days overdue, with a legend for 'Invoices are overdue' (red), 'Credits' (black), 'Disputes' (grey), and 'Not due' (blue). The y-axis represents USD values from 0 to 31.1K, and the x-axis represents days overdue from <0 to 365+.

Category	View
Overdue invoices	View
Due today	View
Due this week	View
Due this month	View

Days overdue	Value (USD)
<0	31.1K
0-7	0
8-30	~2.5K
31-60	0
61-90	0
91-180	~0.5K
181-365	~0.5K
365+	0

Select **Redirect** for accessing this feature using old MyFinance website

**Below features are under construction**

Please click redirect button to navigate to old MyFinance portal to access features listed below, or click stay here button to stay on new

- 3rd Party invoice search
- Customized SOA

Stay here

Redirect

STEP 3

Click on **Search** button from the Tool Bar. Click on the option **I'm an agent**

The screenshot displays the Maersk MyFinance portal. At the top left is the Maersk logo and navigation links: Prices, Book, Tracking, Schedules, Logistic Solutions, and Manage. On the top right, there are links for EN, a search icon, a user profile icon, and a menu icon. The main heading is "MyFinance". Below this is a horizontal menu with buttons for Search, Open Invoices, ePayment, Credits, Paid Invoices, Dispute Cases, eStatement, Refunds, and Profile. The "Search" button is highlighted with a blue border. Below the menu is a search bar with the text "Search for Your Documents" and a dropdown menu showing "Denmark" and "Maersk A/S:MAERSK LINE WEB". At the bottom, there are two radio button options: "I'm a Customer" and "I'm an Agent". The "I'm an Agent" option is selected and highlighted with a blue border.

STEP 4

Enter **Bill of Lading number**, or an **Invoice number**.  
Click **Search** button to search for an invoice.

The screenshot shows the Maersk MyFinance portal. At the top, there is a navigation bar with the Maersk logo and links for Prices, Book, Tracking, Schedules, Logistic Solutions, and Manage. On the right, there are options for language (EN), search, user profile, and a menu icon. Below the navigation bar, the page title "MyFinance" is displayed. A horizontal menu contains tabs for Search, Open Invoices, ePayment, Credits, Paid Invoices, Dispute Cases, eStatement, Refunds, and Profile. The "Search" tab is active. Below the tabs, there is a section for "Search for Your Documents" with a location dropdown set to "Denmark" and the text "Maersk A/S:MAERSK LINE WEB". Two radio buttons are present: "I'm a Customer" (unselected) and "I'm an Agent" (selected). There are two input fields: "Bill of Lading No." with the value "910172517" and "Invoice No." with a dropdown menu set to "2021". Each input field has an "Add New" button below it. A "Search" button is located at the bottom of the search section.

