



MAERSK



Quick reference guide Paid to Release

 MAERSK

OVERVIEW:

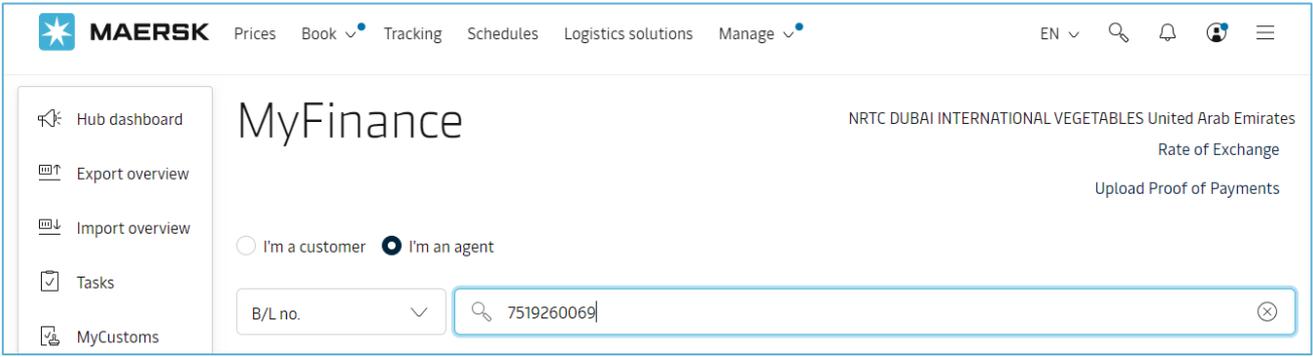
Paid to Release (P2R) solution aims at allowing customers to submit payment remittance details (Payment Proof) against payments made online via MyFinance Portal. The intention is to have a common and standard platform for all customers to navigate and submit relevant details for payments. It is an easy-to-use and user-friendly tool that streamlines the payment application process. You will be able to submit hassle-free payment proofs on our website with this feature. This innovative solution will help you save time and effort by streamlining payment remittances, ensuring transparency, and facilitating faster and more secure transactions. To explore the new P2R functionality, you should login to the [MyFinance](#) platform. Please find below the instructions on how to login to MyFinance and navigate it. You can request for access already now, and its functionality will start on 7 November 2023.

CUSTOMER / AGENTS OR FREIGHT FORWARDERS ACTIONS:

1. Pay invoices as per regular mode of payments – Electronic fund transfer, Bank Deposit, Cheque etc.
2. Login to [MyFinance](#) portal –
 - Go to www.maersk.com and click on “**Account**”.
(**First-time user?** Please go to [Register now](#) to generate the ID and password).
 - Enter your credentials (username and password).
 - Click on “**Manage**” and Select “**MyFinance**”.
3. Check the available options –
 - “**I’m a customer**” Option – Consignees will be able to submit payment remittances for their own invoices
 - “**I’m an agent**” Option – This option enables Freight Forwarders / Agents to submit payment remittances (Payment Proof) on behalf of consignees

Steps:

- a. Search for invoices / BL’s using the Search option on **MyFinance** -



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EN

Hub dashboard
Export overview
Import overview
Tasks
MyCustoms

MyFinance

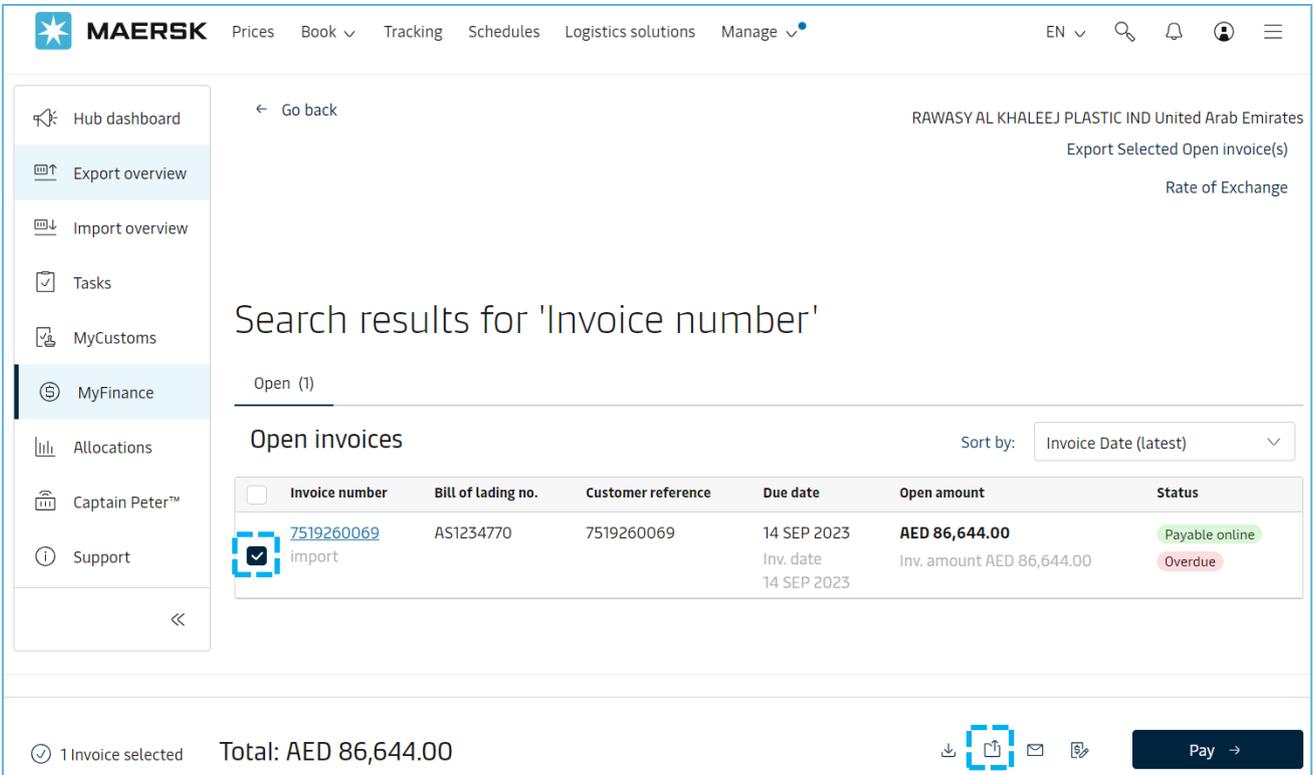
NRTC DUBAI INTERNATIONAL VEGETABLES United Arab Emirates
Rate of Exchange
Upload Proof of Payments

I'm a customer I'm an agent

B/L no.

b. Select invoices for which payment is done –

Click on the option -  **"Upload Proof of Payments"**



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN

Hub dashboard
Export overview
Import overview
Tasks
MyCustoms
MyFinance
Allocations
Captain Peter™
Support

Go back

RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates
Export Selected Open invoice(s)
Rate of Exchange

Search results for 'Invoice number'

Open (1)

Open invoices

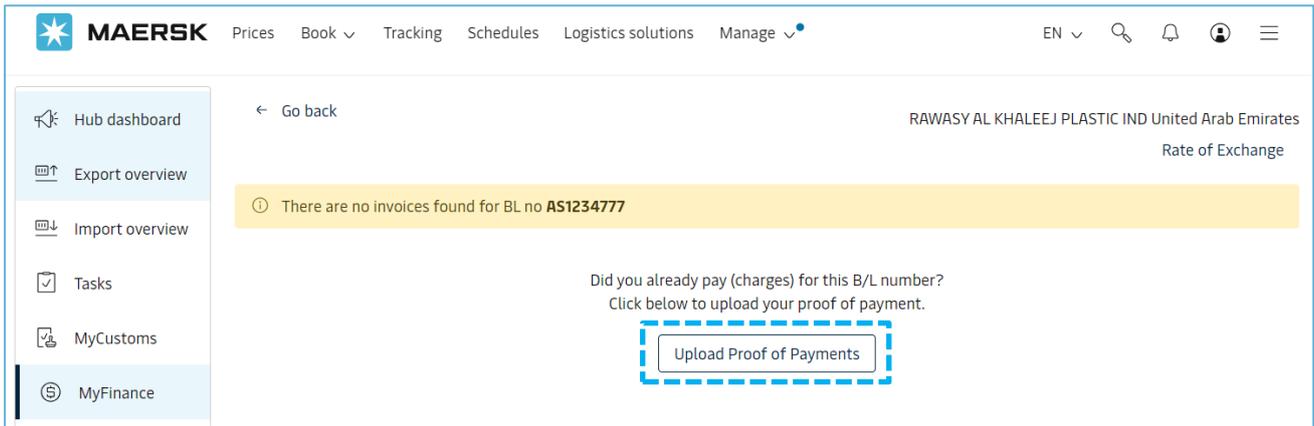
Sort by: Invoice Date (latest)

<input type="checkbox"/>	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input checked="" type="checkbox"/>	7519260069 import	AS1234770	7519260069	14 SEP 2023 Inv. date 14 SEP 2023	AED 86,644.00 Inv. amount AED 86,644.00	Payable online Overdue

1 Invoice selected Total: AED 86,644.00

    [Pay →](#)

If invoices you have paid are not available in the search in the below screen, you may still submit payment remittances by selecting the **"Upload Proof of Payments"** button providing the BL number.



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EN Search Bell Profile Menu

Hub dashboard Go back RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates
Rate of Exchange

Export overview

Import overview

Tasks

MyCustoms

MyFinance

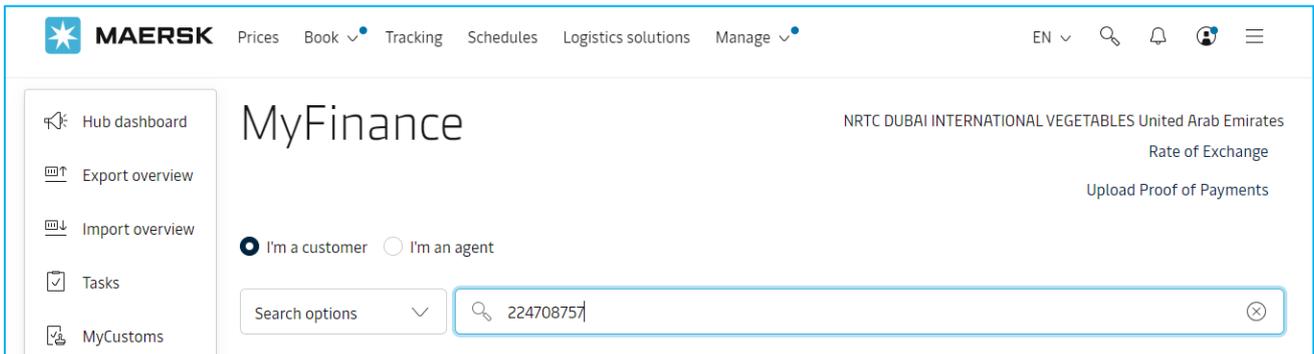
There are no invoices found for BL no AS1234777

Did you already pay (charges) for this B/L number?
Click below to upload your proof of payment.

Upload Proof of Payments

- As a consignee you can select the invoices using the **"Search option"** or go to the **"Open"** invoice page and click on **Upload Proof of Payments** button

Option 1- **"Search Option"** on **MyFinance** – Consignees will be able to submit payment remittances for open invoices



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search Bell Profile Menu

Hub dashboard MyFinance NRTC DUBAI INTERNATIONAL VEGETABLES United Arab Emirates
Rate of Exchange
Upload Proof of Payments

Export overview

Import overview

Tasks

MyCustoms

I'm a customer I'm an agent

Search options Search 224708757

Select the invoice and click on  **"Upload Proof of Payments"**


MAERSK
Prices
Book ▼
Tracking
Schedules
Logistics solutions
Manage ▼

EN ▼
🔍
🔔
🌐
☰

- 🏠 Hub dashboard
- 📄 Export overview
- 📄 Import overview
- ☑ Tasks
- 🏢 MyCustoms
- 💰 MyFinance
- 📊 Allocations
- 👤 Captain Peter™
- 📞 Support

WORLD ZONE SHIPPING SERVICES LLC United Arab Emirates
 Export Selected Open invoice(s)
 Rate of Exchange

Open invoices

	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input checked="" type="checkbox"/>	7500853184 import	224708757	7500853184	10 MAR 2023 <small>Inv. date 18 FEB 2023</small>	AED 1,455.00 <small>Inv. amount AED 1,455.00</small>	Payable online Overdue

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[Container tracking](#)
[Supply Chain and Logistics](#)

👍 1 Invoice selected
Total: AED 1,455.00

📄
📧
📄
Pay →

Option 2 – Click on **Open** invoice tab to select invoice(s) and submit payment remittances


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Prices
Book ▼
Tracking
Schedules
Logistics solutions
Manage ▼

EN ▼

- Hub dashboard
- Export overview
- Import overview
- Tasks
- MyCustoms
- MyFinance
- Allocations
- Captain Peter™
- Support

MyFinance

WORLD ZONE SHIPPING SERVICES LLC United Arab Emirates
Export Selected Open invoice(s)
Rate of Exchange

I'm a customer I'm an agent

Search options ▼
 Search by B/L, Invoice, Payment receipt no. or Dispute ID

Dashboard
Open (94)
Overdue
Paid
Disputed
Credits & Refunds
E-statement

Open invoices

Sort by:

Invoice Date (latest) ▼

Filter

	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input checked="" type="checkbox"/>	7500853194 export	225028866	7500853194	06 MAR 2023 <small>Inv. date 18 FEB 2023</small>	AED 14,547.74 <small>Inv. amount AED 14,547.74</small>	Payable online Overdue
<input checked="" type="checkbox"/>	7500855448 export	225020700	7500855448	06 MAR 2023 <small>Inv. date 18 FEB 2023</small>	AED 8,289.60 <small>Inv. amount AED 8,289.60</small>	Payable online Overdue
<input type="checkbox"/>	7500856052 export	225065133	7500856052	06 MAR 2023 <small>Inv. date 18 FEB 2023</small>	AED 255.00 <small>Inv. amount AED 255.00</small>	Payable online Overdue
<input type="checkbox"/>	7500856058	225065238	7500856058	06 MAR 2023	AED 85.00	Payable online

2 Invoice selected
Total: AED 22,837.34

Pay →

5. How to Explore and Process the multiple Payment remittance Scenarios (Exact match, Overpayment, Short Payment)?

- **Exact Match** – Invoice Open amount is equal to Payment amount
 - Update the remaining details for payment remittance such as **Payment Method, Reference Number, Email address, and comments** if any
 - **Upload Proof of Payment** and **Submit** the remittance advice

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EN Search Notifications Profile Menu

RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates
Rate of Exchange

← Back

Your Selected Invoices

Payment method: Bank transfer
Cheque or bank reference number: TEST12345678900
Currency: AED

B/L no.	Invoice number	Open amount	Paid amount
AS1234987	7519260065	AED 266.00	AED 266.00
Total		AED 266.00	AED 266.00

+ Bill of Lading ⓘ

Upload Proof of Payments
pdf, png, jpeg, jpg, bmp & tiff formats are the file types supported for the upload. Each file should be less than 5MB. Please do not add password protected files.

Upload Proof of Payments

- **Overpayment** – If paid amount is more than open invoice amount
 - Need to change the amount in **"Paid Amount"** field as per payment Proof
 - Update the remaining details for payment remittance such as **Payment Method, Reference Number, Email address, and comments** if any
 - **Upload Proof of Payment** and **Submit** the remittance advice

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EN Search Notifications Profile Menu

RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates
Rate of Exchange

← Back

Your Selected Invoices

Payment method: Bank transfer
Cheque or bank reference number: TEST12345678900
Currency: AED

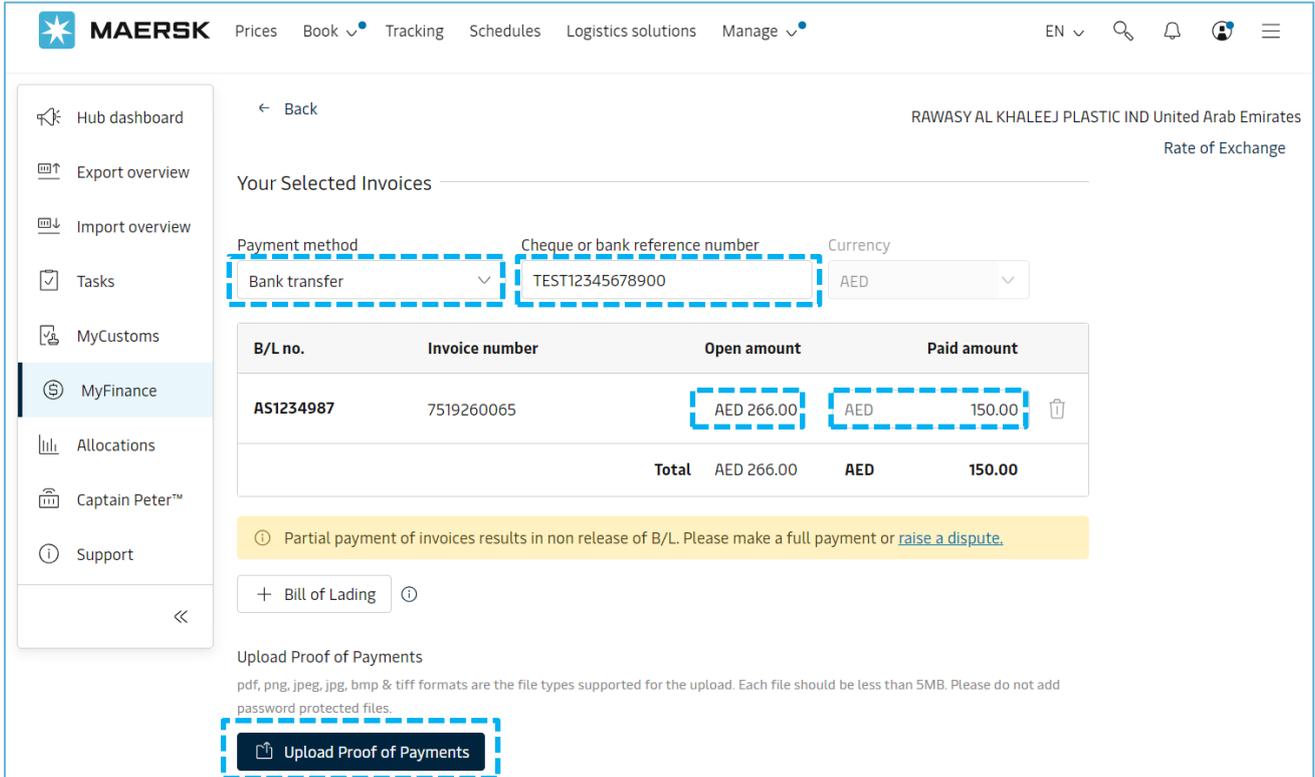
B/L no.	Invoice number	Open amount	Paid amount
AS1234987	7519260065	AED 266.00	AED 1,000.00
Total		AED 266.00	AED 1,000.00

+ Bill of Lading ⓘ

Upload Proof of Payments
pdf, png, jpeg, jpg, bmp & tiff formats are the file types supported for the upload. Each file should be less than 5MB. Please do not add password protected files.

Upload Proof of Payments

- **Short Payment** – If Paid amount is lower than open invoice amount
 - Need to change the amount in **“Paid Amount”** field as per payment Proof
 - Update the remaining details for payment remittance such as **Payment Method, Reference Number, Email address, and comments** if any
 - **Upload Proof of Payment** and **Submit** the remittance advice



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search Bell Profile Menu

Hub dashboard Export overview Import overview Tasks MyCustoms **MyFinance** Allocations Captain Peter™ Support

← Back RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates Rate of Exchange

Your Selected Invoices

Payment method: Bank transfer Cheque or bank reference number: TEST12345678900 Currency: AED

B/L no.	Invoice number	Open amount	Paid amount
AS1234987	7519260065	AED 266.00	AED 150.00
Total		AED 266.00	AED 150.00

Partial payment of invoices results in non release of B/L. Please make a full payment or [raise a dispute](#).

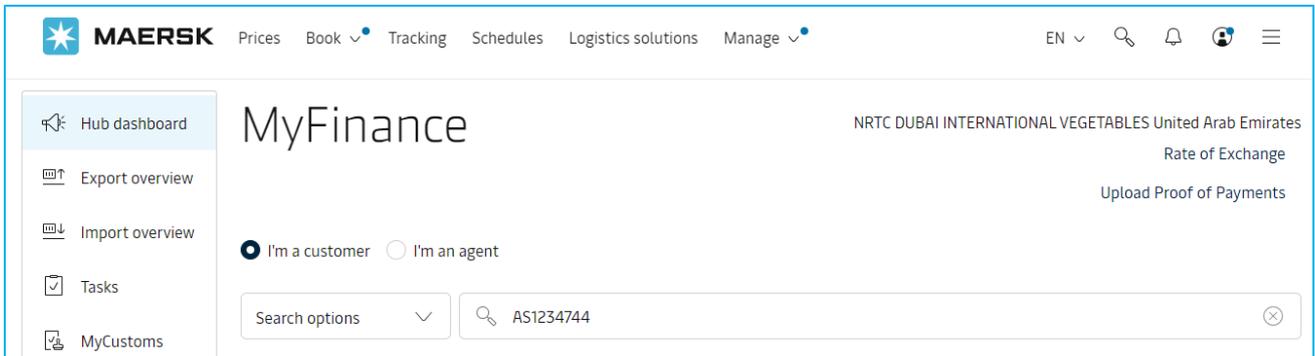
+ Bill of Lading ⓘ

Upload Proof of Payments
pdf, png, jpeg, jpg, bmp & tiff formats are the file types supported for the upload. Each file should be less than 5MB. Please do not add password protected files.

Upload Proof of Payments

6. How do I submit the remittance if **invoice is not available** in open invoice tab?
(Payment Scenarios without selectin an invoice - **Advance Payment, Invoice not available, Container Deposit**)

- Go to “Search options” on **MyFinance**
- Enter the BL number and hit enter button



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EN Search Bell Profile Menu

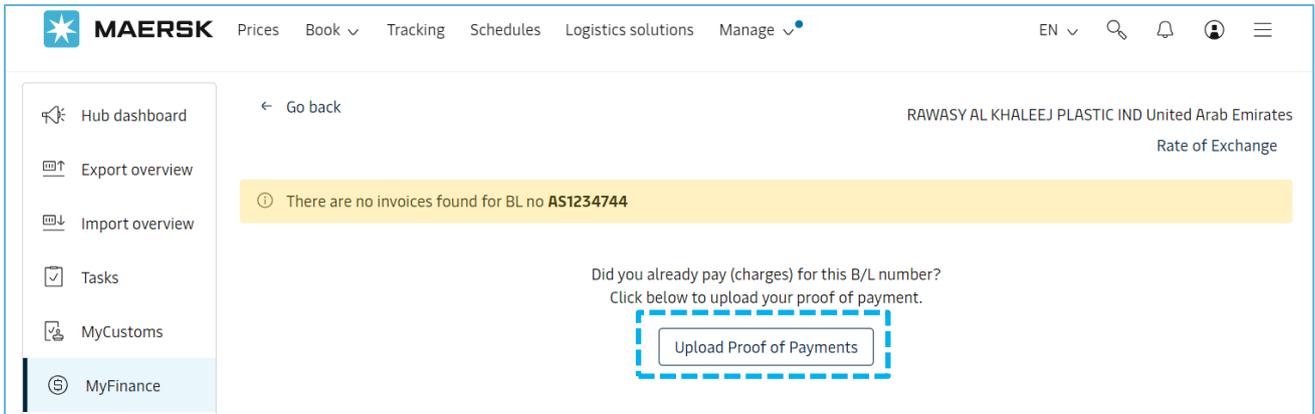
Hub dashboard Export overview Import overview Tasks MyCustoms **MyFinance**

NRTC DUBAI INTERNATIONAL VEGETABLES United Arab Emirates Rate of Exchange Upload Proof of Payments

I'm a customer I'm an agent

Search options AS1234744

- Click on **“Upload Proof of Payment”** button



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EN Search Notifications Profile Menu

Hub dashboard Go back RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates Rate of Exchange

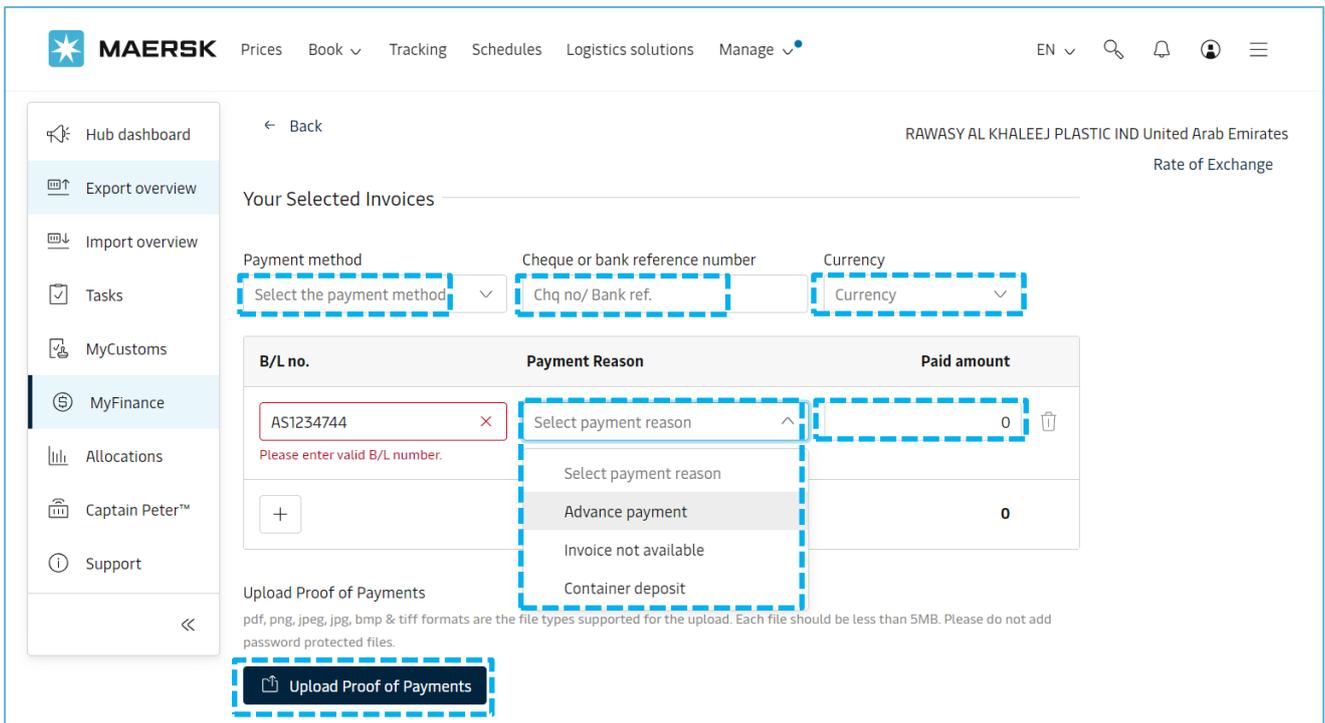
Export overview Import overview Tasks MyCustoms MyFinance

There are no invoices found for BL no **AS1234744**

Did you already pay (charges) for this B/L number?
Click below to upload your proof of payment.

Upload Proof of Payments

- Update the details for payment remittance and such as **Payment Method, Reference Number, and Currency**.
- Select correct option (**Correct Invoice not available, Advance Payment, Container Deposit**)
- Enter **“Paid Amount”, Email address, and comments** if any
- **Upload Proof of Payment** and Click on **Submit**



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search Notifications Profile Menu

Hub dashboard Back RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates Rate of Exchange

Export overview Import overview Tasks MyCustoms MyFinance Allocations Captain Peter™ Support

Your Selected Invoices

Payment method: Select the payment method

Cheque or bank reference number: Chq no/ Bank ref.

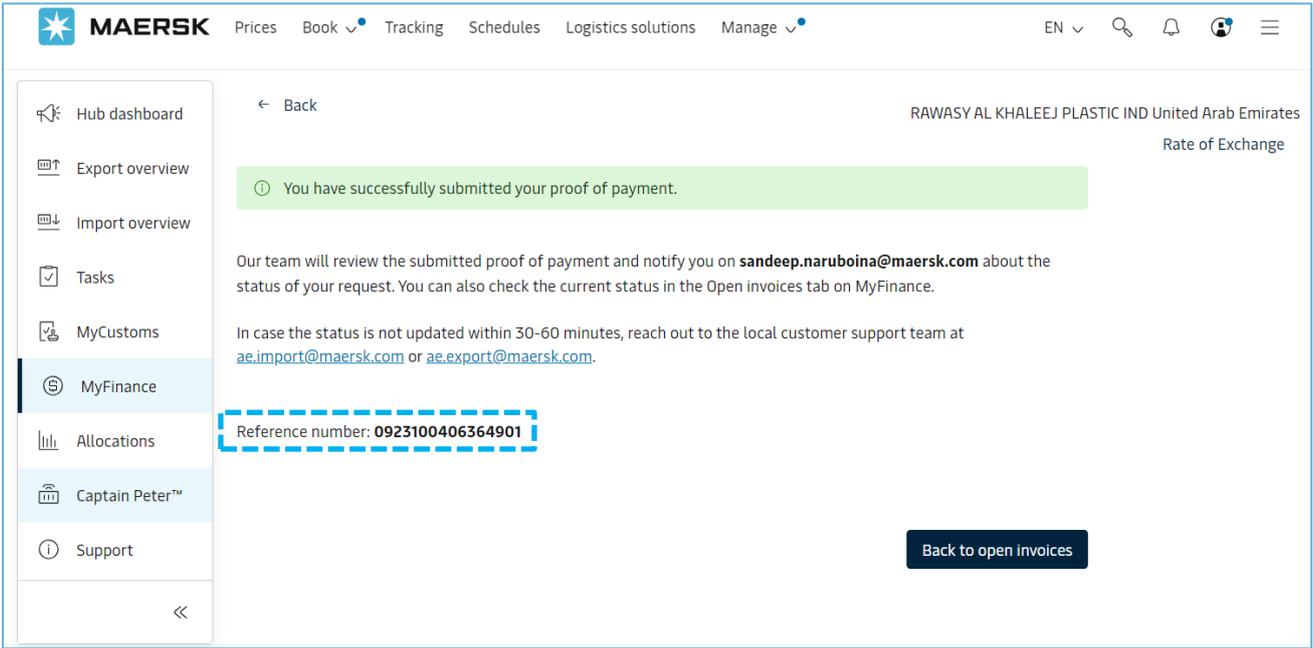
Currency: Currency

B/L no.	Payment Reason	Paid amount
AS1234744 <small>Please enter valid B/L number.</small>	Select payment reason	0
	Select payment reason	
	Advance payment	0
	Invoice not available	
	Container deposit	

Upload Proof of Payments
pdf, png, jpeg, jpg, bmp & tiff formats are the file types supported for the upload. Each file should be less than 5MB. Please do not add password protected files.

Upload Proof of Payments

7. Submit the remittance – Remittance will get submit and reference (Remittance advice) number will get generated



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EN Search Bell Profile Menu

Hub dashboard Export overview Import overview Tasks MyCustoms **MyFinance** Allocations Captain Peter™ Support

← Back RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates Rate of Exchange

You have successfully submitted your proof of payment.

Our team will review the submitted proof of payment and notify you on sandeep.naruboina@maersk.com about the status of your request. You can also check the current status in the Open invoices tab on MyFinance.

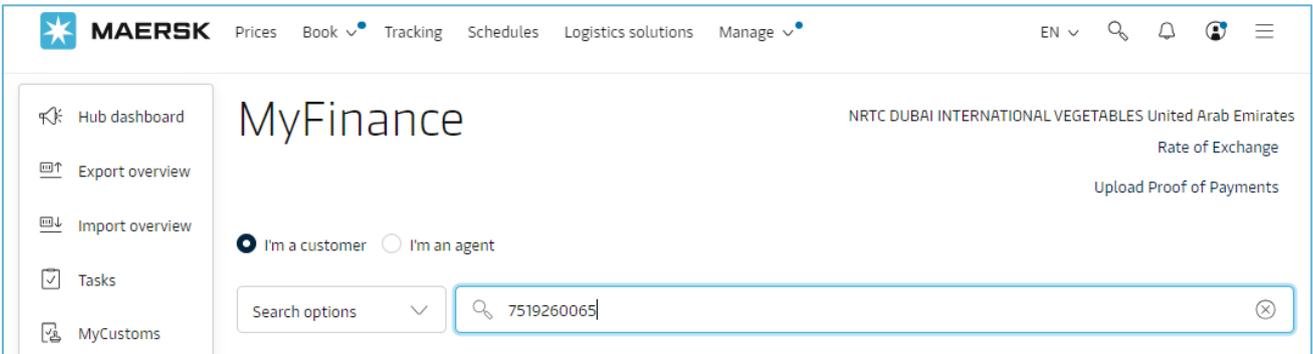
In case the status is not updated within 30-60 minutes, reach out to the local customer support team at ae.import@maersk.com or ae.export@maersk.com.

Reference number: **0923100406364901**

[Back to open invoices](#)

8. Track status for submitted remittances

- Go to **"Search options"** on **MyFinance** and
- Enter the invoice/ BL number and hit enter button



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EN Search Bell Profile Menu

Hub dashboard Export overview Import overview Tasks MyCustoms

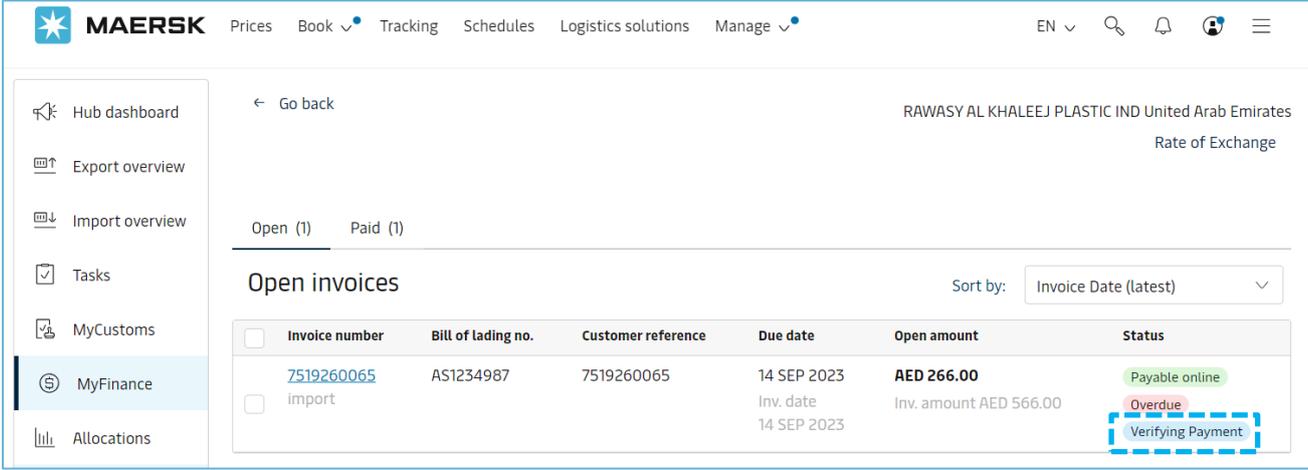
MyFinance

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I'm a customer I'm an agent

Search options

- Remittance status will be shown as **"Verifying Payment"** if remittance is not yet approved



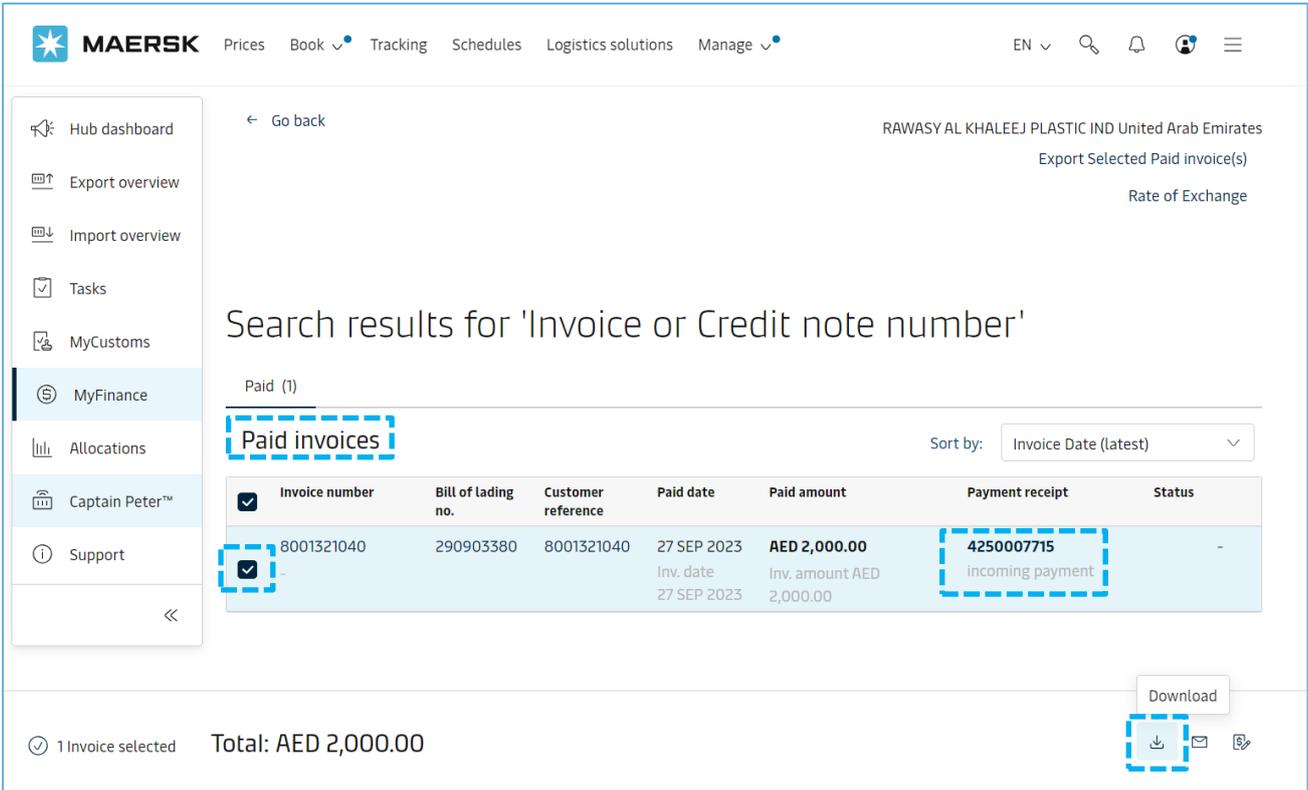
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Rate of Exchange

Open (1) Paid (1)

Open invoices Sort by: Invoice Date (latest)

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input type="checkbox"/> 7519260065 import	AS1234987	7519260065	14 SEP 2023 Inv. date 14 SEP 2023	AED 266.00 Inv. amount AED 566.00	Payable online Overdue Verifying Payment

- If remittance is approved, the invoice will move under **"Paid"** tab and
- Payment receipt will be available, customer can download the receipts anytime



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Export Selected Paid invoice(s)
Rate of Exchange

Search results for 'Invoice or Credit note number'

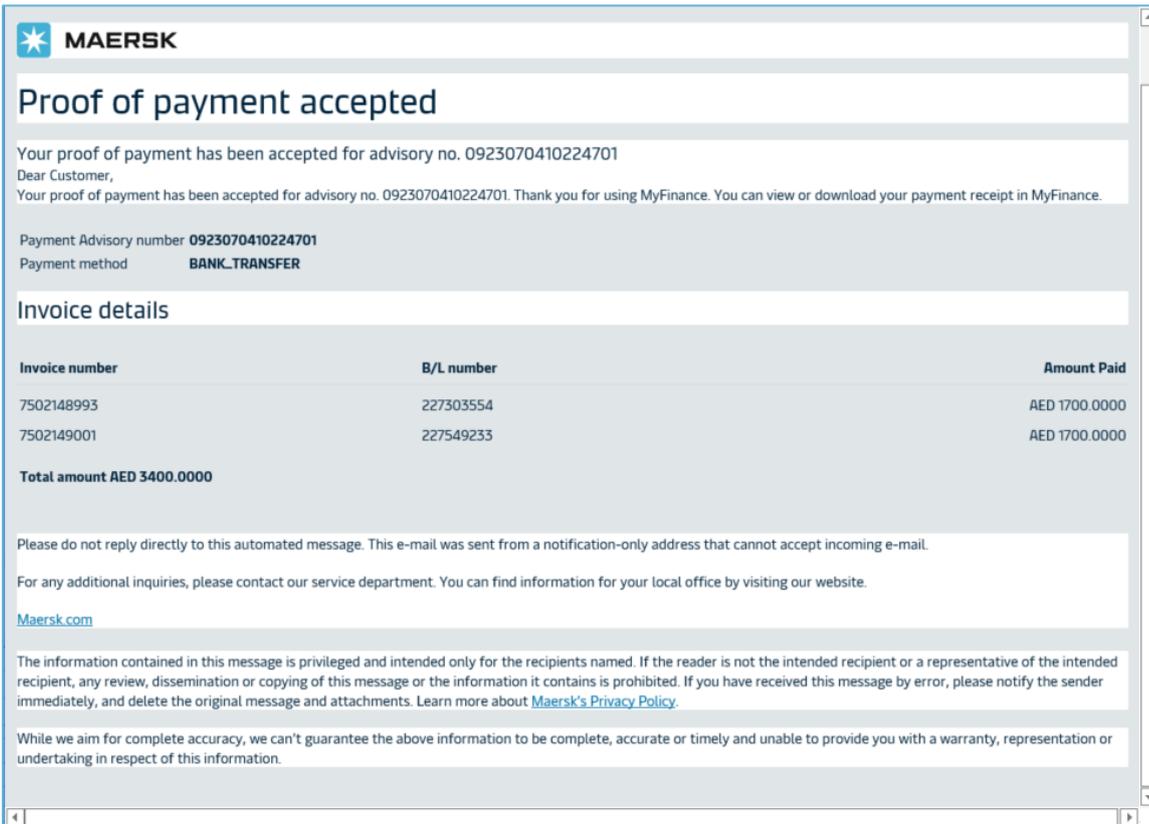
Paid (1)

Paid invoices Sort by: Invoice Date (latest)

Invoice number	Bill of lading no.	Customer reference	Paid date	Paid amount	Payment receipt	Status
<input checked="" type="checkbox"/> 8001321040	290903380	8001321040	27 SEP 2023 Inv. date 27 SEP 2023	AED 2,000.00 Inv. amount AED 2,000.00	4250007715 incoming payment	-

1 Invoice selected Total: AED 2,000.00 Download

9. Email notification will be sent to customer email address that are shared while submitting the remittance after approving remittance request



MAERSK

Proof of payment accepted

Your proof of payment has been accepted for advisory no. 0923070410224701
Dear Customer,
Your proof of payment has been accepted for advisory no. 0923070410224701. Thank you for using MyFinance. You can view or download your payment receipt in MyFinance.

Payment Advisory number **0923070410224701**
Payment method **BANK.TRANSFER**

Invoice details

Invoice number	B/L number	Amount Paid
7502148993	227303554	AED 1700.0000
7502149001	227549233	AED 1700.0000
Total amount AED 3400.0000		

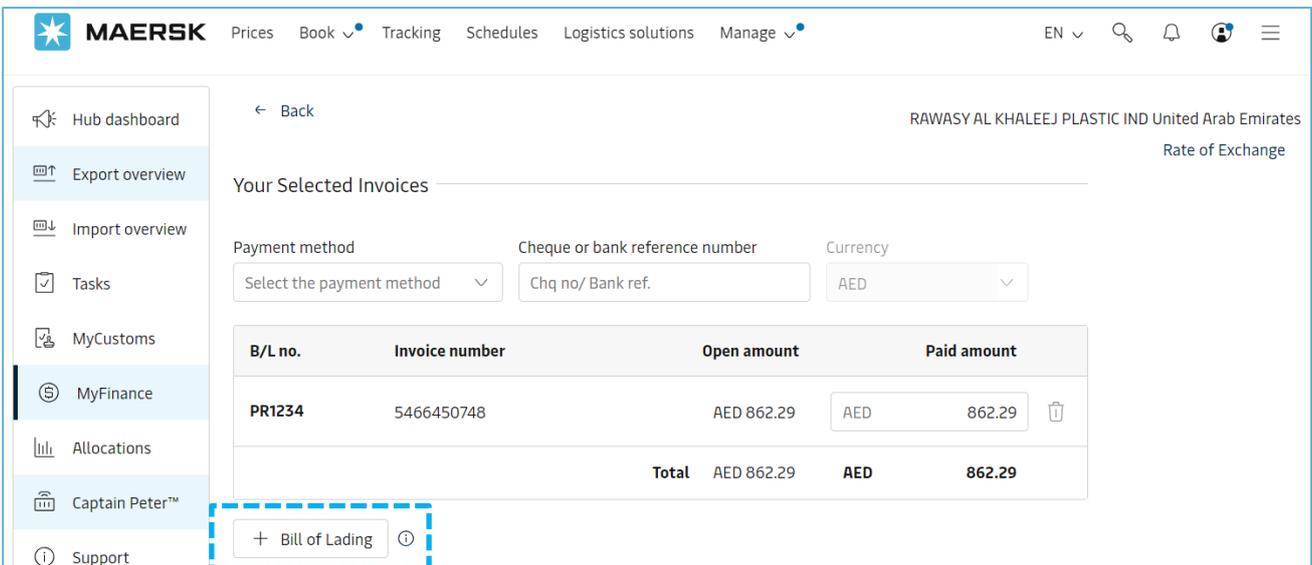
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10. How to submit the remittance for multiple BLs

- Click on “+ Bill of Lading” button to submit additional remittance details.



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EN Search Notifications Profile Menu

RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates
Rate of Exchange

← Back

Your Selected Invoices

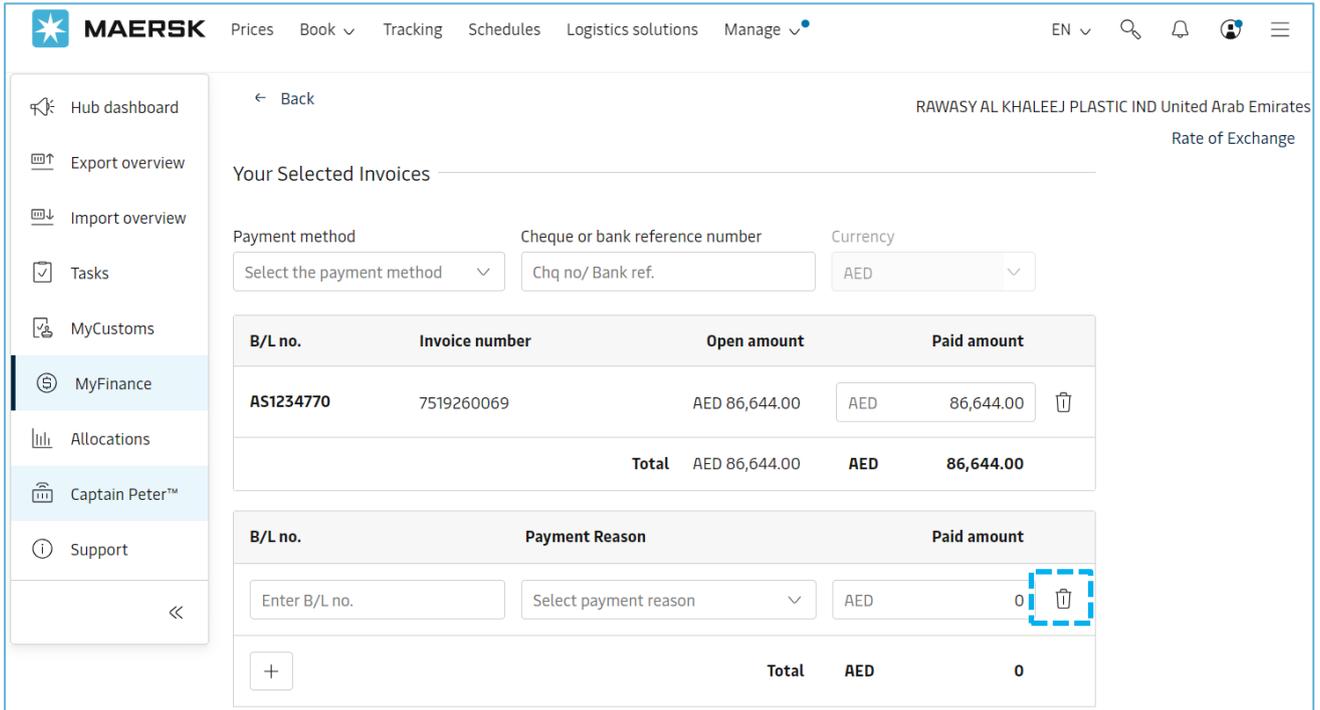
Payment method: Select the payment method | Cheque or bank reference number: Chq no/ Bank ref. | Currency: AED

B/L no.	Invoice number	Open amount	Paid amount	
PR1234	5466450748	AED 862.29	AED	862.29 
Total		AED 862.29	AED	862.29

+ Bill of Lading 

- Use “Delete” icon to delete the newly added BL line item (If not required)





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EN Search User Profile Menu

RAWASY AL KHALEEJ PLASTIC IND United Arab Emirates
Rate of Exchange

← Back

Your Selected Invoices

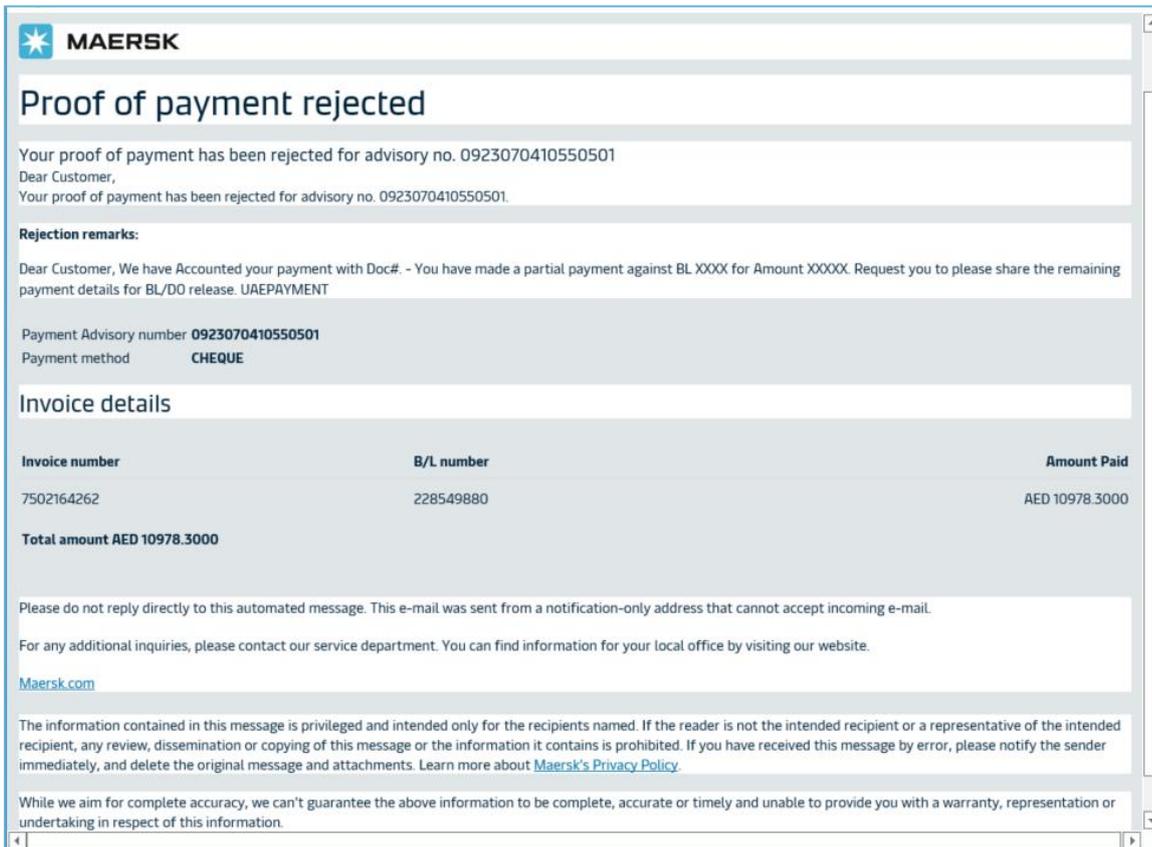
Payment method: Select the payment method
Cheque or bank reference number: Chq no/ Bank ref.
Currency: AED

B/L no.	Invoice number	Open amount	Paid amount
AS1234770	7519260069	AED 86,644.00	AED 86,644.00
Total		AED 86,644.00	AED 86,644.00

B/L no.	Payment Reason	Paid amount
Enter B/L no.	Select payment reason	AED 0
Total		AED 0

11. What would happen if incorrect details got updated while submitting the payment remittance

- Your submitted remittance will get **rejected** and you will get below email notification
- Customers need to resubmit the remittance request with correct details



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Proof of payment rejected

Your proof of payment has been rejected for advisory no. 0923070410550501

Dear Customer,
Your proof of payment has been rejected for advisory no. 0923070410550501.

Rejection remarks:

Dear Customer, We have Accounted your payment with Doc#. - You have made a partial payment against BL XXXX for Amount XXXXX. Request you to please share the remaining payment details for BL/DO release. UAEPAYMENT

Payment Advisory number **0923070410550501**
Payment method **CHEQUE**

Invoice details

Invoice number	B/L number	Amount Paid
7502164262	228549880	AED 10978.3000
Total amount		AED 10978.3000

Please do not reply directly to this automated message. This e-mail was sent from a notification-only address that cannot accept incoming e-mail.

For any additional inquiries, please contact our service department. You can find information for your local office by visiting our website.

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12. How will this benefit customer.

- It is a standard way of submitting payment remittances requests
- Shorter turnaround time for payment application and AFR closure results into faster cargo release
- Reduction in follow-up emails to customers for getting required information for payment application
- Reduced customer waiting time resulting in increased customer satisfaction
- Notification to customers when request approved along with payment receipt
- Live status of remittance submitted

13. Who should I contact in case issue with MyFinance Access

- Option 1 - Please use [Live Chat](#) option on www.maersk.com
- Option 2 - Please send an email to CENWWWVCREG@maersk.com

14. Who Should I contact in case issue with payment posting or Receipt

- Please reach out to your regular contact person with payment reference and invoice reference