Customer Refund Process
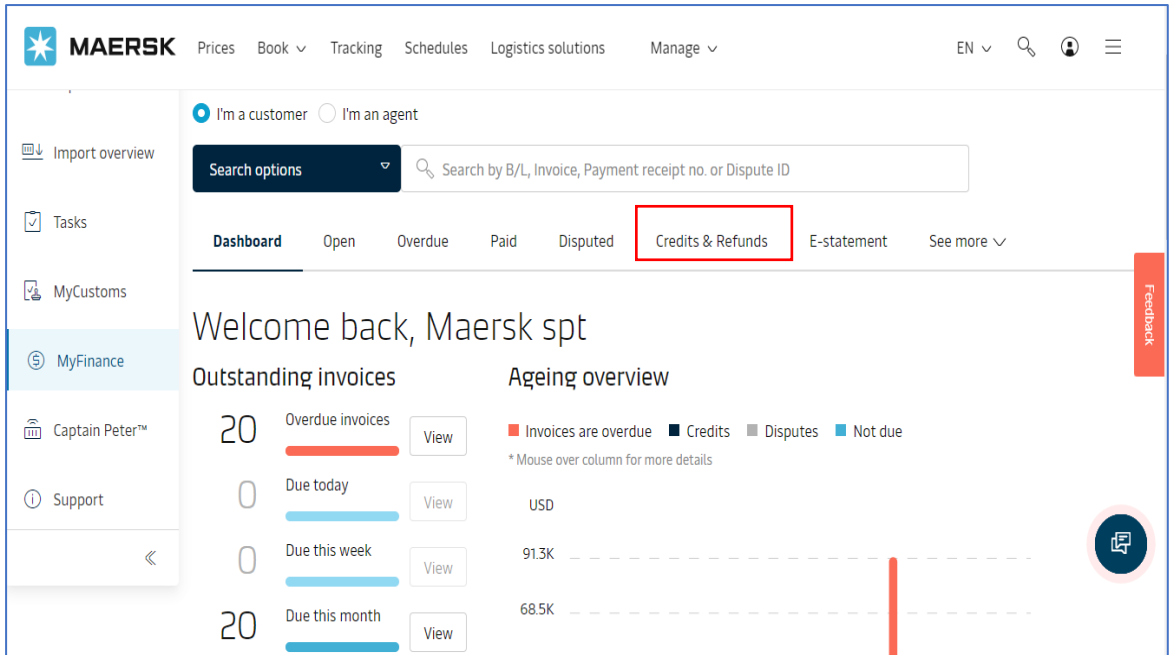
Login to Maersk MyFinance site. Customer has to login with their credentials.

https://www.maersk.com/portaluser/login
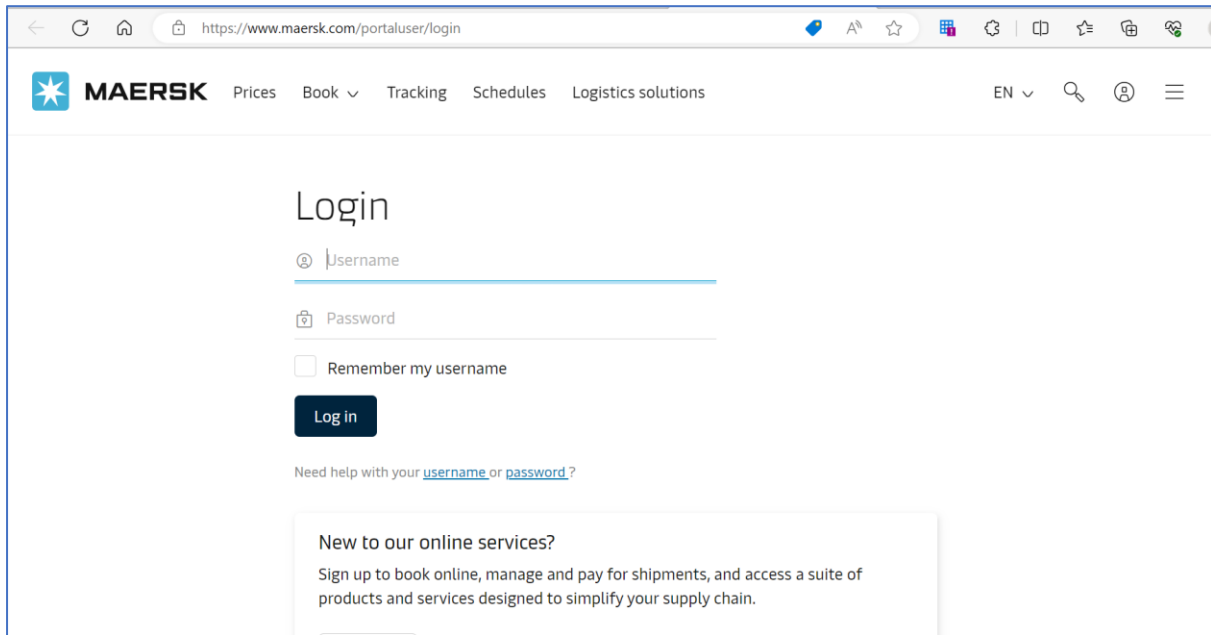
After logging in to MyFinance, you will be taken to Dashboard tab. **Click on** MyFinance Tab.
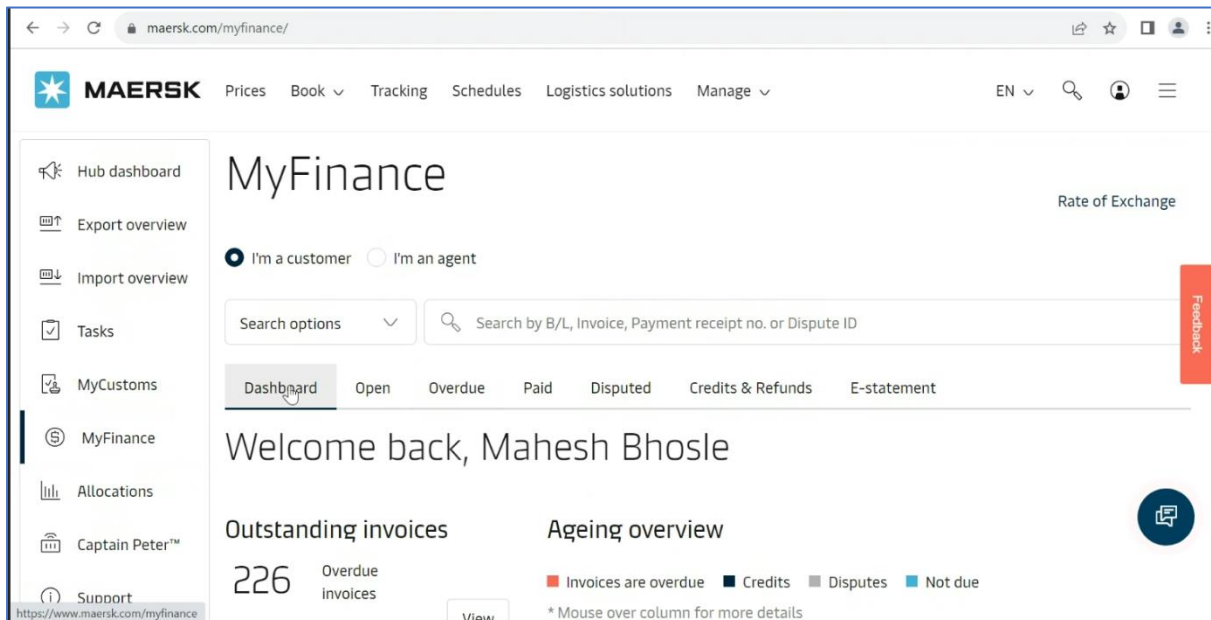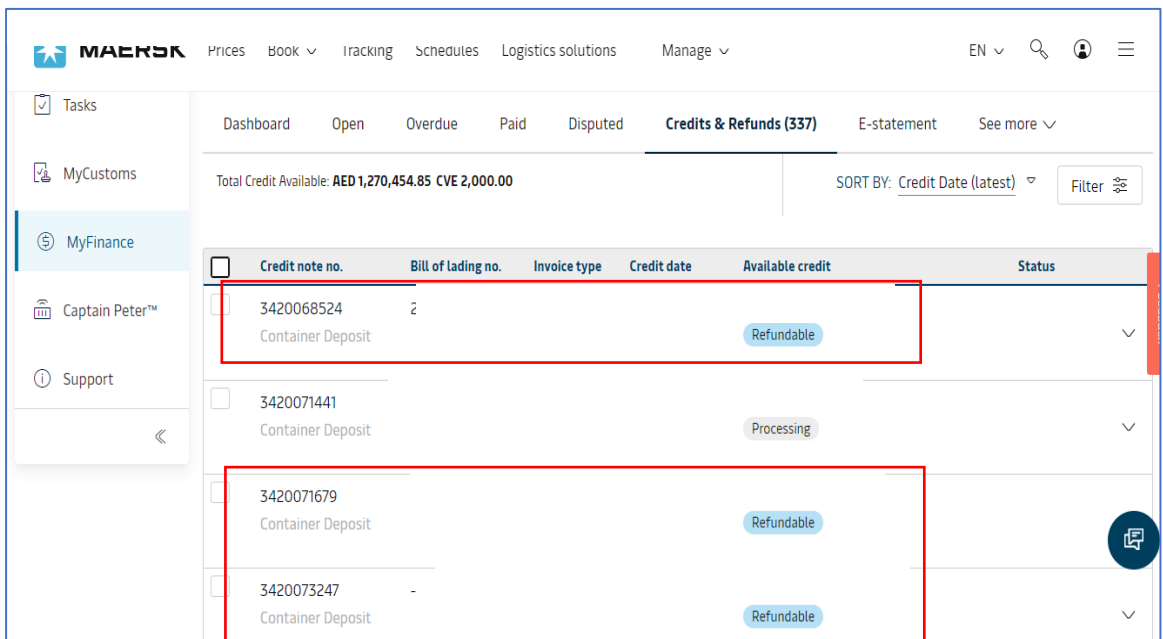
You will see Refundable open credits with the Refundable comment.

Select **Credits** you would like to request for Refund as per the below screenshot.
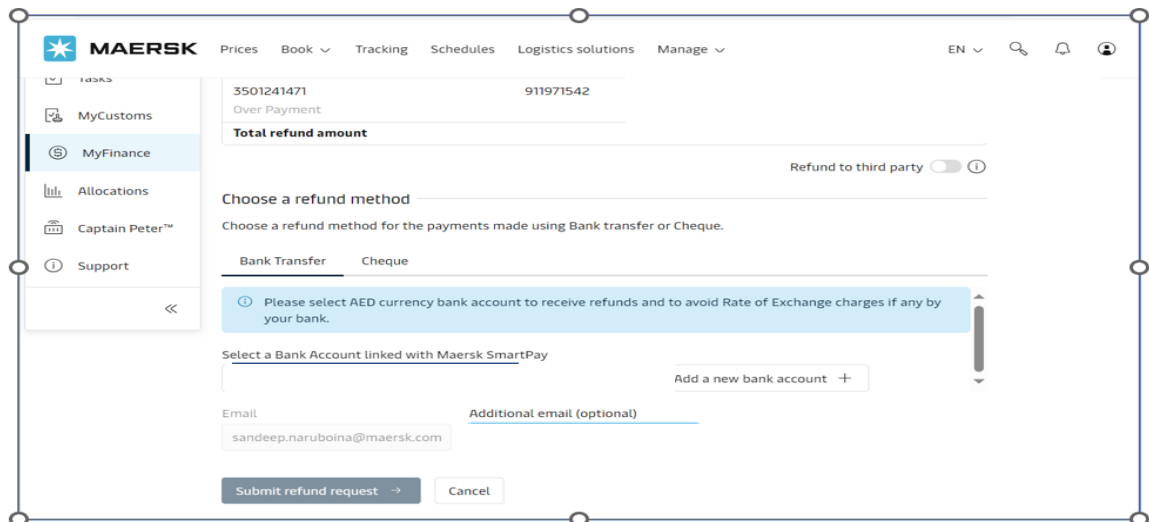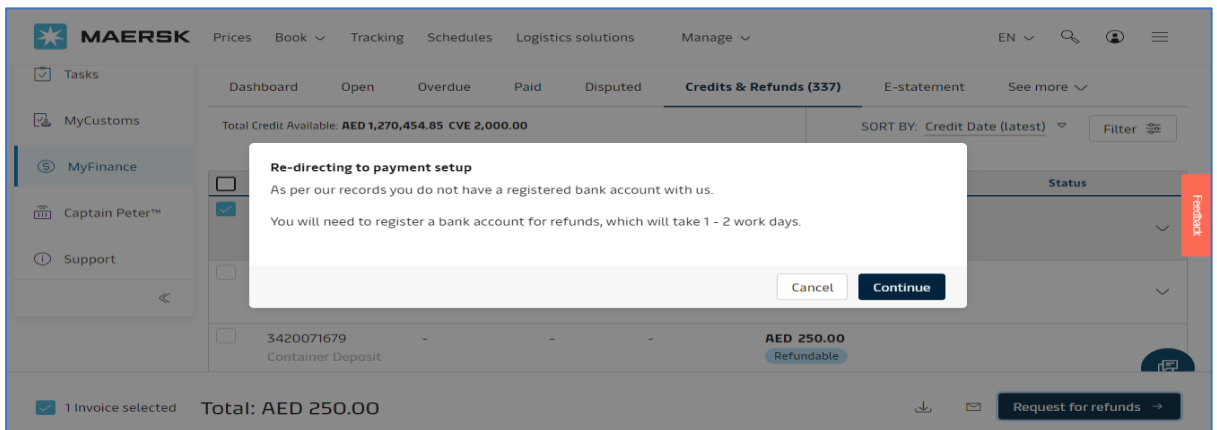
If the bank account is maintained, it would be available to select while raising the refund.

If the bank account is not maintained in Maersk system, System will ask to enter the new bank account details.

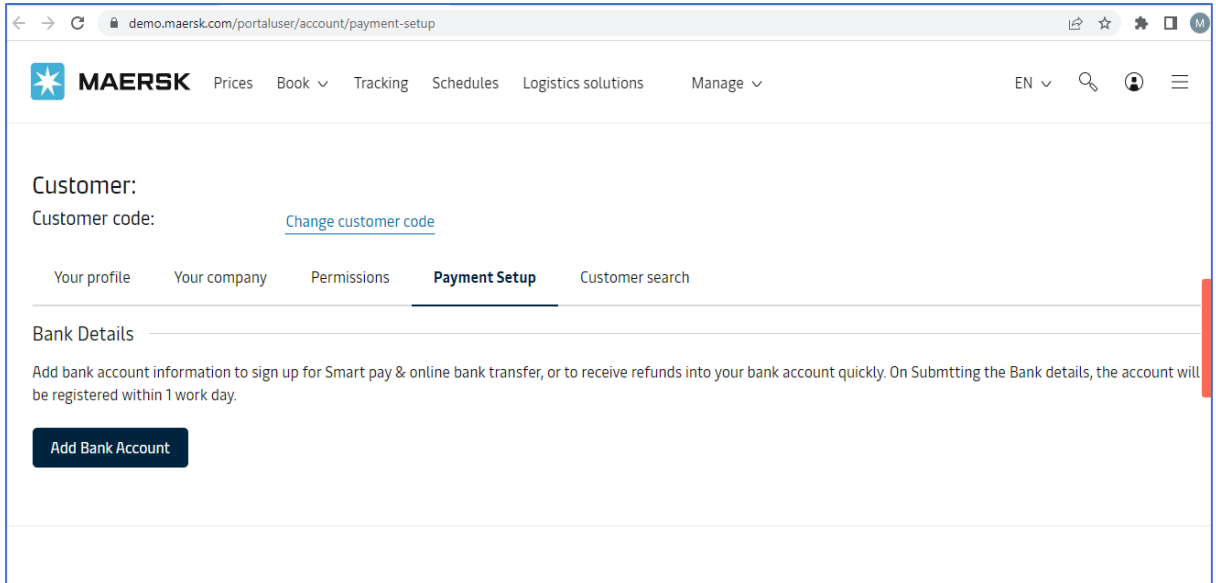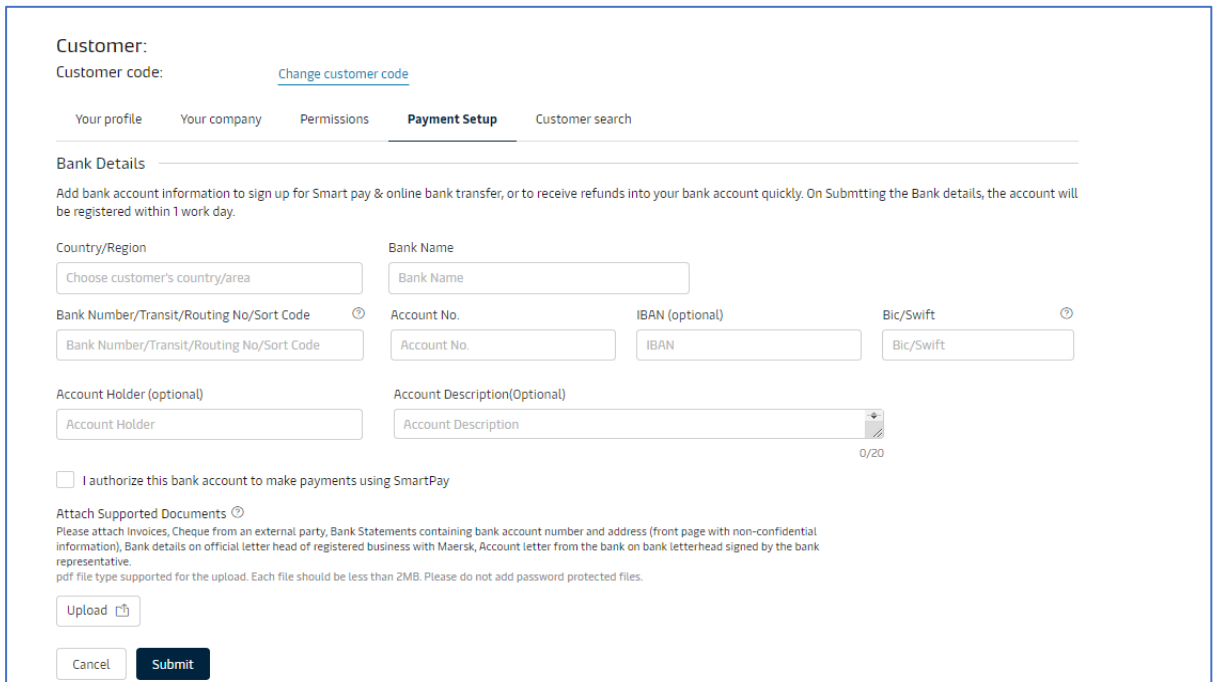Customer can add new bank account by clicking on **create new bank**, it will be redirected to payment setup for adding new bank account.

Enter the **bank account details** in the below portal.

Once all the required information is updated, **Submit** the request and Maersk gets request for refund.

3rd Party Refund:
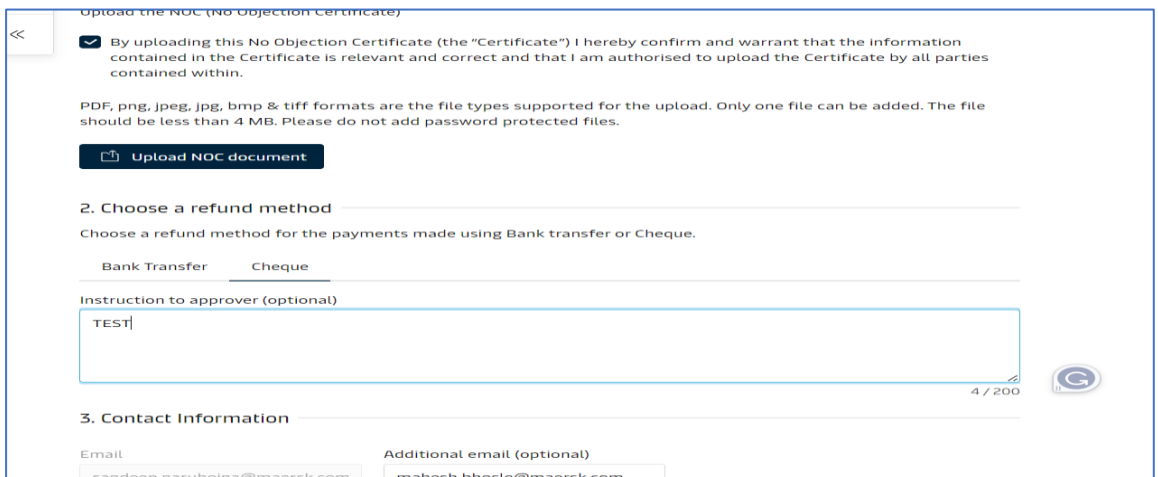
If there is a requirement to refund the credit to 3rd Party, customer has to toggle to 3rd party refund.

Search the refund party customer with Customer code. Check the NOC check box and upload **NOC document** for issuing refund to 3rd Party.

Select the **Refund** method via which you want 3rd party to be paid and click on submit refund for generating case id.

Note: In the new MyFinance platform, only bank and cheque options are configured as refund payment methods. Hence, from now on, you need to use cheque instead of the manual payment method.

There will be no change in the disbursement of Refunds for customers who selected the manual payment method earlier.