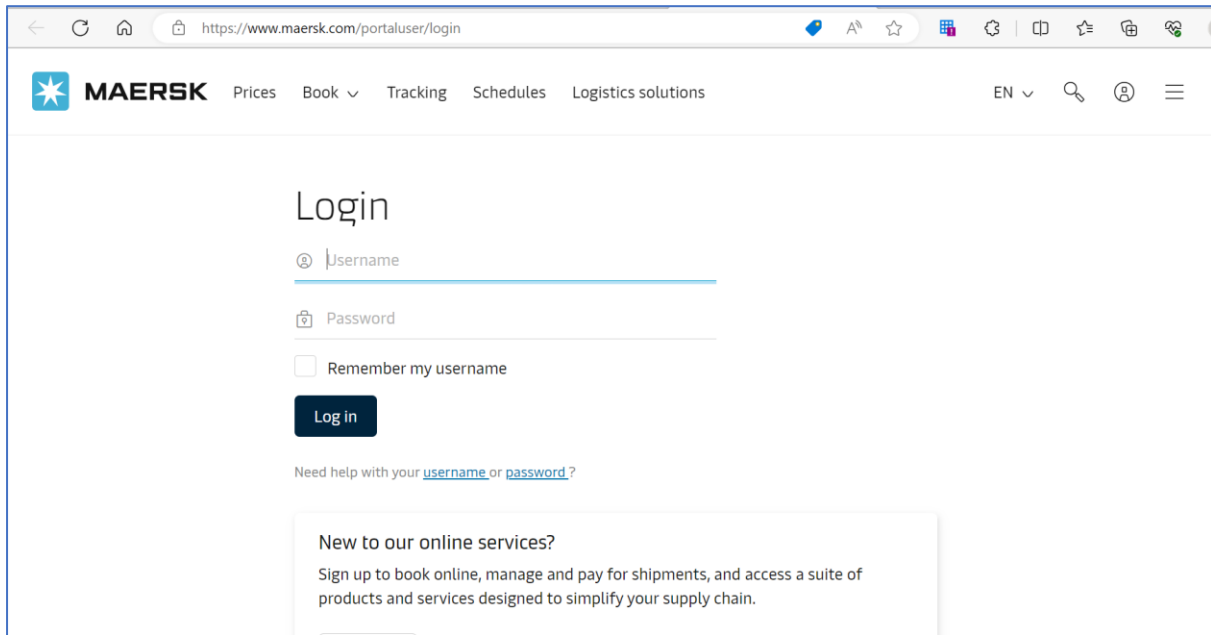


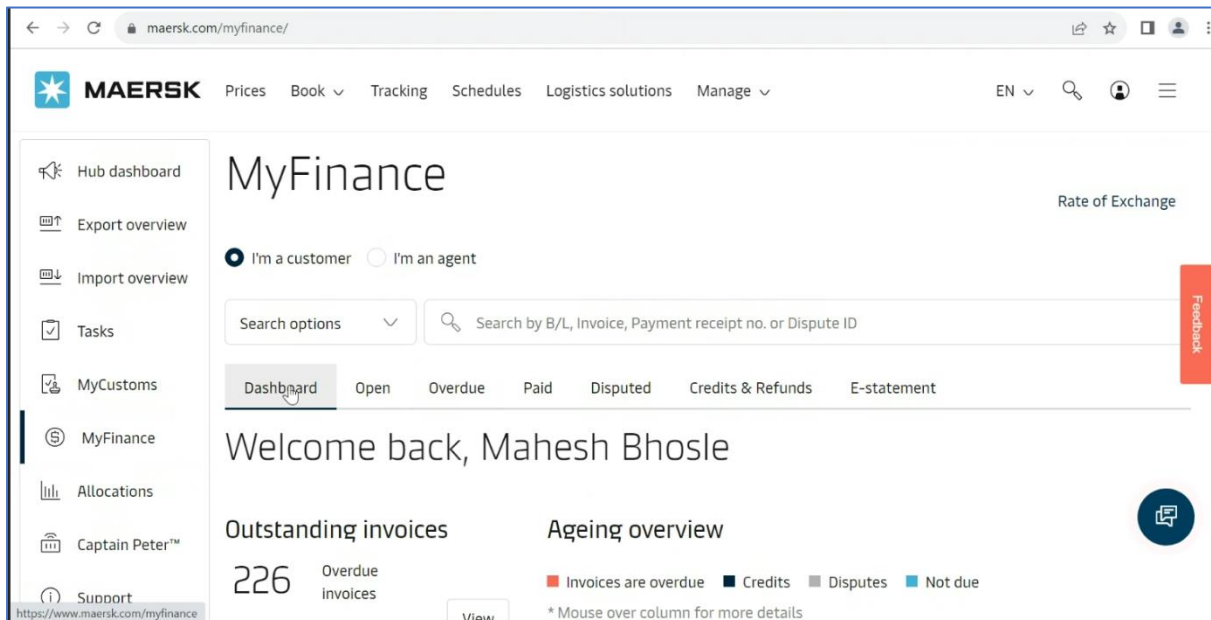
Customer Refund Process

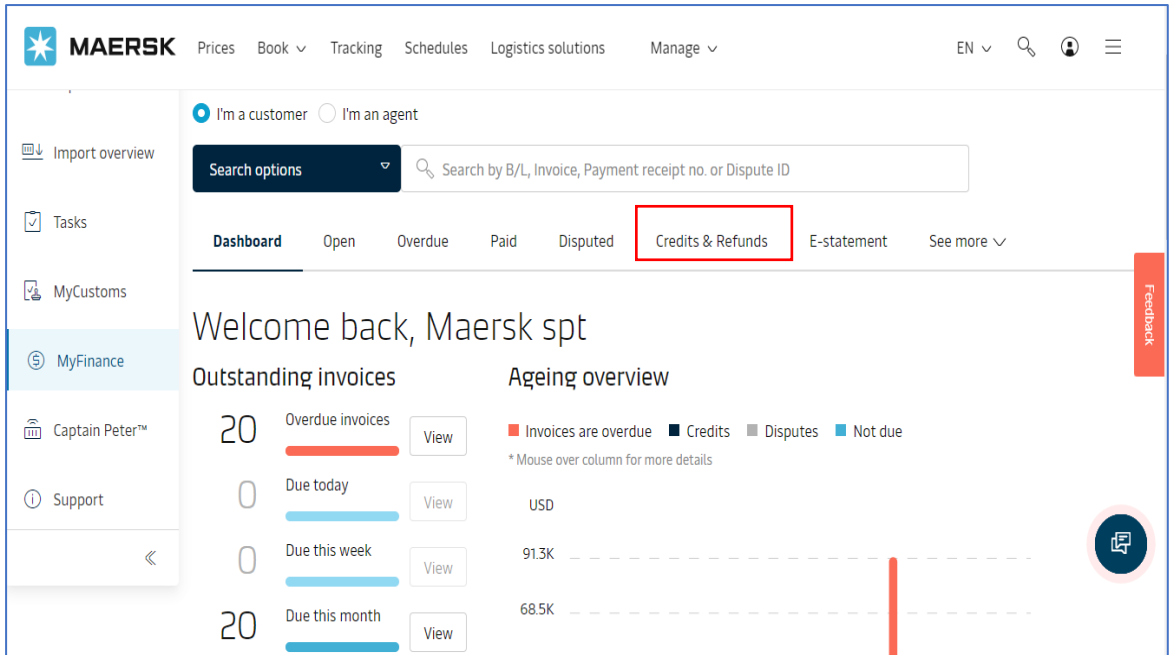
Login to Maersk MyFinance site. Customer has to login with their credentials.

<https://www.maersk.com/portaluser/login>



After logging in to MyFinance, you will be taken to Dashboard tab. **Click on MyFinance Tab.**





MAERSK Prices Book Tracking Schedules Logistics solutions Manage EN

I'm a customer I'm an agent

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

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

Welcome back, Maersk spt

Outstanding invoices

20 Overdue invoices View

0 Due today View

0 Due this week View

20 Due this month View

Ageing overview

Invoices are overdue Credits Disputes Not due

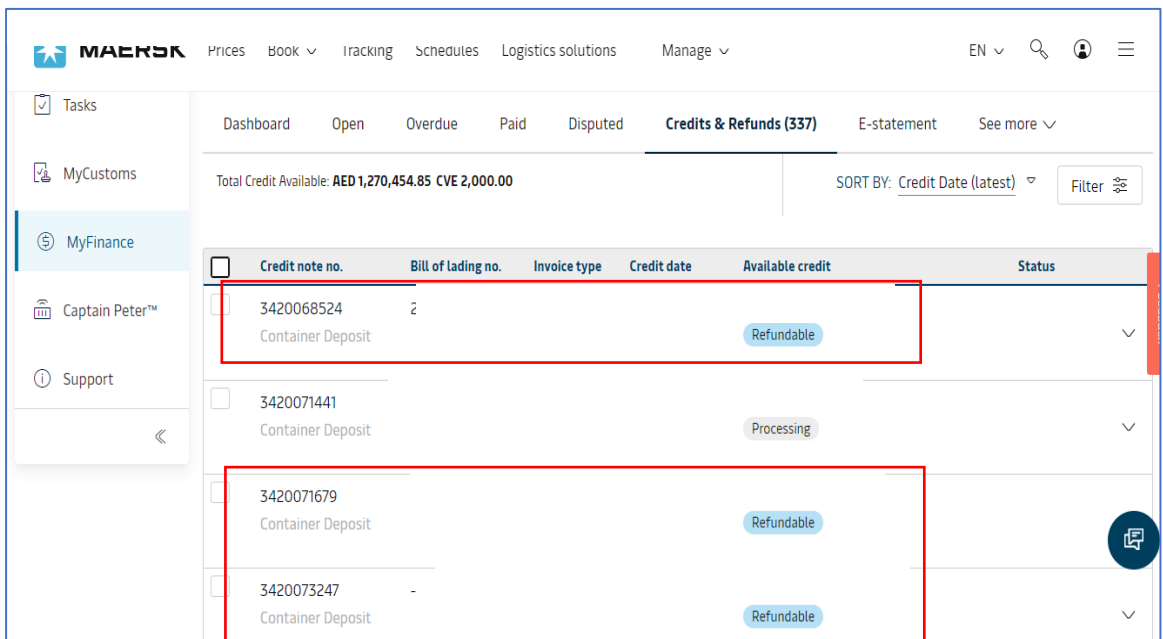
* Mouse over column for more details

USD

91.3K

68.5K

You will see Refundable open credits with the Refundable comment.



MAERSK Prices Book Tracking Schedules Logistics solutions Manage EN

Tasks MyCustoms MyFinance Captain Peter™ Support

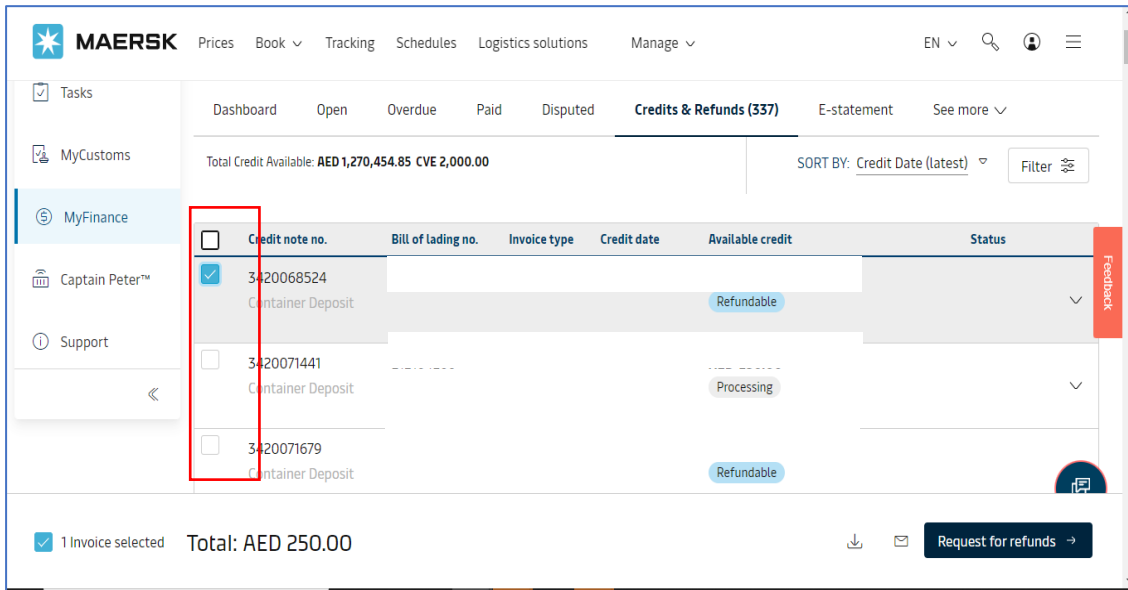
Dashboard Open Overdue Paid Disputed **Credits & Refunds (337)** E-statement See more

Total Credit Available: AED 1,270,454.85 CVE 2,000.00

SORT BY: Credit Date (latest) Filter

<input type="checkbox"/>	Credit note no.	Bill of lading no.	Invoice type	Credit date	Available credit	Status
<input type="checkbox"/>	3420068524	z	Container Deposit		Refundable	▼
<input type="checkbox"/>	3420071441		Container Deposit		Processing	▼
<input type="checkbox"/>	3420071679		Container Deposit		Refundable	▼
<input type="checkbox"/>	3420073247	-	Container Deposit		Refundable	▼

Select **Credits** you would like to request for Refund as per the below screenshot.

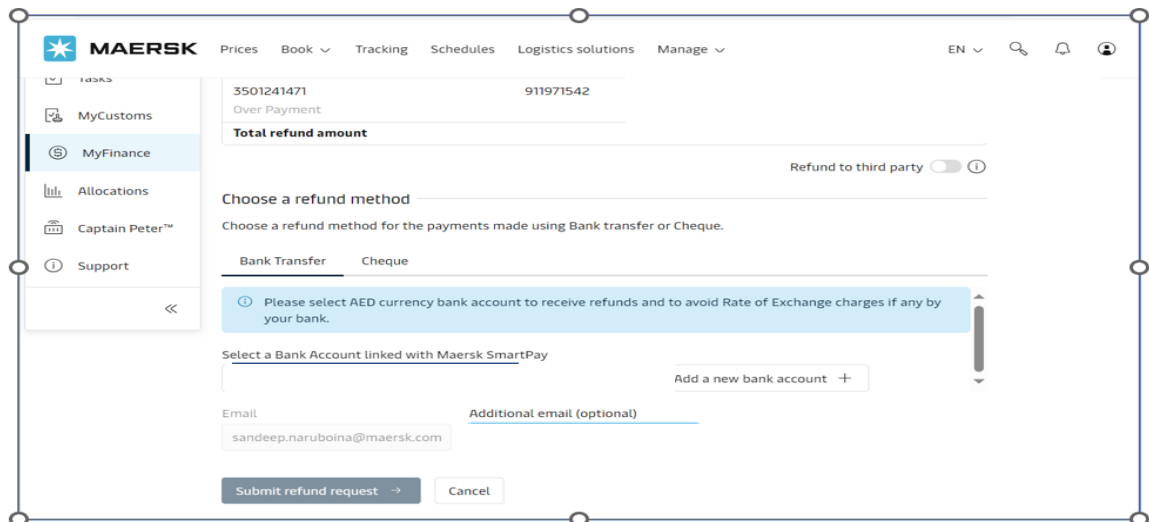


The screenshot shows the 'Credits & Refunds (337)' page in the Maersk system. The table lists the following credit notes:

<input type="checkbox"/>	Credit note no.	Bill of lading no.	Invoice type	Credit date	Available credit	Status
<input checked="" type="checkbox"/>	3420068524		Container Deposit		Refundable	▼
<input type="checkbox"/>	3420071441		Container Deposit		Processing	▼
<input type="checkbox"/>	3420071679		Container Deposit		Refundable	▼

At the bottom, it shows '1 Invoice selected Total: AED 250.00' and a 'Request for refunds' button.

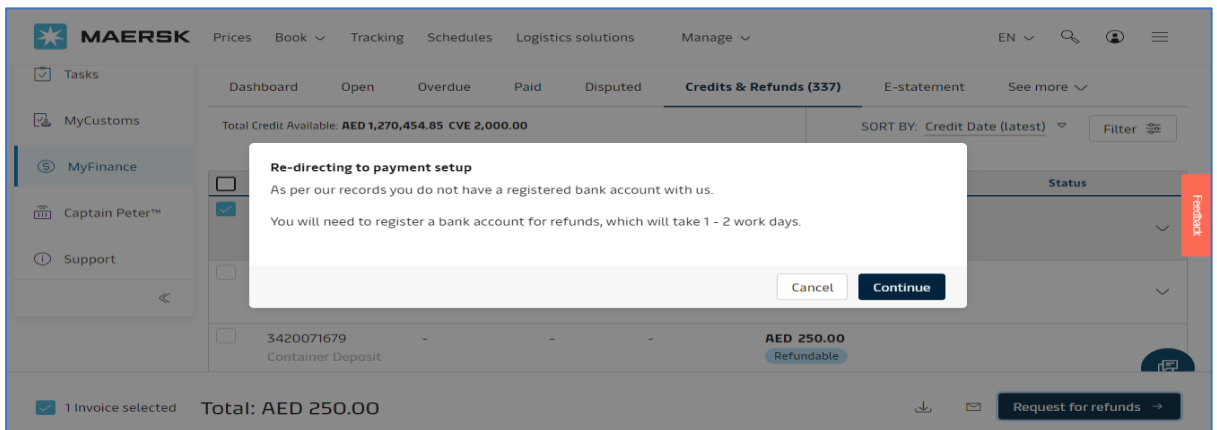
If the bank account is maintained, it would be available to select while raising the refund.



The screenshot shows the 'Choose a refund method' form. It includes the following fields and options:

- 3501241471 Over Payment
- 911971542
- Total refund amount
- Refund to third party:
- Choose a refund method: Bank Transfer (selected), Cheque
- Information: Please select AED currency bank account to receive refunds and to avoid Rate of Exchange charges if any by your bank.
- Select a Bank Account linked with Maersk SmartPay
- Email: sandeep.naruboina@maersk.com
- Buttons: Submit refund request, Cancel

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

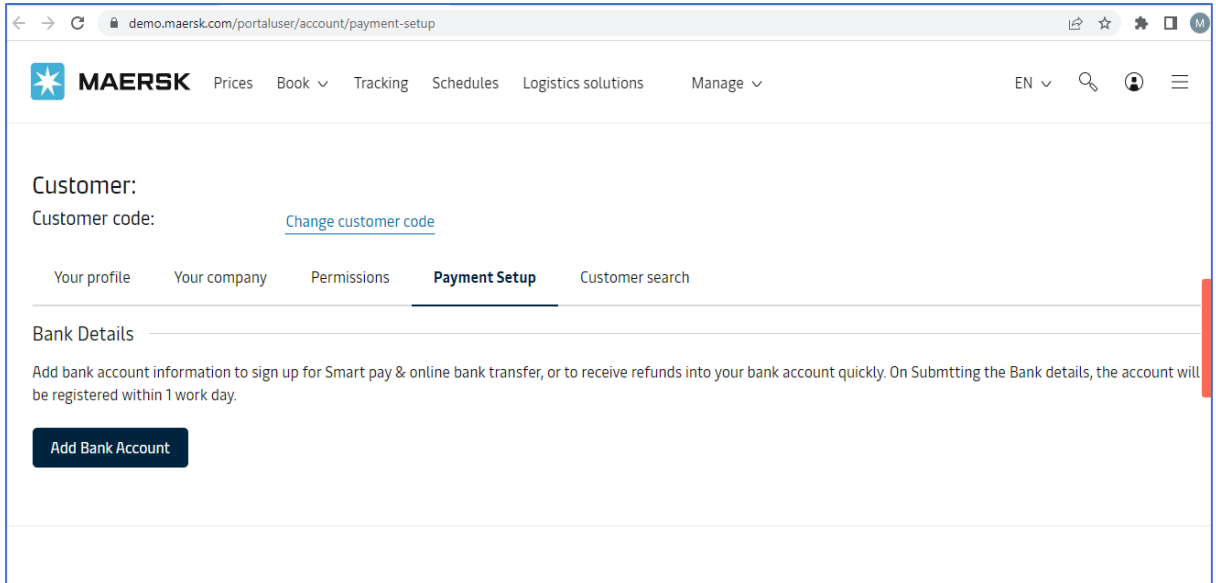


The screenshot shows a dialog box titled 'Re-directing to payment setup' with the following text:

As per our records you do not have a registered bank account with us.
You will need to register a bank account for refunds, which will take 1 - 2 work days.

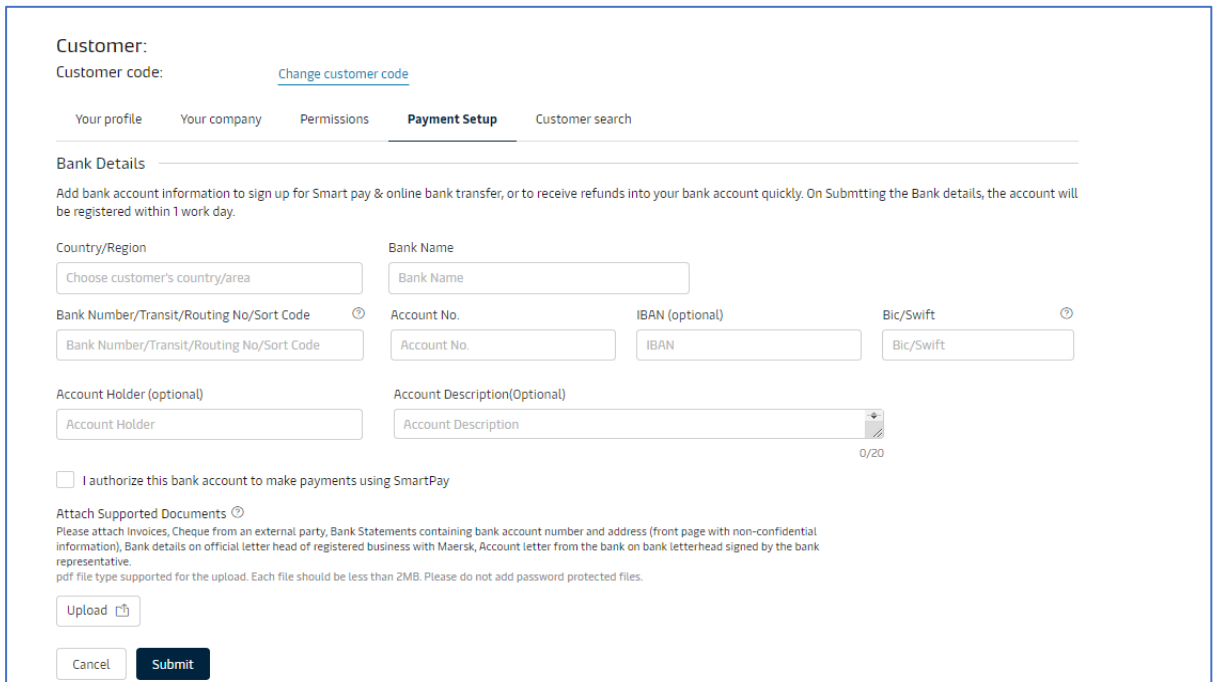
Buttons: Cancel, Continue

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



The screenshot shows the Maersk portal interface for adding a new bank account. The browser address bar displays "demo.maersk.com/portaluser/account/payment-setup". The page header includes the Maersk logo and navigation links: Prices, Book, Tracking, Schedules, Logistics solutions, and Manage. The user is logged in as "EN". The main content area is titled "Customer:" and shows the "Customer code" with a link to "Change customer code". Below this, there are tabs for "Your profile", "Your company", "Permissions", "Payment Setup" (which is active), and "Customer search". The "Bank Details" section contains the following text: "Add bank account information to sign up for Smart pay & online bank transfer, or to receive refunds into your bank account quickly. On Submitting the Bank details, the account will be registered within 1 work day." A prominent "Add Bank Account" button is located at the bottom of this section.

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



The screenshot shows the "Bank Details" form in the Maersk portal. The form is titled "Bank Details" and includes the same navigation and customer information as the previous screenshot. The form fields are as follows:

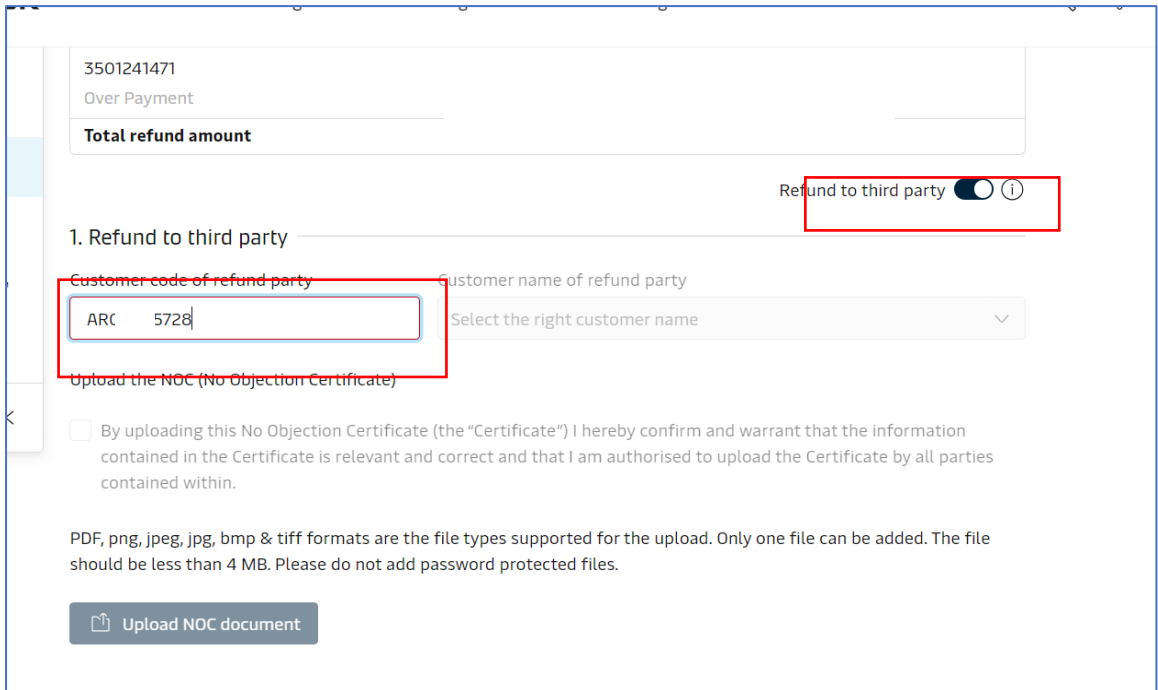
- Country/Region:** A dropdown menu with the placeholder text "Choose customer's country/area".
- Bank Name:** A text input field with the placeholder text "Bank Name".
- Bank Number/Transit/Routing No/Sort Code:** A text input field with the placeholder text "Bank Number/Transit/Routing No/Sort Code".
- Account No.:** A text input field with the placeholder text "Account No.".
- IBAN (optional):** A text input field with the placeholder text "IBAN".
- Bic/Swift:** A text input field with the placeholder text "Bic/Swift".
- Account Holder (optional):** A text input field with the placeholder text "Account Holder".
- Account Description(Optional):** A text area with the placeholder text "Account Description" and a character count of "0/20".

Below the form fields, there is a checkbox labeled "I authorize this bank account to make payments using SmartPay". Underneath, there is a section for "Attach Supported Documents" with a copyright symbol. The text reads: "Please attach Invoices, Cheque from an external party, Bank Statements containing bank account number and address (front page with non-confidential information), Bank details on official letter head of registered business with Maersk, Account letter from the bank on bank letterhead signed by the bank representative. pdf file type supported for the upload. Each file should be less than 2MB. Please do not add password protected files." There is an "Upload" button with a file icon, and "Cancel" and "Submit" buttons at the bottom of the form.

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

3rd Party Refund:

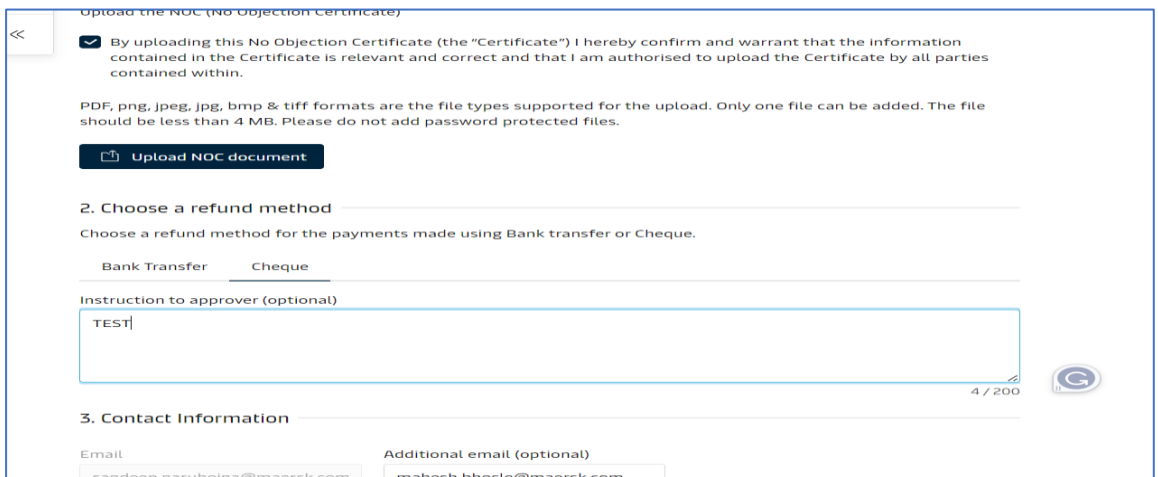
If there is a requirement to refund the credit to 3rd Party, customer has to toggle to 3rd party refund.



The screenshot shows a web form for a 3rd Party Refund. At the top, there is a field for '3501241471' and 'Over Payment'. Below this is a 'Total refund amount' field. A toggle switch labeled 'Refund to third party' is turned on and highlighted with a red box. Underneath, there is a section '1. Refund to third party' with two sub-sections: 'Customer code of refund party' (containing 'ARC 5728') and 'Customer name of refund party' (a dropdown menu with the text 'Select the right customer name'). Below these is a section for uploading a 'NOC (No Objection Certificate)'. It includes a checkbox that is currently unchecked, with the text: 'By uploading this No Objection Certificate (the "Certificate") I hereby confirm and warrant that the information contained in the Certificate is relevant and correct and that I am authorised to upload the Certificate by all parties contained within.' Below this is a note about supported file formats (PDF, png, jpeg, jpg, bmp & tiff) and a file size limit of 4 MB. At the bottom of this section is an 'Upload NOC document' button.

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.



This screenshot shows the continuation of the 3rd Party Refund form. It starts with the 'Upload the NOC (No Objection Certificate)' section, where the checkbox is now checked. Below this is the '2. Choose a refund method' section, which includes a note: 'Choose a refund method for the payments made using Bank transfer or Cheque.' There are two radio buttons: 'Bank Transfer' and 'Cheque', with 'Cheque' selected. Below this is a text area for 'Instruction to approver (optional)' containing the text 'TEST'. At the bottom of this section is a '4 / 200' character count and a circular icon. The final section is '3. Contact Information', which includes an 'Email' field with 'sandeep.naruboina@maersk.com' and an 'Additional email (optional)' field with 'mahesh.bhosle@maersk.com'.

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.