

Guide: Payment Application and Freight/Cargo Release During System Freeze

During the system freeze period as part of the SAP S/4HANA transition, the following process will be followed to support the payment application and ensure timely freight/cargo release:

- **Advance Payment Requirement:** Customers are required to complete payments in advance using the regular payment modes and share payment proof along with remittance details with the Maersk Finance team.
- **Full Payment Submission:** Customers are advised to ensure full payment against invoices to minimise manual processing time and avoid delays.
- **Payment Validation Process:** The Maersk Finance team will review the remittance details, validate payment proof, and confirm receipt of funds in the bank before updating the system manually.
- **Confirmation to Customers:** Upon successful validation, the Maersk Finance team will confirm payment status to customers through the registered communication channels.
- **Freight/Cargo Release:** Customers may proceed with cargo/Bill of Lading release only after receiving confirmation from the Maersk Finance team.
- **Invoice Availability:** For invoices not yet generated, customers are requested to contact their regular Maersk representative to obtain the applicable invoice value.
- **Post System Resumption:** Once the system is resumed on 8 June 2026, all payments processed during the freeze period will be posted in SAP S/4HANA, and official payment receipts, along with posting documents, will be issued.
- **Receipt Requests:** Customers may reach out to the Maersk Finance team for payment receipts after system resumption.

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