

Customer Advisory

Refund Request via Maersk Website – Function My Finance

October 4th, 2021

Dear Valued customer,

We hear you and Maersk tries to do our best to bring an innovative solution for you. Now Maersk is providing “Refunds” solution to all our Customers and Agents at a click of a button.

Till now we had multiple touch points for requesting Refunds like counters/Business Address, but now we are pleased to introduce “My finance – Refunds”.

Overview:

Below will be listed under refund tab for customer to submit the request:

- Payments marked as Overpayment
- Duplicate Payment
- Container Deposit

Customers and Agents could request for Refunds only if it is posted under there ledger and would be considering as potential refunds that can be requested by customers.

Customers are encouraged to request collectors to adjust these against their outstanding invoices.

Customers kindly ensure that there are no outstanding invoices prior raising a request, as there are chances that these could be rejected.

New bank account will be added to Our Master Data (any one of the below mandatory details)

1. Cancelled cheque copy
2. Bank statement
3. Company letter head along with stamp & signature.
4. Bank confirmation letter head along with stamp & signature.

Starting from November 15th, 2021, we will no longer accept manual refunds via email anymore.

On raising a request through My Finance, the registration and approval/rejection will be communicated to the mail ID provided in the request.

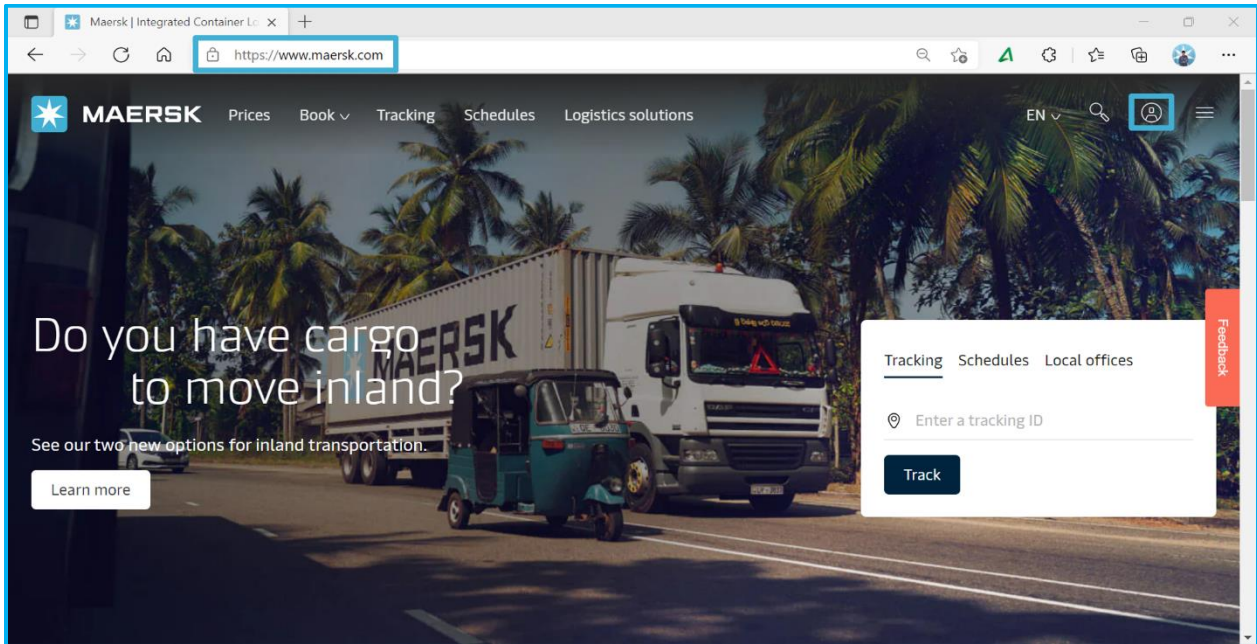
Sincerely,
Your Maersk

Guidelines of the E-Refund on Maersk Website

We strive to deliver the best innovative digitalized solutions to customer in order make sure that you will receive the best quality of services of all time.

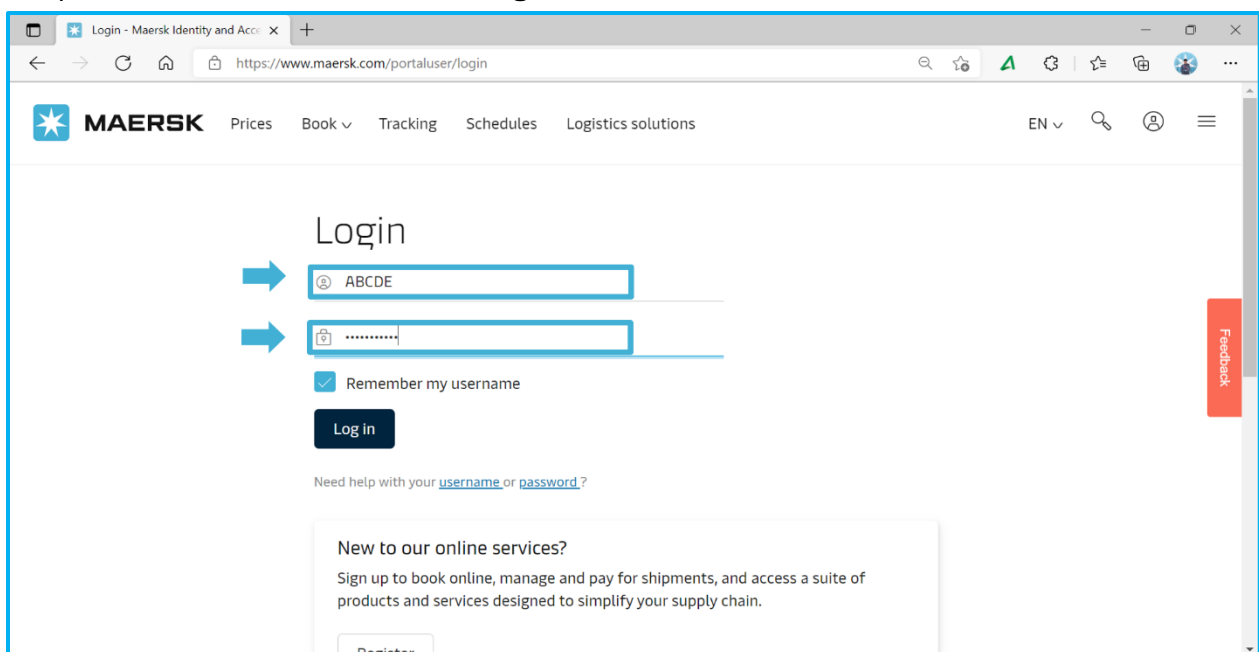
Step 1:

- Go to www.maersk.com
- Click on below picture to log-in



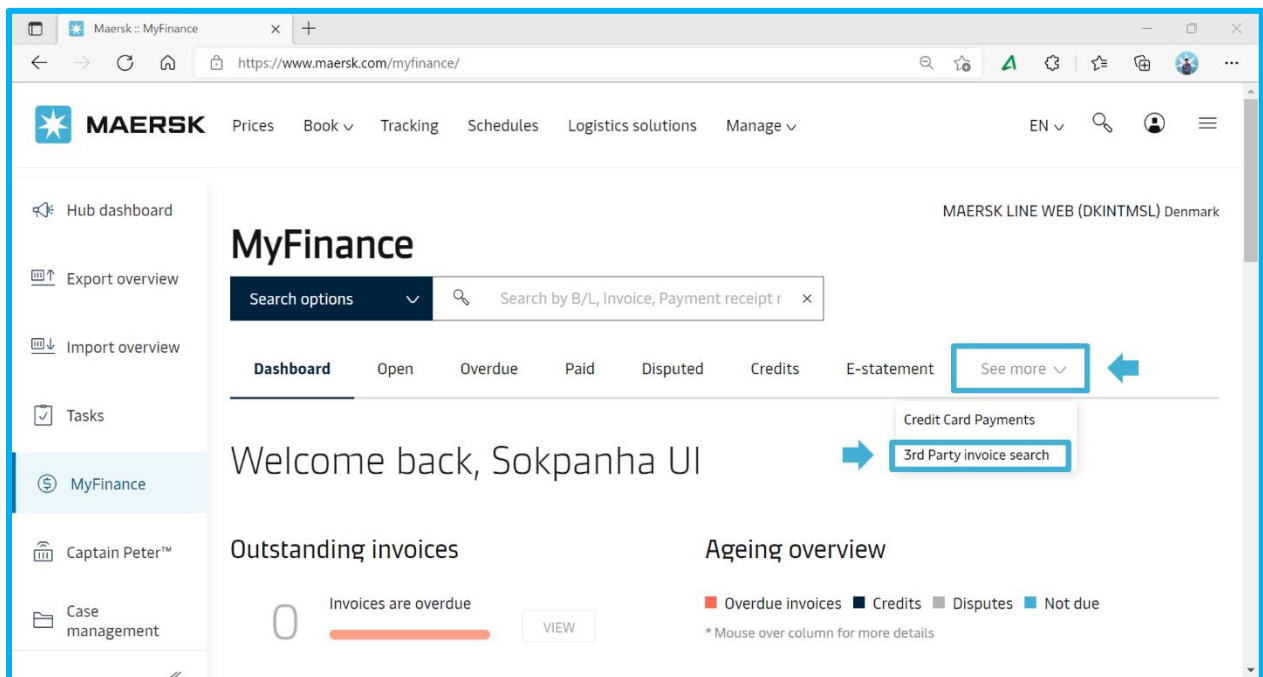
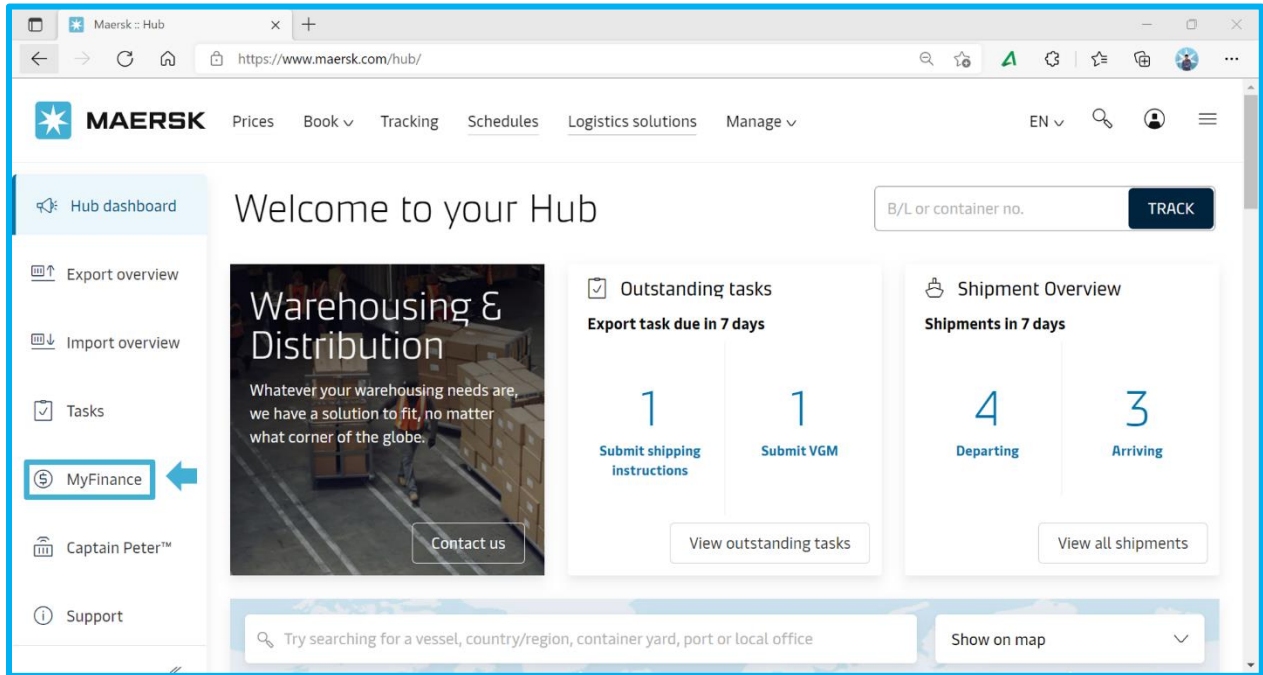
Step 2 :

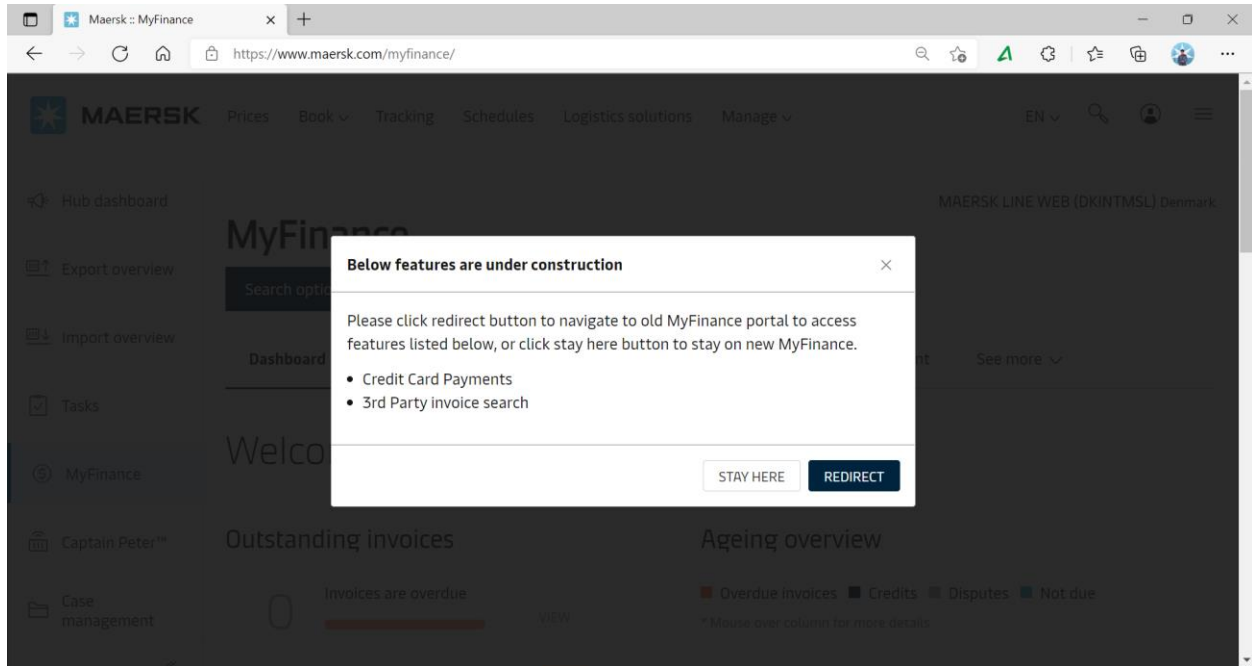
- Input User Name and Password to log-in



Step 3:

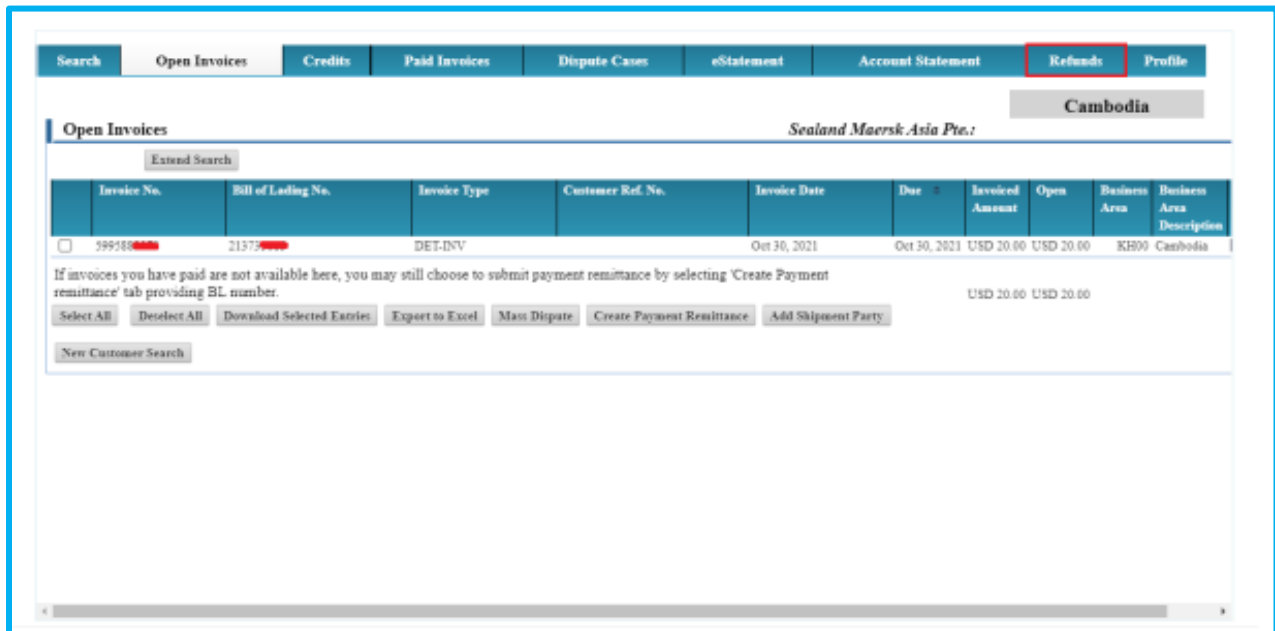
- Click on Manage and Go to Myfinance
- Click on "See More" and "Customize SOA"
- Click on "Re-Direct"





Step 4:

- See if there is any pending invoice in "Open Invoice"
- Please make sure that all pending invoices must be settled before submitted refunds
- Proceed clicking on "Refund" Button



Step 5:

- There are 2 kinds of refunds-:
 - 1). Over-Payment : The payment you have overpaid to Maersk. It will appear here.
 - 2). Container Refund : The payment you have paid for container security deposit.
- The amount for each transaction is listed for your review
- Tick on the small box at the beginning of the transaction you wish you refund back
- Click on "Create Refund"

Refund *Sealand Maersk Asia Pte.:* **Cambodia**

Find Refunds

Refund Type: Over-Payment Container Refund

	Invoice No./ Payment Receipt No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due	Invoiced Amount	Open	Action
<input type="checkbox"/>	350024	21309			Oct 22, 2021	Oct 22, 2021	USD 9.50	(USD 9.50)	

Select All Deselect All Download Selected Entries Export to Excel **Create Refund**

New Customer Search

Step 6:

- Fill in below required information
- Refund to party : The party you wish to refund to, and the code can be found in the official receipt.

Note : If you wish to refund to third party, please click on "Refund Party Search"

- Customer Email and Additional Email are required to communicate
- Cheque Address is the name of your company to be written on Cheque
- Instruction to Approver : In case you wish to have any comments, please insert.

Raise Refund Request *Sealand Maersk Asia Pte.:* **Cambodia**

To create a refund request for the following document, enter the required data.
To send your inquiry, choose *Send*.
To return to the overview, choose *Back*.

Invoice No./ Payment Receipt No.	Bill of Lading No.	Invoice Date	Date	Amount	Refund Amount	Currency	Open
350024	21309	Fri Oct 22 2021	Oct 22, 2021	USD 9.50	9.50	USD	USD 9.50

Please select USD currency bank account to receive refunds; and to avoid Rate of Exchange charged if any by your bank.

Customer Data:

Payment Method:

Refund Party:

Customer Email:

Alternate Email:

Cheque Address:

The screenshot shows a web interface with a navigation bar at the top containing: Search, Open Invoices, Credits, Paid Invoices, Dispute Cases, eStatement, Account Statement, Refunds, and Profile. The 'Refunds' tab is active. The page title is 'Cambodia'. Under 'Customer Data', there is a 'Payment Method' dropdown set to 'Cheque'. Below it are three input fields: 'Refund Party' (KH00086267), 'Customer Email' (standard@pilot.com), and 'Alternate Email' (standard123@pilot.com), each with a green checkmark. A 'Refund Party Search' button is to the right. A 'Cheque Address' field contains 'ABC (Cambodia) Import & Export Co.Ltd' with a green checkmark. Below this is an 'Instruction to Approver' text area. At the bottom is a 'Document Upload' section with a 'Choose File' button, 'No file chosen' text, and an 'Upload' button. A 'Files to be Attached:' label is present but empty.

Step 7:

- Choose files that are required-:
 - a). Equipment Interchange Receipt – IN (EIR – IN)
 - b). Official Receipt
 - c). Authorization Letter (Only if refunds to third party)
- Once all documents have been uploaded, please click on send to submit the refunds

This screenshot shows the same web interface as above, but with additional elements. The 'Choose File' button and 'Upload' button are now highlighted with red boxes. In the 'Files to be Attached:' section, two files are listed: 'EIR.pdf' and 'Official Receipt.pdf', each with a trash icon to its right. This section is also highlighted with a red box. At the bottom of the form, there are 'Send' and 'Back' buttons.

Your refunds have been successfully submitted. We will proceed it and confirm back once the payment is ready.

If there is any inquiry related to the refund, please kindly find below contact-:

No.	Team	Email	Phone Contact	Scope
1	Refund Team	KH.CONTAINERDEPOSIT@MAERSK.COM	N/A	Container Deposit Refund Related Issues
2	Customer Service Export	KH.EXPORT@MAERSK.COM	023 965 777	All operational related issues (Export)
3	Customer Service Import	KH.IMPORT@MAERSK.COM	023 965 777	All operational related issues (Import)