

13 October 2023

## 財務システムのアップグレードに伴う変更のお知らせ

拝啓 貴社益々ご清祥のこととお喜び申し上げます。  
平素は格別のご高配を賜り、厚く御礼申し上げます。

この度、弊社において使用している内部財務システム SAP ERP を 2023 年 11 月 7 日付で SAP S/4 Hana にアップグレードすることとなりました。

SAP S/4 Hana への移行期間中に大量のデータ移行が予想されるため、以下 A のスケジュールにてマースク財務システムは一時的に中断される予定です。また、請求書テンプレートの変更、EDI をご利用のお客様向けの変更点がございますので、下記情報をご確認いただきます様お願い申し上げます。

### 記

A. 2023 年 11 月 4 日～2023 年 11 月 7 日 16:00 までのシステム移行期間は請求書の生成及び入金処理がシステム上不可となります。  
また、2023 年 11 月 7 日 16:00～2023 年 11 月 12 日は移行直後となります為、システムの遅延が発生する可能性がございます。  
スムーズにお手続き頂くため、システム移行期間前に請求書をご確認頂き、お支払い頂きます様お願いいたします。  
移行期間中お急ぎの支払いケースがございましたら、Payment Team ([JP.Payment.Ocean@maersk.com](mailto:JP.Payment.Ocean@maersk.com))までご連絡ください。

B. システム移行完了後より請求書のテンプレート(PDF)形式が変更されます。  
請求書処理の為、独自のシステムをご利用されているお客様につきましては、変更された請求書テンプレートを処理するために、お客様の方でシステムセットアップ、または EDI セットアップを変更する必要がある可能性がございます。  
デンマークの企業として、マースクはデンマークの税法およびマースクがサービスを提供する他の国の税法を遵守しなければなりません。つまり、1 つの請求書が複数の国の税法や請求書規則に準拠しなければならず、必要な詳細を提供するため、請求書には複数の税項目が含まれる場合がありますことをご了承ください。  
また、本変更により請求書末尾に、関連するすべての国の税務情報を明記した税務明細表が追加され、国をまたがるすべての報告義務に対応できるようになります。スムーズな移行を可能にするため、テンプレートのリンクをクリックし、請求書テンプレートで強調されている変更点をご参照ください。

- D&D (Detention and Demurrage) [Detention Invoice Template.pdf](#)
- Freight Credit Note [Freight Credit Note.pdf](#)
- Freight Invoice [Freight Invoice Template.pdf](#)

C. 現在 EDI を受け取っているすべてのお客様は、本移行後より請求書タイプの記述の一部で名称が変更されます。  
以下の変更点をご確認の上、この情報を貴社の情報技術チーム (IT)、統合チーム、またはサードパーティーベンダーに確実にご共有ください。

<b>Invoice Category</b>	<b>New Invoice / Credit Note Title</b>
Export/Import Freight and Local Charge	EXPORT INVOICE, IMPORT INVOICE
Export/Import Freight and Local Charge Credit Note	EXPORT CREDIT NOTE, IMPORT CREDIT NOTE
Import Detention and Demurrage	DETENTION INVOICE, DEMURRAGE INVOICE
Import Detention and Demurrage Credit Note	DETENTION CREDIT NOTE, DEMURRAGE CREDIT NOTE
Damaged Equipment Recovery	EQUIPMENT MAINTENANCE INVOICE
Damaged Equipment Recovery Credit Note	EQUIPMENT MAINTENANCE CREDIT NOTE
Other charges (not part of above types)	Manual Invoice
Other charges Credit Note	Manual Credit Note

ご不明な点がございましたら財務チーム (JP.Collection.Ocean@maersk.com) までお問い合わせください。

皆様により良いサービスをご提供できるよう、財務システムの改善に取り組んでまいりますので、何卒ご理解・ご容赦を賜りますようお願い申し上げます。

敬具

A.P. Moller – Maersk

13 October 2023

**Notice of changes due to an upcoming financial system upgrade**

Dear customer,

As communicated earlier, we will be undergoing a financial system upgrade to SAP S/4HANA in November 2023. While we are excited about the many benefits that this new system will bring to our operations, we would like to take this opportunity to inform you about upcoming changes and challenges that you may experience during the transition. The upgrade to SAP S/4HANA is a significant change that will require us to temporarily suspend some of our financial system functions during the transition. We understand that these delays can be frustrating and apologize in advance for any inconvenience this may cause.

To enable a smooth transition, we would like to share with you the below overview of the changes you may experience during the transition period and following the upgrade. We recommend that you review this information and make any necessary updates.

- A. **Invoices will not be generated during the system migration from 3 November to 4PM Japan time 7 November 2023:** Please note that as of 4PM **7 November 2023** customers will notice a change in invoice and credit notes layout, however, all the standard required information will be present.

Also customers may experience delays in processing payments in the system from 7 November to 12 November 2023. Subsequently, cash customers will face delays in release of their freights during this period. We request cash customers to contact their respective finance team or the customer service representative through their business address along with the proof of payment for release of the cargo.

- B. **There will be a change in the format of our invoice templates (PDF) effective 7 November:** Customers may need to make changes to the system set-up or to the EDI set-up to receive and handle the changed invoice PDF template. As a Danish company, Maersk must comply with the Danish tax legislation and potentially tax legislation in other countries where Maersk supplies its services. This means that one invoice may have to comply with tax and invoice rules in more than one country. To provide you the necessary details, invoices can include more than one tax line item on the invoice.

Additionally, the invoice changes will include a tax specification table at the end of the invoice specifying tax information for all relevant countries to comply with all our reporting obligations across countries.

To enable a smooth transition, please click below the template links and refer to the changes highlighted in the invoices. Please note that, depending on your local requirements, the invoices may look different.

- D&D (Detention and Demurrage) [Detention Invoice Template.pdf](#)

- Freight Credit Note [Freight Credit Note.pdf](#)
- Freight Invoice [Freight Invoice Template.pdf](#)

C. **All customers currently receiving EDI will notice a name change on a few of their invoice type description effective 7 November 2023:** Please review the changes listed below and ensure that this information is passed to your Information Technology team (IT), Integration team, or third-party vendor to ensure that they are aligned with these changes.

Invoice Category	New Invoice / Credit Note Title
Export/Import Freight and Local Charge	EXPORT INVOICE, IMPORT INVOICE
Export/Import Freight and Local Charge Credit Note	EXPORT CREDIT NOTE, IMPORT CREDIT NOTE
Import Detention and Demurrage	DETENTION INVOICE, DEMURRAGE INVOICE
Import Detention and Demurrage Credit Note	DETENTION CREDIT NOTE, DEMURRAGE CREDIT NOTE
Damaged Equipment Recovery	EQUIPMENT MAINTENANCE INVOICE
Damaged Equipment Recovery Credit Note	EQUIPMENT MAINTENANCE CREDIT NOTE
Other charges (not part of above types)	Manual Invoice
Other charges Credit Note	Manual Credit Note

If you have any questions concerning the above, please reach out to your regular contact person. In addition, we would like to encourage you to be proactive in preparing for the transition.

***Please note that the dates mentioned in this advisory are related to the upcoming system Go-Live. Our teams are dedicated to making this transition as smooth as possible for the parties involved. We will keep you informed about any updates or changes related to the upgrade.***

We appreciate your patience and understanding as we work to improve our financial system to better serve you.

Sincerely,

A. P. Moller – Maersk

13 October 2023

## **Notice for delays in payment application and freight release**

Dear customer,

As communicated earlier, we will be undergoing a financial system upgrade to SAP S/4HANA in November 2023. While we are excited about the many benefits that this new system will bring to our operations, we would like to take this opportunity to inform you about upcoming changes and challenges that you may experience during the transition. The upgrade to SAP S/4HANA is a significant change that will require us to temporarily suspend some of our financial system functions during the transition. We understand that these delays can be frustrating and apologise in advance for any inconvenience this may cause.

Please note that due to this transition, there will be a system freeze from 3 November to 6 November 2023, and the customers may experience delays in processing payments in the system from 7 November to 12 November 2023. Subsequently, cash customers will face delays in release of their freights during this period. We request cash customers to contact their respective finance team or the customer service representative through their business address along with the proof of payment for release of the cargo.

If you have any questions concerning the above, please reach out to your regular contact person. In addition, we would like to encourage you to be proactive in preparing for the transition.

Please note that the dates mentioned in this advisory are related to the upcoming system Go-Live. Our teams are dedicated to making this transition as smooth as possible for the parties involved. We will keep you informed about any updates or changes related to the upgrade.

We appreciate your patience and understanding as we work to improve our financial system to better serve you.

Sincerely,

A. P. Moller – Maersk