

27 October 2023

【 Maersk 輸出海上コンテナ輸送 】財務システム <MyFinance> 一時休止のお知らせ

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。

さて、この度、弊社財務システムの移行に伴い、2023年11月4日から2023年11月7日の期間におきまして請求書の作成および入金処理が一時休止となりますのでご案内申し上げます。

本変更により、システム移行後に弊社が発行する請求書フォームが変更になります。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請求書末尾に追加され、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。

また、移行期間終了後は大量のデータ処理が予想されます。休止期間中に出港を予定しているブッキングにつきましては、 SHIPPING INSTRUCTIONS を早めにご提出いただき、システム休止前までに請求書のご取得をお願いします。

お客様には多大なご迷惑をお掛けすることと存じますが、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、何卒ご理解のうえご容赦賜りますようお願い申し上げます。

本件につきましてご不明な点がございましたら、カスタマーエクスペリエンスまでお問い合わせ下さい。

以上

記

【 休止期間 】 11月4日(土) ~ 11月7日(火)

【 休止項目 】 請求書の作成および発行、入金処理、MyFinance の閲覧

【 お振込について 】

システム移行直後は混雑による処理の遅延が発生する可能性がございますので、できる限り11月2日までに送金のうえ、MyFinance での Paid to Release をお願いします。
なお、システム休止期間中の弊社あて送金において、お急ぎの処理が必要な場合は、財務部 Payment チーム (jp.payment.ocean@maersk.com) までご連絡ください。

【請求書形式について】

システム移行後に弊社発行の請求書形式が変更となります。

弊社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すべての国の税法を厳守するために、複数の国の税法や請求書規則に準拠した請求書を発行します。そのため日本では不要な税項目が含まれる場合がございますので、あらかじめご了承ください。

< 変更後サンプル >

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

【 EDI の書式について 】

システム移行後に請求書タイプの一部で記述名称が変更となります。

EDI をご利用のお客様につきましては、10 月 13 日弊社発行の案内状をご確認のうえ、貴社情報技術チーム(IT) および 統括チーム または サードパーティーベンダーへ確実にご共有ください。

< 10 月 13 日発行_財務システムのアップグレードに伴う変更のお知らせ >

https://www.maersk.com/~media_sc9/maersk/local-information/files/asia-pacific/japan/payment-information/notice-of-changes-due-to-financial-system-upgrade-20231013.pdf

敬具

27 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. (Please see below for details)

https://www.maersk.com/~media_sc9/maersk/local-information/files/asia-pacific/japan/payment-information/notice-of-changes-due-to-financial-system-upgrade-20231013.pdf

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

27 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