

MyFinance - Invoicing

You can get visibility on the charges and the invoice amount to be paid in order to get your cargo released. You can also download and save a copy of single or multiple invoices for your record.

Guidelines on Invoicing:

1. Go to **Maersk.com** and log-in with your account details.



2. Once logged in, click on Manage then MyFinance.



3. Input the **9-digit BL** number then press **Enter**.

Search og	ptions 🗸 🗸	୍କ XX	XXXXXX
Dashbo	ard Open	Overdue	Paid Disputed Credits E-statement See more V
Welco	ome back	, ABC	COMPANY Ageing overview
0	Overdue invoices	View	Invoices are overdue Credits Ill Disputes Not due Mouse over column for more details
1.000	Due today		
0		View	050
1	Due this week	View	USB 720



4. Select the invoice to view details.



5. Select **Download** then click **Invoice**.

<u> </u>	Invoice number	Bill of lading no.	Lustomer reference	Due date	Upen amount	Status	
	C23TML- 55 Export	XXX XXX XXX	55******	24 MAR 2023 Inv. date 22 MAR 2023	VND 1,148,496 Inv. amount VND 1,148,496	Payable online	^
	Business area descrip	tion Vietnam			E-invol	ce file	
					Invoice	Download	
1	Invoice selected	Total: VND 114	8 4 9 6				-

Guidelines on Dispute:

1. In MyFinance – Invoice page, click on **Dispute**.

C23TML- XXX XXX 55****** 09 APR 2023 VND 48,263,158	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status	
55******* Inv. date 23 MAR 2023 Inv. amount VND 48,263,158	C23TML- XXX XXX XXX		55****** 09 APR 2023		VND 48,263,158	Payable online	
Import	55*****		Inv. date 25 MAR 2023		Inv. amount VND 48,263,158		

2. Select the Dispute reason for the invoices.

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
S******	XXX XXX XXX	23 Mar 2023	VND 48,263,158	Due	Select a reason 🗸 🗸
		obe unte oprige coup	ant an adding the state and the		Select a reason
					Incorrect Rates Already Paid Incorrect Payer Missing Information

3. For Incorrect Rates: Select the Dispute category for the invoices.

ny charge you wish to include in the disput	e		
Charge name	Dispute category	Current amount ①	Expected amount ①
Container Protect Essential (CP1)	Select category ~	VND	VND
	Select category		
Documentation fee - Destination (DDF)	Contractual rate not applied Container rolled by carrier Agreed free time not applied	VND	VND
Terminal Handling Service -	Charged due to delay by carrier Others	VND	VND



For Already Paid: Select the Dispute category for the invoices.

t any charge you wish to include in the disput	e		
Charge name	Dispute category	Current amount ①	Expected amount ①
Container Protect Essential (CP1)	Select category 🗸 🗸	VND 4	VND
	Select category		
Documentation fee - Destination (DDF)	Duplicate invoice Payment made to Maersk Payment made to terminal	VND	VND
Terminal Handling Service -	Others Select category	VND	VND

For Missing Information: Select the Dispute category for the invoices.

(Charge name	Dispute category	Current amount ③	Expected amount ①
	Container Protect Essential (CP1)	Select category ~	VND	VND
(Documentation fee - Destination (DDF)	Select category Time of Departure/Arrival Place of Receipt/Destination Reference number missing	VND I	VND
1	Terminal Handling Service - Destination (DHC)	Container number missing Share more invoice details Others	VND	VND

For **Incorrect Payer**: Click on Redirect to Shipment Details to amend the payer.

Incorrect Payer	
You can request amendment of payer party through	h the shipment binder:>
1. Click on Redirect to shipment binder	
2. Click on Edit payment details*	
3. Amend your details and Submit	
Once your request has been processed, this invoice	will be cancelled and a new invoice will be generated
based on the amendment.	
*Modifying the payer or payment terms after submitting the shipping	g instructions could lead to additional administrative charges. Please let
us know under 'Request Change Details' if these charges should not b	be applied.
	Cancel Redirect to shipment binder

4. Fill in the required information then click on **Continue**.

	should be per charge type and the service	contract number.		Describe the reasons for invoice dispute
	(Dectar)		# 074000	
File size limit & upload size limit i	2MB. File types supported: pdf, tat, prig, jpeg, jj	gg, doc, docx, zip, gif, xis, ppt, xisx, emi & m	58	Attaches the needed documents for the dispute
Contact information				
Contact information	Email	Alternative email (optional)	Contact numb	er



Guidelines on Third Party Invoice Search and Payment:

1. Click on the **See more** drop-down then select 3rd Party invoice search.

Search optio	ons 🗸	Search	by B/L, Invoice, Paj	yment receipt no.	or Dispute	ID			
Dashboard	Open (Overdue	Paid Disp	uted Credit	s E-s	tatement	See more	v	
Velco	me back	ABC	COMPA	NY		3rd Part search	ty involce		
utstand	ling invoices	, , , , , , , , , , , , , , , , , , , ,	Ageing o	overview		Custom	ized SOA		
0	Overdue invoices	View	Invoices a	re overdue 🔳 C	redits III	Disputes	Not due		
0	Due today	View	USD						
0	Due this week	View	31.1K	1					
	Due this month		23.3K						
0		View							

2. Click on Search button from the tool bar then choose I'm an agent.



3. Enter the **Bill of Lading number or Invoice number** then click on **Search**.

X MAERSK	Prices	Book 🗸	Tracking	Schedules	Logistic Solutions	Manage 🗸		EN V	० । ≡
MyFinan	ce								
Search Oy	en Invoices	đ	çment	Credits	Paid Invoices	Dispute Cases	eStatement	Refunds	Profile
Search for Your Doc	uments						,	Denn faersk AS:MAE	BARK RSK LEVE WEB
O I'm a Customer		🖲 Гш і	an Agent						
Bill of Lading No.	910172517]						
OR									
Invoice Na. Add New			3821 ¥						
Search									