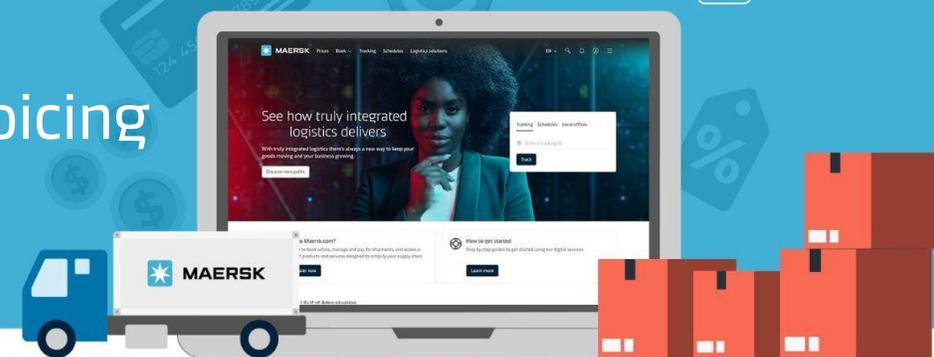


# MyFinance - Invoicing

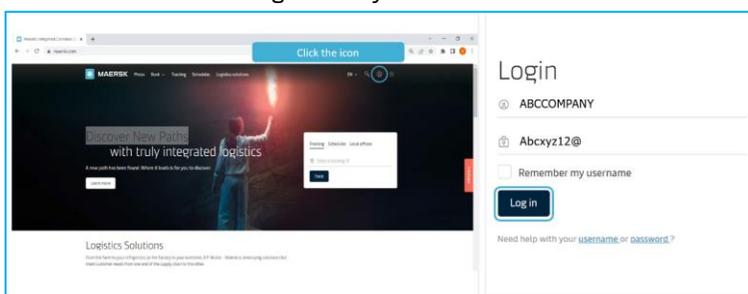


## MyFinance - Invoicing

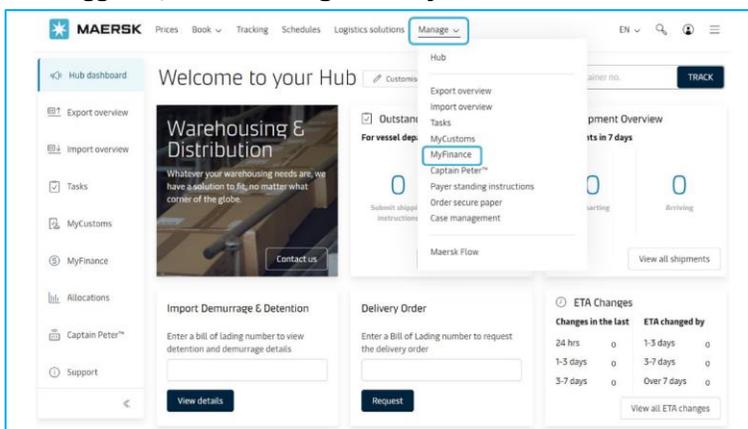
You can get visibility on the charges and the invoice amount to be paid in order to get your cargo released. You can also download and save a copy of single or multiple invoices for your record.

Guidelines on Invoicing:

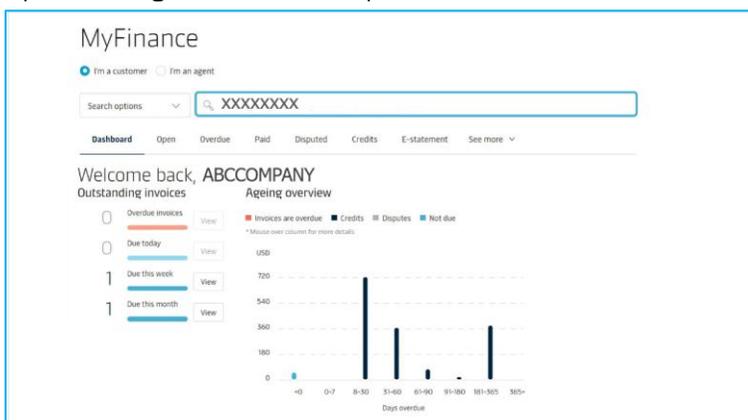
1. Go to **Maersk.com** and log-in with your account details.



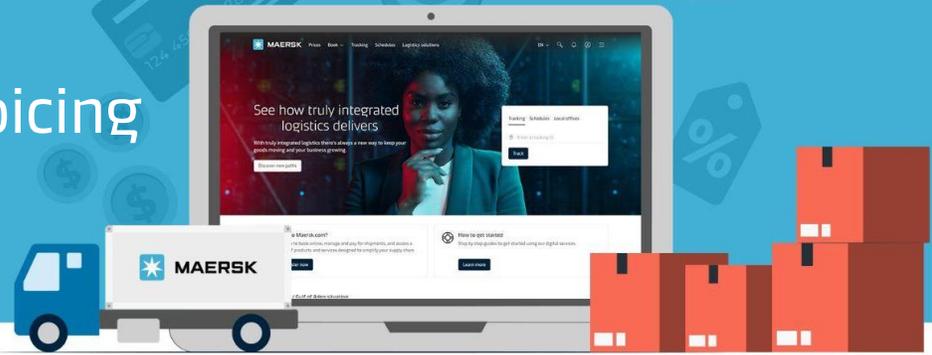
2. Once logged in, click on **Manage** then **MyFinance**.



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



# MyFinance - Invoicing



- Select the invoice to view details.

Search results for 'B/L number'

xxx xxx xxx

1 Open (1) 2 Paid (3) 3 Credits (1)

OPEN INVOICES SORT BY: Invoice Date (latest)

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
C23TML-55*****	xxx xxx xxx	55*****	24 MAR 2023	VND 1,148,496	Payable online

Export

- Select **Download** then click **Invoice**.

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
C23TML-55*****	xxx xxx xxx	55*****	24 MAR 2023	VND 1,148,496	Payable online

Export

Business area code VN00

Business area description Vietnam

1 Invoice selected Total: VND 1,148,496

E-invoice file

Invoice Download

## Guidelines on Dispute:

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

Open (1)

OPEN INVOICES SORT BY: Invoice Date (latest)

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

Import

1 Invoice selected Total: VND 48,263,158

Dispute

- Select the Dispute reason for the invoices.

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
55*****	xxx xxx xxx	23 Mar 2023	VND 48,263,158	Due	Select a reason

IMPORIT

Select a reason

- Select a reason
- Incorrect Rates
- Already Paid
- Incorrect Payer
- Missing Information

- For **Incorrect Rates**: Select the **Dispute category** for the invoices.

Invoice breakup

Select any charge you wish to include in the dispute

Charge name	Dispute category	Current amount	Expected amount
<input checked="" type="checkbox"/> Container Protect Essential (CPI)	Select category	VND	VND
<input type="checkbox"/> Documentation fee - Destination (DDF)	Select category	VND	VND
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)	Select category	VND	VND

Container Protect Essential (CPI) not applied

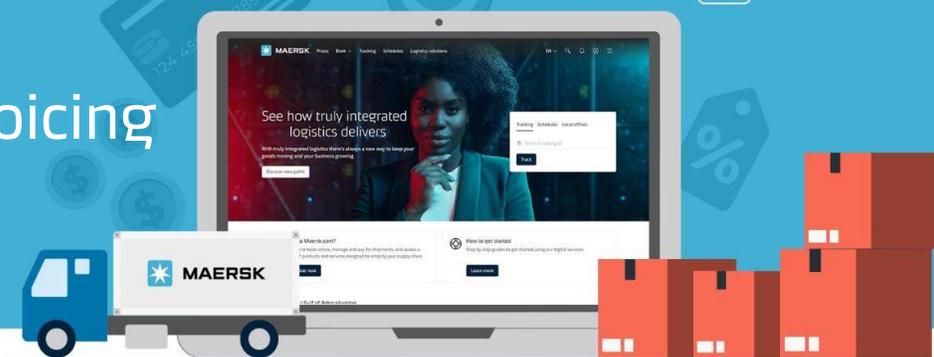
Container rolled by carrier

Agreed free time not applied

Charged due to delay by carrier

Others

# MyFinance – Invoicing



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

**Invoice breakup**  
Select any charge you wish to include in the dispute

<input type="checkbox"/> Charge name	Dispute category	Current amount	Expected amount
<input checked="" type="checkbox"/> Container Protect Essential (CPI)	Select category	VND 4	VND
<input type="checkbox"/> Documentation fee - Destination (DDF)	Duplicate invoice Payment made to Maersk Payment made to terminal Others	VND	VND
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)	Select category	VND	VND

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

**Invoice breakup**  
Select any charge you wish to include in the dispute

<input type="checkbox"/> Charge name	Dispute category	Current amount	Expected amount
<input checked="" type="checkbox"/> Container Protect Essential (CPI)	Select category	VND	VND
<input type="checkbox"/> Documentation fee - Destination (DDF)	Time of Departure/Arrival Place of Receipt/Destination Reference number missing Container number missing Share more invoice details Others	VND	VND
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)	Select category	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 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 instructions could lead to additional administrative charges. Please let us know under 'Request Change Details' if these charges should not be applied.

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

Describe dispute reason (preferably in English)  
Please advise what the rate should be per charge type and the service contract number.

Describe the reasons for invoice dispute

Attach supporting documents (Optional)  
File size limit & upload size limit is 2MB. File types supported: pdf, txt, png, jpeg, jpg, doc, docx, zip, ppt, xls, ppt, xlsx, eml & msg

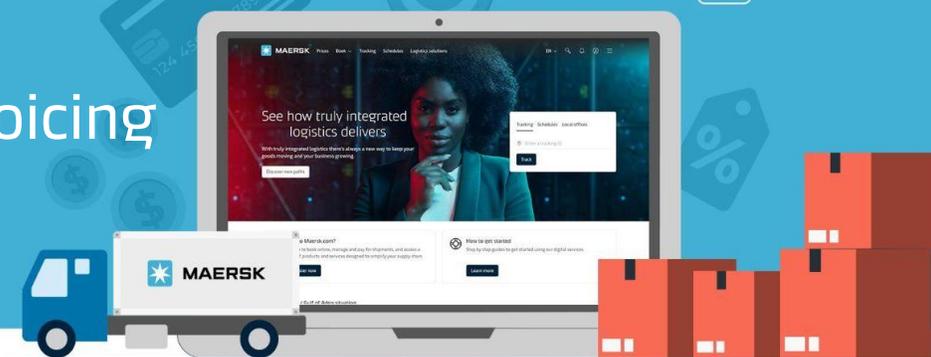
Upload

Attaches the needed documents for the dispute

Contact information

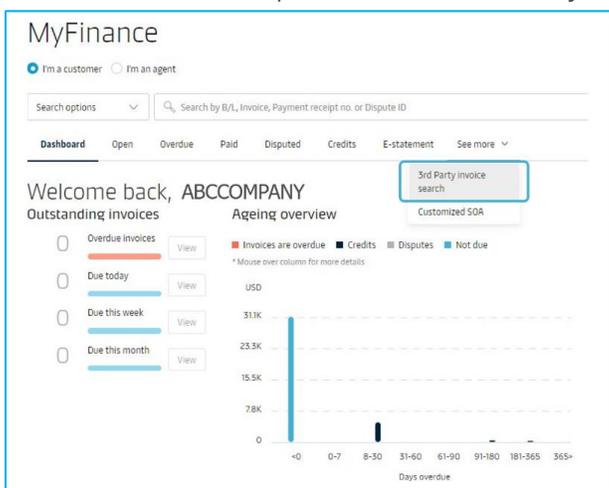
Name:  Email:  Alternative email (optional):  Contact number:

# MyFinance – Invoicing

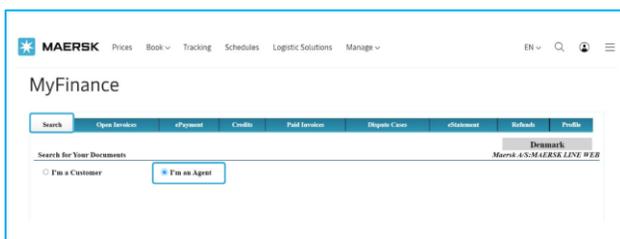


Guidelines on Third Party Invoice Search and Payment:

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



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**.

