**OVERVIEW:**

*Refund* solution aims at allowing customers to submit their refund request on available Refundable credits vide MyFinance portal.

Advance, Duplicate, Overpayment and Container Deposits will be flagged as refundable credits in MyFinance under “Credits and Refunds” tab. You will be able to submit hassle-free refund request and do not have to redirect to Biller Direct Page for raising Refund.

To explore the Refund functionality, you should login to the MyFinance platform. Please find below the instructions on how to identify refundable credits and raise refund request.

**Process Steps for raising Refund request:**
- Go to [www.maersk.com](http://www.maersk.com) and click on “Manage” and select “MyFinance”
- Click on “Credits and Refunds” tab for refundable credits (Advance/Duplicate/Over Payment & Container deposits would be flagged as “Refundable”)
- Refund request can be raised only on flagged credits
- Select the refund payment method (cheque or bank) option according to your requirement
- Click on submit refund request

**Steps:**
1. Customer Login to MyFinance, they will land up on dashboard page:
b. To find Refundable credit, they need to click on “Credits & Refunds” tab:

![MyFinance](image)

![MyFinance](image)

c. Advance, duplicate, overpayment, and container deposits are flagged as “Refundable” under status:

![MyFinance](image)

d. Customer can select the refundable credit and raise a request for refund:

![MyFinance](image)
e. Customer must select the Refund Payment method and submit refund request:

![Image of refund request page]

f. Once the request is submitted, the credit status would change from refundable to processing. Customer can view their refund processing status:

![Image of refund status page]