



Frequently Asked Questions

Have questions? We're here to help.

- Can I download multiple or all my invoices at once?
 - Yes, on the open or overdue tab select the invoices you want or click the box to select all. Then click download to download the invoices.
- When is an invoice generated for a shipment?
 - Export invoices typically once vessel has departed. Import invoices typically 4 days prior to vessel arrival.
- How long after an invoice is issued will it appear on MyFinance?
 - Within 1 hour
- How long after payment is made will the invoice clear?
 - Within 30 minutes
- What if I don't see my invoice in MyFinance?
 - You need to make sure you are logged in under the customer code that is the invoice party on the invoice.
- What if I need assistance with MyFinance?
 - You can connect with a live chat agent for assistance.
- Is there a fee to pay by credit card in MyFinance?
 - Yes
- Is there a fee to pay by SmartPay(bank ach)?
 - No
- Is there a transaction amount limit when paying an invoice in MyFinance?
 - No, there is no dollar transaction amount limit.