

FAQ – CHINAEPAY VIA MYFINANCE



WHAT DO I NEED TO DO TO PAY WITH MY CREDIT CARD?

You just need to be registered as a MyFinance user on www.maerskline.com. When you are logged in, you can directly access our payment system, MyFinance, where you will see the details of your invoices and how to pay.

CAN I PAY WITH CHINAEPAY IN ALL COUNTRIES?

Service is available in Chinese Mainland Only.

WHAT TYPE OF INVOICES CAN I PAY WITH CHINAEPAY?

Any visible CNY invoice on your MyFinance account can be paid by ChinaEpay.

WHAT SHOULD I DO TO PAY?

Under the e-Payment tab in MyFinance, you will select any outstanding invoices in the same currency. Input your Fapiao Details if you require a Fapiao. Then confirm payment with online banking system

DO I NEED TO ENTER MY FAPIAO DETAILS AT EVERY PAYMENT?

That is up to you. You can choose to save your Fapiao details in the system, making it possible to select the stored details going forward.

CAN I USE THE SAME FAPIAO ACROSS OTHER BRANDS SUCH AS SAFMARINE.COM?

You need to register the fapiao detail in each brand site during the first payment. The process is the same across all brands.

HOW CAN I MAKE CHINAEPAY TO MAERSK LINE?

The functionality is implemented as a part of our online website, My Finance, where you can view and pay your invoice with your B2B bank account.

IS PAYMENT USING CHINAEPAY ONLINE SECURE?

Yes, just as you would pay with your bank account on any bank-approved website. We care a lot about security.

ARE THERE ANY FEES CHARGED FOR PAYING ONLINE?

No, we will make sure that the bank transaction charges are absorbed by Maersk Line.

CAN I SELECT AND PAY INVOICES IN DIFFERENT CURRENCIES?

No, only CNY invoice are available to be pay in CNY via China Epay solution.

HOW DO I CANCEL MY ORDER AND GET A REFUND?

You may contact your regular Maersk Line focal to request for overpay handling.

WHAT IF I AM CHARGED FOR TRANSACTIONS THAT I HAVE NOT MADE?

If there are unauthorized transactions recorded in your statement, please follow up with your bank.

WHAT IS MAERSK LINE'S POLICY ON REFUNDS VIA CHINAEPAY?

Approved refunds can be returned to the same bank account used and we will of course ensure current refund policies by Maersk Line will apply.

CAN I ENABLE SOMEONE ELSE TO PAY ON MY BEHALF?

Yes, other users can use agent solution to pay on behalf of you.

WHAT ARE THE MANDATORY REQUIREMENTS IN MAKING ONLINE CHINAEPAY VIA MY FINANCE?

The following are required:

a. Your bank account has open B2B on-line payment.

ARE THERE ANY LIMITATIONS ON MONETARY AMOUNTS?

No, payments are unlimited with ChinaEpay