At Maersk Line, we are dedicated to providing you with intelligent transportation solutions that propel your ambitions each and every day. We want to be your carrier of choice by offering a host of solutions that simplifies your shipping experience. One such tool that we offer is MyFinance.

MyFinance is our free web-based ecommerce tool that makes it easier for you to manage your Maersk Line account online. MyFinance eliminates manual processes that are usually required when viewing invoices, checking the account balance or raising a dispute. MyFinance provides real time information, hence everything you need to manage your account is available online and accessible around the clock.

**WHAT ARE THE FUNCTIONALITIES AND BENEFITS OF MYFINANCE?**

- **View your invoice**
  View all your invoices with a few clicks, eliminating the need to manually request for an invoice.

- **Raise your dispute**
  By raising your disputes in the MyFinance platform, your dispute will be logged in our system immediately.

- **Check your balance**
  MyFinance eliminates confusion about account balance by providing more visibility to your statements, which improves accounting processes and cash management.

- **Pay online**
  - **Card Payment** - Pay your invoices online now using card payments in the following locations: United States, Spain, Portugal, Netherlands, Germany, Canada, United Kingdom, Ireland, France, Belgium, Italy, Australia, Japan, Hong Kong, Singapore, Macau, Malaysia, Ecuador, Peru, Bolivia, Chile, Cyprus, Greece, Slovenia, Malta, Slovakia, Finland, Latvia, Lithuania and Estonia **SmartPay**
  - **SmartPay** is available in the following locations: United States, Canada, United Kingdom, Spain, Italy, Ireland, France, Portugal, Australia, Netherlands, Belgium, Germany, New Zealand, Austria, and UAE.

MyFinance is available 24/7 and offers easy management of financial transactions, saving you time and costs. To see how simple it is to manage your Maersk Line account, register on www.my.maerskline.com today!
It’s easy to register

To access MyFinance, users need to register on my.maerskline.com

**Step 1**: From the homepage of my.maerskline.com, click **Register**

**Step 2**: Fill in your details in the form provided, accept the terms and click **OK**

**Step 3**: You will now receive an email confirming your registration.
MyFinance Functionalities

Account Profile

What are the functionalities and benefits of MyFinance?

Choose your language from a drop down menu and click on **Change Language**

<table>
<thead>
<tr>
<th>Your Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the language for MyFinance</td>
</tr>
<tr>
<td>English: ▼ Change Language</td>
</tr>
</tbody>
</table>

Multiple Accounts

MyFinance allows you to manage multiple accounts in a single platform.

You can select the customer code and if you have only the Bill of Lading No. or Invoice No., you can search on which customer code this invoice belongs to.
Search documents

With your MyFinance account, you can search for one or multiple documents.

Simply provide one of the following: Invoice No., Bill of Lading No., or Customer Ref. No. Then check the tick box of the document you are searching for.

In the example below, the user provided the Invoice No.

Across the Invoice No. field, click Add New

Copy or paste your Invoice No. Click OK

After clicking on Search a list of documents relevant to your search parameters will appear.
Open Invoices

With your MyFinance account, you can view all open invoices. You can print your invoices or create a dispute case.

You can raise a mass dispute on selected invoices by clicking [Mass Dispute]

You can select and de-select invoices by clicking
[Select All] or [Deselect All]

You can raise a single dispute by clicking on the bubble icon

Enter all the necessary information and upload a document as necessary (not mandatory) and click SEND. This will ensure your dispute is immediately sent to the dispute team for further processing.

You can download selected entries in either CSV or PDF format.

By clicking on [Find Invoices] you can perform a search of open invoices by providing one of the following: Bill of Lading No., Invoice Date, Invoice Amount or Open Amount.

You can also export the list of invoices to Microsoft Excel by clicking [Export to Excel]
Paid Invoices

With your MyFinance account, you can view paid invoices. You can select and download invoices, export the list of invoices to Microsoft Excel and create a dispute case.

By clicking on **Extend Search**, you can perform an advanced search of paid invoices according to your required criteria. You can further narrow your search by providing specific information such as the Bill of Lading No., Invoice Amount or Paid Amount.
eStatements

With your MyFinance account, you can view or download your statement of account.

You can print your statements in PDF or export to Microsoft Excel by clicking Print or Excel.

You can add notes for your future reference.
Dispute Cases

By raising your disputes in the MyFinance platform, you can rest assured that you will get your dispute logged on immediately.

You can view your dispute cases by selecting the status and period of the dispute.

By clicking on the search option, you can perform an advanced search of dispute cases according to your required criteria. You can also search for a dispute case by providing the Case ID, Invoice No., or Bill of Lading No.
CARD PAYMENT
This manual covers the following markets: Canada, United Kingdom, Ireland, France, Italy, Australia, Japan, Singapore and Malaysia.

HOW TO GET STARTED:

1) Go to 'ePayments' tab
2) Select the invoices to be paid. The payment amount will get highlighted.
3) For countries with both SmartPay and Credit card functionality, please select the payment method using the radio buttons.
4) Accept the Terms and Conditions
5) Click on ‘Continue’. Please refer the screenshot below.

If a pop up screen asking for a one time password appears:
- Enter a password
- Click on ‘Submit’

If you click on ‘Exit’, your transaction will be terminated and you will need to start the payment process again. Please refer to the screenshot on the next page.
6) Review card details, invoices, amount and currency from the Summary page. If correct, proceed with the payment and click on ‘Pay’. Click on ‘Back’ if there are changes needed and you will need to start the payment again. Please refer to the screenshot below.

7) Payment gets authorised in less than 5 seconds and you can take the print receipt by clicking on ‘Print’.

8) Once payment has been authorised, the invoices are moved from ‘Open Invoices tab’ to ‘Paid Invoices’ tab and will have an ‘In Process’ status.
9) The invoices will move to ‘Processed’ status within next 1 hour. You may take the Official Print receipt as well.
Card Payment (Non 3DS countries)

This part of the manual is applicable to our Non 3DS countries - United States, Spain, Portugal, Netherlands, Germany, Belgium, Hong Kong, Macau, Ecuador, Peru, Bolivia, Chile, Cyprus, Greece, Slovenia, Malta, Slovakia, Finland, Latvia, Lithuania and Estonia.

New Card to pay online
Select the invoice that you would like to pay. For countries with both SmartPay and Card Payment functionality, please select the payment method using the radio buttons. Then Click Radio button ‘New Credit Card’, enter card details, including CVV, agree to terms and conditions and select CONTINUE to next page to PAY.

Confirm selection and pay
Review selections for payment and select pay.

Confirmation of successful payment
Receive confirmation of payment acceptance.
Payment receipt

This shows successful payment, with reference to the card used and amount paid in green.

Card Registration - Advance Payment Card Registration

Customer can store card details in advance of payment to save time later on. Card number is securely stored showing only the last 4 digits of the card number.

Once card is registered, customer can amend details (e.g. expiry date) or delete card.
For payment with pre-registered cards

Select invoices of same currency, select card, enter CVV, agree to terms and conditions and select continue to next page to pay.

<table>
<thead>
<tr>
<th>Invoice No</th>
<th>Bill of Lading No.</th>
<th>Invoice Type</th>
<th>Customer Ref. No.</th>
<th>Invoice Date</th>
<th>Due</th>
<th>Invoiced Amount</th>
<th>Open</th>
<th>Payment Amount</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
</tbody>
</table>

Select the invoice that you would like to pay. Then, tick checkbox ‘Only use for this payment transaction’, enter card details, CVV, agree to terms and conditions and select continue to pay.

One-time payment without advance card registration

Select the invoice that you would like to pay. Then, tick checkbox ‘Only use for this payment transaction’, enter card details, CVV, agree to terms and conditions and select continue to pay.
SmartPay

SmartPay is available in United States, Canada, United Kingdom, Spain, Italy, Ireland, France, Portugal, Australia, Netherlands, Belgium, Germany, New Zealand, Austria, and UAE.

Registration to SmartPay

Registration and sign up to SmartPay, is done at the “SmartPay” tab. There are three sections on this tab:

1. Top - Existing accounts already setup with Maersk and authorized to be used for SmartPay payments.
2. Middle - Existing accounts setup with Maersk, but not yet authorized for SmartPay use

Top section is informational only. While middle and bottom sections are where the customer takes action and is described below.

Authorizing use of an existing bank account (Middle)

In the “SmartPay” tab, all existing bank accounts that are maintained with Maersk will be displayed. An existing account can be chosen for SmartPay usage.

After clicking on the “SmartPay” tab, simply select the existing account to be authorized for SmartPay use.

In the “SmartPay” tab, all existing bank accounts that are maintained with Maersk will be displayed. An existing account can be chosen for SmartPay usage.

After clicking on the “SmartPay” tab, simply select the existing account to be authorized for SmartPay use.
A pop up box containing terms and conditions will appear. Confirm to terms and conditions, and press “Save”.

Click “Agree” to the terms and conditions, and press “Save”.

**Using a new bank account (Bottom)**

If a bank account is not maintained already with Maersk, or a new bank account should be created for SmartPay usage only – a request for creation of a new bank account can be done at the bottom section of “SmartPay” tab.

Fill out the required fields, and attach supporting documentation – which can be a copy of a cheque or copy of a statement of account, as a proof of ownership of the bank account.

A mail will be sent for confirmation of the bank account creation, or decline of the request.
Using a new bank account – in United Kingdom

For a bank account to be created for SmartPay usage in United Kingdom in GBP currency, it is required to upload a Direct Debit Instruction (DDI), when raising the request for a new bank account.

Confirm to terms and conditions, and press “Ok”. Then upload a signed copy of a instruction, and press “Save”.

A mail will be sent for confirmation of the bank account creation, or decline of the request. As per BAC’s regulations a 10 day period is required before the created bank account can be used for SmartPay payments.
Executing a SmartPay payment

All payments are done in the “ePayment” tab, by choosing the invoices to pay, select payment method, select bank account (if multiple registered for SmartPay usage), agree to the terms and conditions and press “continue”.

Mandate creation for European and UAE customers

When executing the first SmartPay payment for European and UAE customers, a “Mandate” needs to be created. A “Mandate” is a unique ID between Maersk and customers. The “Mandate” will be sent to banks with each payment.

At the time of the first payment execution for all European customers – a pop up will appear for “Mandate” creation.
Confirm selection and pay
Review selections and press pay

Confirm selection and pay
Receive confirmation of payments acceptance
Your Promise. Delivered.