



FAQ - MYFINANCE

GENERAL QUESTIONS

1. WHAT IS MYFINANCE AND HOW DOES IT BENEFIT ME?

MyFinance is a recently updated online platform within my.maerskline.com that exists to simplify the payment experience for all Maersk Line customers. It is also available for our other brands - Safmarine, Sealand, Seago and MCC. MyFinance will allow you to overview finance-related information and perform tasks such as reprinting invoices and raising an invoice dispute within one easy-to-use interface.

2. HOW CAN I GAIN ACCESS TO MYFINANCE?

Anybody can gain access to MyFinance. You can register for MyFinance through my.maerskline.com, and MyFinance will be available through the top ribbon of the same webpage.

3. CAN I USE MYFINANCE FOR ALL MAERSK GROUP BRANDS?

Besides, Maersk line, it is available for all brands - Safmarine, Sealand, Seago and MCC.

4. WHAT IF I CANNOT SEE MY INVOICES IN MYFINANCE?

MyFinance interacts directly with our internal SAP platform, meaning that you will see an up-to-date view of all invoices that are visible to Maersk Line. If you cannot find your invoice on MyFinance, this may be for one of these three reasons:

- a. Your invoice has not yet been generated. Please wait or contact your finance representative in case of overdue delays.
- b. You are trying to access an invoice that has been generated under a different customer code. In order to access this invoice, please log into the appropriate MyFinance account, or alternatively, reach out to our Live Help team to have your accounts linked.
- c. The invoice was cancelled, but the country in question does not show that this happened. Reach out to your local finance contact within Maersk Line in this case.

5. I HAVE MULTIPLE CUSTOMER CODES WITH MAERSK LINE AND WOULD LIKE TO MERGE THESE TOGETHER. IS THIS POSSIBLE?

Yes, it is possible for you to merge multiple accounts in MyFinance. This gives you the ability to view and search invoices that have been generated under different account details. To do this, please contact Live Help and request a merger or contact your local customer service representative for help to set it up.

6. I AM HAVING TROUBLE ACCESSING MY MYFINANCE ACCOUNT. WHO CAN I TALK TO ABOUT TECHNICAL ISSUES ON MYFINANCE?

If you are having difficulty accessing MyFinance, please reach out to our live help team through my.maerskline.com or speak directly to your customer service or finance representative.

7. DOES MYFINANCE SHOW REAL TIME INFORMATION?

Yes. As soon as updates happen in SAP, our internal system, MyFinance shows the same right away.

8. DO WE STILL NEED TO DOWNLOAD DIGITAL CERTIFICATES TO GET ACCESS TO MYFINANCE?

No. Maersk Line is now using username and password.

9. CAN I MAKE A PAYMENT THROUGH MYFINANCE?

Yes you can. There are 2 online payment options

Card payment - Available in United States, Spain, Portugal, Netherlands, Germany, Belgium, Hong Kong, Macau, Ecuador, Peru, Bolivia, Chile, Cyprus, Greece, Slovenia, Malta, Slovakia, Finland, Latvia, Lithuania, Estonia, Canada, United Kingdom, Ireland, France, Italy, Australia, Japan, Singapore and Malaysia.

SmartPay – Available in United States, Canada, United Kingdom, Spain, Italy, Ireland, France, Portugal, Australia, Netherlands, Belgium, Germany, New Zealand, Austria

10. CAN I CHANGE THE LANGUAGES IN MYFINANCE?

Yes, you can do this under the 'Profile' tab.

11. WHAT IF I WOULD LIKE TO GIVE OTHER PEOPLE IN MY ORGANISATION ACCESS TO MYFINANCE?

To share access you can simply provide colleagues with your user ID and password, but please be aware that this gives them access to all functionalities that you yourself can access.

12. CAN I SEE CREDIT MEMOS THAT HAVE BEEN APPLIED TO MY ACCOUNT?

Not every country recognises credit memos, but if there are any open credit memos they will be shown under the 'Credit' tab.

VIEWING, REPRINTING, AND DOWNLOADING INVOICES

13. CAN I REPRINT MULTIPLE INVOICES?

Yes, you can reprint multiple invoices by using SELECT ALL or SELECT and then pressing DOWNLOAD under the 'Invoice' tab. Then you can print your invoices the way you would with any other document.

14. WHAT'S THE DIFFERENCE BETWEEN INVOICE DATE AND THE DUE DATE IN THE 'ESTATEMENT' TAB?

The due date is the date when an invoice is due. The invoice date is the date when an invoice is issued.

15. WHAT IS THE DIFFERENCE BETWEEN LOOKING FOR AN INVOICE IN THE 'SEARCH' TAB VS. USING THE FIND OPTION IN THE OPEN 'INVOICES' TAB?

The difference is that in search you can find invoices that are already paid or credited.

16. WHAT DOES THE YELLOW LOGO NEXT TO INVOICE NUMBERS SIGNIFY?

This signifies that the invoice is DUE and needs to be paid immediately.

17. IS THERE A LIMIT TO THE NUMBER OF INVOICES THAT CAN BE SEARCHED, DOWNLOADED AND PRINTED AT A TIME?

There is no limit set up, but the bigger the volume of requested data, the longer it will take for our system to respond. Note however that the system responds very fast for any reasonable volume.

ACCESSING AND DOWNLOADING YOUR ESTATEMENT

18. HOW CAN I DOWNLOAD MY ESTATEMENT IN MYFINANCE?

Click on the 'eStatement' tab and then click the 'Print' button to print or the 'Excel' button to download in excel.

19. WHAT INFORMATION IS INCLUDED IN MY ESTATEMENT?

The statement includes the amount of money that you have on your account and the invoices that are due for payment, along with the due dates and any overdue payments.

20. HOW OFTEN IS THIS INFORMATION UPDATED?

This is real time, so as soon as payments have been applied or new invoices are received the eStatement is updated.

RAISING A DISPUTE IN MYFINANCE

21. CAN I RAISE MY DISPUTES IN MYFINANCE?

Yes, you can do so by clicking the 'Raise Dispute' icon visible on most tabs.

22. HOW CAN I SEE WHETHER A DISPUTE HAS BEEN UPDATED?

You can see this under the 'Dispute' tab, where you are able to check the history of any disputes. Based on how you have set it up, you may also receive dispute notifications.

23. HOW CAN I SEARCH INVOICES THAT ARE DISPUTED?

You can do so by going to the 'Dispute' tab and looking through the list of disputed invoices, possibly filtering the ones that are closed, pending, etc.