



# FAQ ON PAYING WITH SMARTPAY VIA MYFINANCE

## SETUP FOR SMARTPAY PAYMENT

### **HOW DO I PAY WITH SMARTPAY?**

You just need to be registered as a MyFinance user on [www.maerskline.com](http://www.maerskline.com). When you are logged in, you can directly access our payment system, MyFinance, and go to the "Smart Pay" tab for set up. After this step is done, you can find the details of your invoices and how to pay in the "ePayment" tab.

### **CAN I PAY WITH SMARTPAY IN ALL COUNTRIES?**

The service is available in USA, Canada, Australia, New Zealand, Ireland, United Kingdom, UAE, Netherlands, France, Italy, Portugal, Spain, Austria, Belgium

### **WHAT TYPE OF INVOICES CAN I PAY WITH SMARTPAY?**

Any visible invoice except embargo related invoice on your MyFinance account can be paid by SmartPay, as long as the invoice currency is allowed.

### **DO I NEED TO ENTER MY ACCOUNT DETAILS AT EVERY PAYMENT?**

No, setup is only required before executing the first payment. If an existing bank account maintained with Maersk is selected, the setup takes less than 5 seconds.

### **WHAT SHOULD I DO TO PAY?**

Under the e-Payment tab in MyFinance, you will select any outstanding invoices in the same currency. Then you select the payment method "SmartPay" and choose the account in the drop down menu. Then you need to agree to the terms and conditions and click PAY.

You will then get a confirmation, stating 'You have paid the bills listed. You can choose to print your confirmation.

### **CAN I USE THE SAME ACCOUNT ACROSS OTHER BRANDS SUCH AS SAFMARINE.COM?**

You need to register the bank account used for SmartPay in each brand site before the first payment. The process is the same across all brands.

### **HOW CAN I MAKE SMARTPAY PAYMENTS 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 account selected for Smart Pay usage.

### **IS PAYMENT USING SMART PAY ONLINE SECURE?**

Yes, bank account master data cannot be changed, and payments can only be made on the invoice amount. We are also using existing bank connectivity already used for other payment methods.

### **CAN I SELECT AND PAY SEVERAL INVOICES IN DIFFERENT CURRENCIES?**

No, it is only allowed to pay several invoices in bulk in the same currency.

### **ARE THERE ANY FEES CHARGED FOR PAYING VIA SMART PAY ONLINE?**

No, all payments are cost free.

## WHAT ARE THE MANDATORY REQUIREMENTS IN MAKING ONLINE SMARTPAY PAYMENTS VIA MY FINANCE?

The following are required:

- a. A bank account maintained with Maersk Line (either choose an existing one or request for creation of a new one)
- b. Ensuring the invoice selected is in a currency allowed for SmartPay Usage (US, CA is USD currency, NZ is NZD currency, AU is AUD currency, UAE is AED currency, AT, BE, DE, IE, IT, NL, PT, ES, UK, FR is EUR currency, and UK also GBP currency is allowed).
- c. For European SmartPay usage a mandate needs to be created at the time of the first payment
- d. For UK Smart Pay usage in GBP currency a Direct Debit instruction needs to be uploaded before the first payment
- e. For UAE SmartPay usage, Direct Debit Authority others mandate needs to be signed and hard copy to be submitted to Maersk Line UAE office before the first payment.

## CAN I ENABLE THIRD PARTIES TO PAY ON MY BEHALF?

Yes, other users can be created with your profile and hence log-in to pay with the same bank account.

## HOW DO I CANCEL MY ORDER AND GET A REFUND?

You may contact your regular Maersk Line focal to request for cancellation of payment.

## ARE THERE ANY LIMITATIONS ON MONETARY AMOUNTS?

No, payments are unlimited with SmartPay.

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

If there are unauthorized transactions recorded in your statement from your bank, please follow up with your bank, and raise a dispute with Maersk Line via the standard dispute process.

## WHAT IS MAERSK LINE'S POLICY ON REFUNDS VIA SMARTPAY?

Approved refunds can be returned to the same bank account used for SmartPay and we will of course ensure current refund policies by Maersk Line will apply. It is not possible to short pay via the SmartPay payment method, but disputes related to invoices can be easily and swiftly raised via MyFinance.

## LIST OF CURRENCIES ALLOWED FOR SMARTPAY

Country	Currency	Region
Canada	USD	NAM
USA	USD	NAM
Australia	AUD	APA
New Zealand	NZD	APA
Austria	EUR	NEU
Belgium	EUR	NEU
Germany	EUR	NEU
Ireland	EUR	NEU
Italy	EUR	MED
Netherlands	EUR	NEU
Portugal	EUR	MED
Spain	EUR	MED
United Kingdom	EUR	NEU
United Kingdom	GBP	NEU
France	EUR	NEU
UAE	AED	WCA