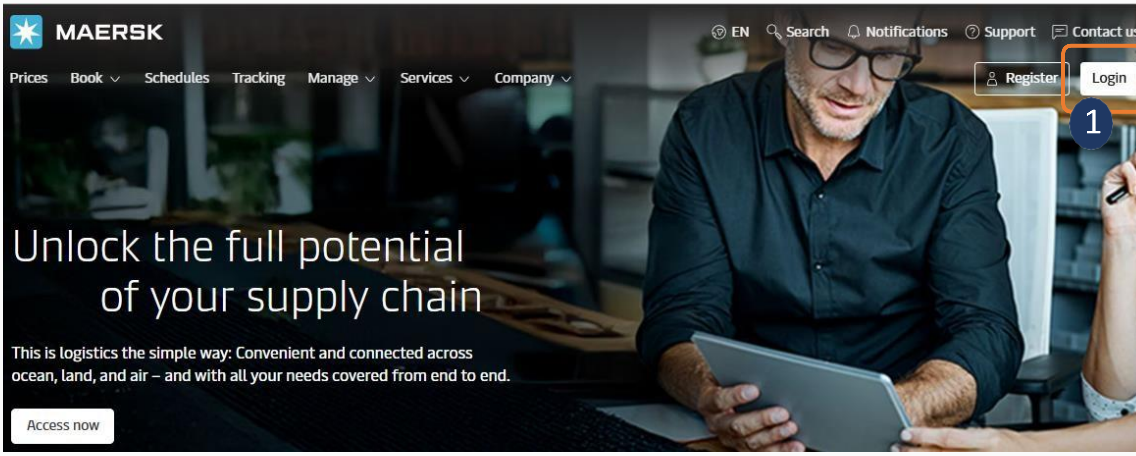
MAERSK

MY FINANCE

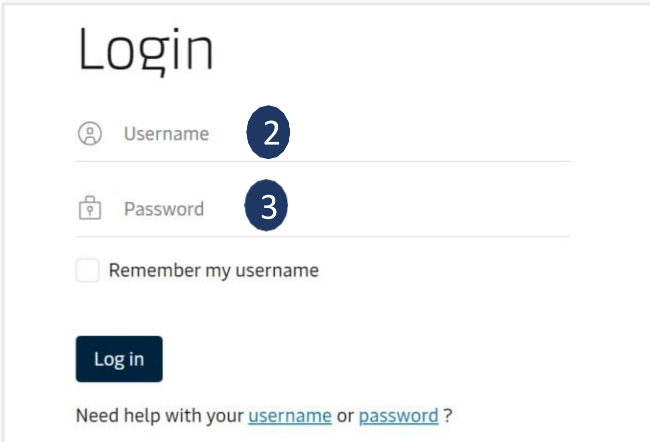
WEBSITE MAE RSK.COM

WELCOME TO OUR WEBSITE GUIDANCE

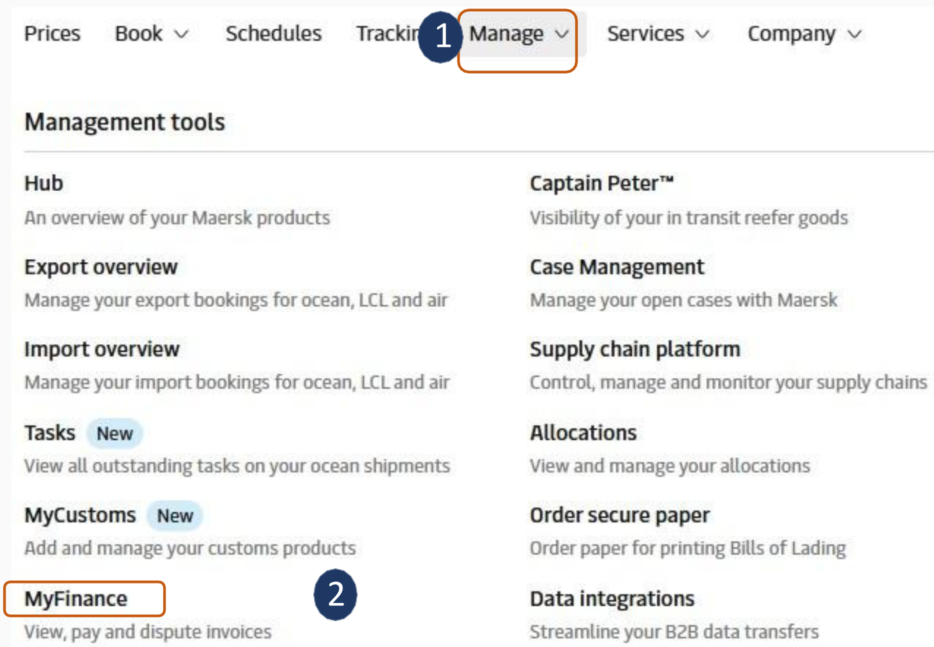
GO TO THE WEBSITE MAERSK.COM AND LOGIN YOUR ACCOUNT Step 1



1. Click the icon to login
2. Enter your username
3. Enter your password



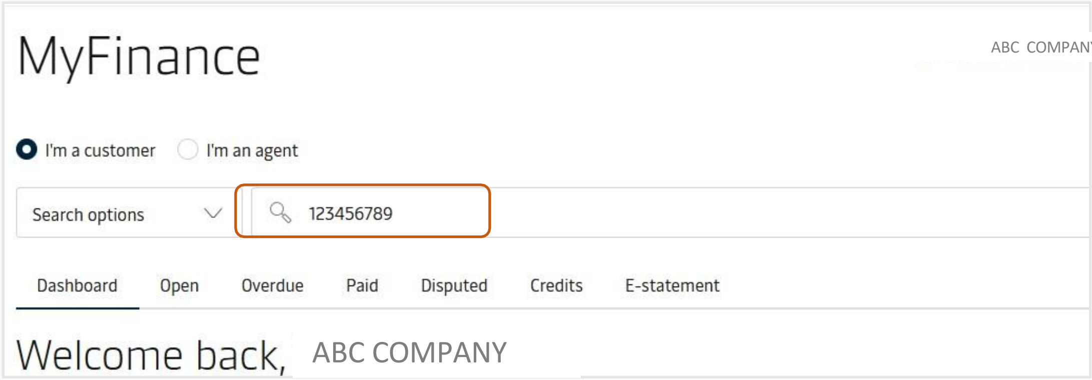
CHOOSE MANAGE, THEN MYFINANCE Step 2



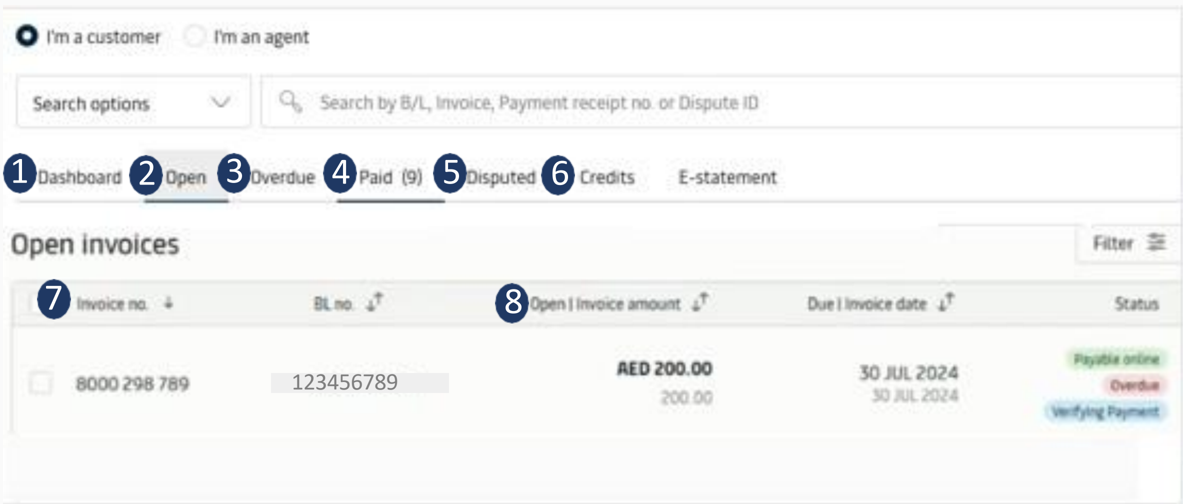
MY FINANCE – INVOICING

WEBSITE INSTRUCTION

INPUT THE BILL NUMBER AND THEN PRESS ENTER Step 3

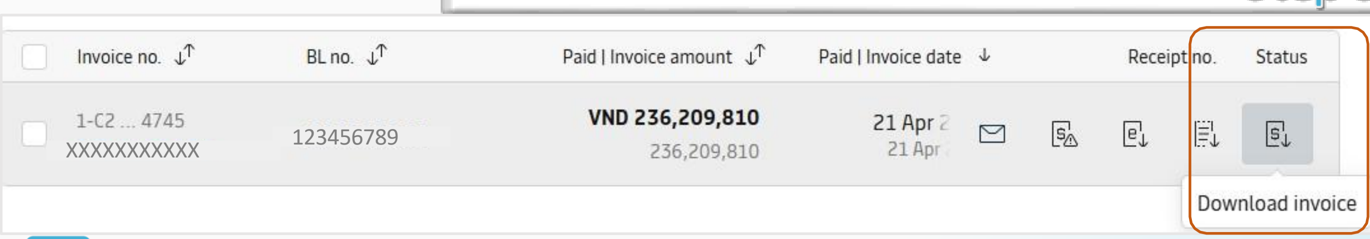


SELECT THE INVOICE TO VIEW DETAILS Step 4



1. Dashboard: Overview
2. Open: Invoice have not paid
3. Overdue: Invoice have not paid, overdue
4. Paid: Invoice already paid
5. Dispute: Submit dispute
6. Credit: Overpayment
7. Invoice number: Invoice number
8. Open invoice amount: Invoice amount will be paid

SELECT DOWNLOAD AND CLICK INVOICE Step 5



MAERSK

Send email to: MMRELEASEDESK@maersk.com **(MMK invoice)**
or SGRELEASEDESK@maersk.com **(USD invoice)**
Email subject: Payment Confirmation | BL xxx

Content:

(*) Please attach bank slip

Single payment

Send

From: nguyenvana@companyabc.com

To: MMRELEASEDESK@maersk.com

Cc:

Subject: Payment Confirmation | BL xxx

Dear team,

Please refer to the payment proof to clear payment and confirm if payment received.

Multiple payments

Send

From: nguyenvana@companyabc.com

To: MMRELEASEDESK@maersk.com

Cc: Payment Confirmation | BL xxx

Subject

Dear team,

Please clear our payment as per details below:

Payer name	Invoice Number	BL Number	Amount	Currency

For Demurrage and Detention payments, kindly swap "Invoice Number" with "DEM" or "DET".

SAMPLE

Email subject: Payment Confirmation | BL 123456789 (LCC) and BL 222333577 (DEM)

Dear team,

Please clear our payment as per details below:

Payer name	Invoice Number	BL Number	Amount	Currency
Công Ty ABC	1xxxx6	123456789	2,000,000	VND
Công Ty ABC	DEM	222333577	3,000,000	VND

(*) Đính kèm UNC dưới dạng PDF

MAERSK

DEDUCTION

Kindly get confirmation for overpayment from Myanmarcollection@maersk.com before deduction request.

1. **Send email to:** MMRELEASEDESK@maersk.com
2. **Subject:** Deduct Overpayment from BL xxx to BL xxx
3. **Content:**

(*) Please attach confirmation from Myanmarcollection@maersk.com

Send

From: nguyenvana@companyabc.com

To: MMRELEASEDESK @maersk.com

Cc

Subject: Deduct Overpayment from BL xxx to BL xxx

Dear team,

Please deduct the overpayment of BL xxx to: BL:

Charge type: Local charge/ DEM Amount:

SAMPLE

Email subject: Deduct Overpayment from BL 123456789 to BL ABCXYZ888

Dear team,

Please deduct overpayment of BL 123456789 to:

BL ABCXYZ888

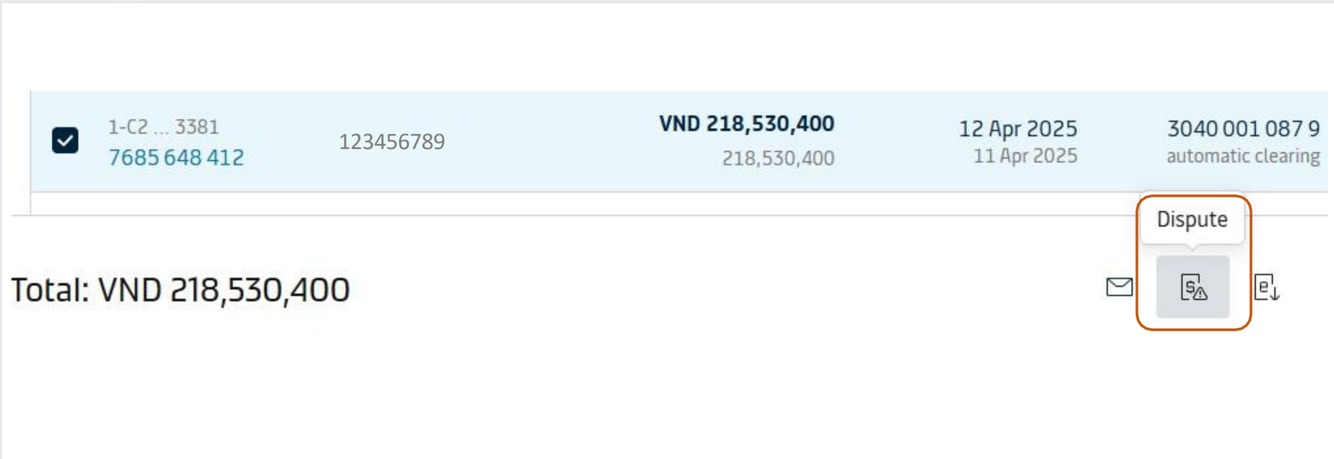
Charge type: Local charge

Amount: 1,500,000 MMK

(*) Attach confirmation from ***Myanmarcollection@maersk.com***

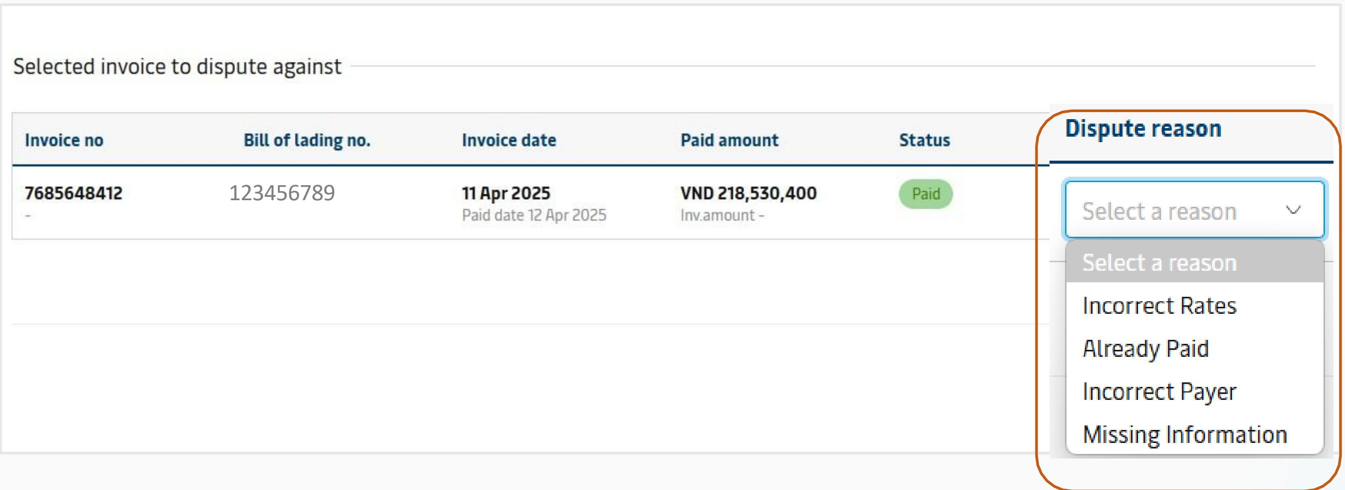
SELECT THE INVOICE AND CLICK DISPUTE

Step 1



SELECT THE DISPUTE REASON FOR THE INVOICES

Step 2



- Incorrect Rates: Wrong rate on invoice
- Already Paid: Invoice has been paid
- Incorrect Payer: Wrong payer information
- Missing Information: Lacking information on invoice

SELECT THE DISPUTE CATEGORY FOR THE INVOICES

Step 3

INCORRECT RATES

Invoice no	Bill of lading no.	Invoice date	Paid amount	Status	Dispute reason
7685634800 Export	123456789	›r 2025 Paid date 25 Apr 2025	VND 37,105,263 Inv.amount -	Paid	Incorrect Rates

Invoice breakup

Select any charge you wish to include in the dispute

	Charge name	Dispute category	Current amount ⓘ	Expected amount ⓘ
☑	Documentation Fee Origin (ODF)	Select category	VND 950,000	VND950000.0000
☐	Terminal Handling Service - Origin (OHC)		VND 32,900,000	VND32900000.0000
☐	Export Service (EXP)		VND 1,400,000	VND1400000.0000

Select category
- Contractual rate not applied
- Container rolled by carrier
- Agreed free time not applied
- Charged due to delay by carrier
- Others

Describe dispute reason (preferably in English

ALREADY PAID

Invoice no	Bill of lading no.	Invoice date	Paid amount	Status	Dispute reason
7685634800 Export	123456789	01 Apr 2025 Paid date 25 Apr 2025	VND 37,105,263 Inv.amount -	Paid	Already Paid

Invoice breakup

Select any charge you wish to include in the dispute

	Charge name	Dispute category	Current amount ⓘ	Expected amount ⓘ
☑	Documentation Fee Origin (ODF)	Select category	VND 950,000	VND950000.0000
☐	Terminal Handling Service - Origin (OHC)		VND 32,900,000	VND32900000.0000
☐	Export Service (EXP)		VND 1,400,000	VND1400000.0000

Select category
- Duplicate invoice
- Payment made to Maersk
- Payment made to terminal
- Others

MISSING INFORMATION

Invoice no	Bill of lading no.	Invoice date	Paid amount	Status	Dispute reason
7685634800 Export	123456789	›1 Apr 2025 Paid date 25 Apr 2025	VND 37,105,263 Inv.amount -	Paid	Missing Informatio

Invoice breakup

Select any charge you wish to include in the dispute

	Charge name	Dispute category	Current amount ⓘ	Expected amount ⓘ
☑	Documentation Fee Origin (ODF)	Select category	VND 950,000	VND950000.0000
☐	Terminal Handling Service - Origin (OHC)		VND 32,900,000	VND32900000.0000
☐	Export Service (EXP)		VND 1,400,000	VND1400000.0000

Select category
- Time of Departure/Arrival
- Place of Receipt/Destination
- Reference number missing
- Container number missing
- Share more invoice details
- Others

Describe dispute reason (preferably in English)

INCORRECT PAYER

Step 4

Invoice no	Bill of lading no.	Invoice date	Paid amount	Status	Dispute reason
7685634800 Export	123456789	01 Apr 2025 Paid date 25 Apr 2025	VND 37,105,263 Inv.amount -	Paid	Incorrect Payer

Invoice breakup

Select any charge you wish to update the payer

ⓘ A payer amendment fee will be charged to the requestor party, if the payer change request is placed after invoice issuance

Charge name	Dispute category	Current amount ⓘ	Expected amount ⓘ
Documentation Fee Origin (ODF)	Payer Change	VND 950,000	VND950000.0000
Terminal Handling Service - Origin (OHC)	Payer Change	VND 32,900,000	VND32900000.0000
Export Service (EXP)	Payer Change	VND 1,400,000	VND1400000.0000

FILL IN NEEDED INFORMATION THEN CLICK CONTINUE

Step 5

Describe dispute reason (preferably in English)

Please advise the payer details need to be updated

0 / 4000

Attach supporting documents (Optional)

File size limit & upload size limit is 2MB. File types supported: pdf, txt, png, jpeg, jpg, doc, docx, zip, gif, xls, ppt, xlsx, eml & msg

Upload

Attach needed documents for the dispute

Contact information

Name	Email	Alternative email (optional)	Contact number
Nguyen Van A	Nguyenvana@companyabc.com	Enter alternative email	Enter contact number

Cancel Continue

REVIEW AND CLICK CREATE DISPUTE

Step 6

Cancel Create dispute

3RD PARTY INVOICE SEARCH

WEBSITE INSTRUCTION

CHOOSE I'M AN AGENT, INPUT BILL NUMBER AND PRESS ENTER — Step 1

MyFinance

MAERSK LOGISTICS & SERVICES VIETNAM

ABC Company

I'm a customer   I'm an agent

B/L no.   123456789

You are now in agent mode. Please search for a B/L number or invoice number to see invoices.
As an agent can search for invoices in your region with the right B/L or invoice number.

SELECT INVOICE NEED ACCESS-CLICK REQUEST ACCESS — Step 2

Request access (1)

Restricted Invoices

Invoice no.	BL no.	Customer name	Due date	Access status
7676 126 192	123456789	ABC Company .TD.		Approval required

Do you want to be notified of **new invoices** via **email**?   Email notifications

Request access →

INPUT INFORMATION-CLICK SEND REQUEST — Step 3

Invoice number	B/L no.
7676 126 192	123456789

Send request to ⓘ

nguyenvanb@companyedf.com

Your contact information

Email: trinh.nguyen1@maersk.com

Additional email (optiona: Enter additional email

Send request →   Cancel

MAERSK

An email confirmation

← Back to MyFinance

The request was sent successfully.

You'll receive an email when your requests are approved or denied.

Customer will receive an email

MAERSK

Access request

Your access request has been sent for invoice number(s) 7676126192.

Dear Customer,

Your access request has been successfully sent. We'll notify you when the request is approved or rejected.

Access request

Invoice number	B/L number	Customer
7676126192	123456789	ABC Company

An email notice Customer approved
Visit myfinance to download invoice

MAERSK

Access approved

Your request for access has been approved for invoice 7500937159 from ABC Company

Dear Customer,

Your request for access has been approved for invoice 7500937159 from ABC Co with B/L number 223671014. You can see the invoice in the open, overdue or paid tab on MyFinance (Maersk.com).

1. Go to MyFinance on Maersk.com (in the Manage menu) and switch to 'I'm an agent'.
2. Search for invoice 7500937159.
3. Your now able to view, download, share and pay the invoice.

Please do not reply directly to this automated message. This e-mail was sent from a notification-only address that cannot accept incoming e-mail.

For any additional inquiries, please contact our service department. You can find information for your local office by visiting our website.

Maersk.com