



MAERSK

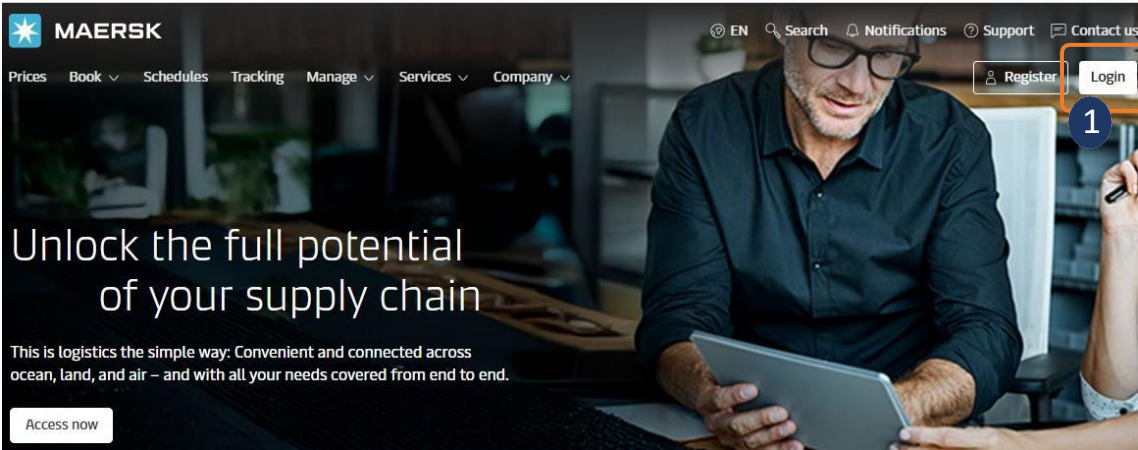


MY FINANCE

WEBSITE [MAERSK.COM](https://www.maersk.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

Login

 Username

2

 Password

3

☐ Remember my username

Log in

Need help with your [username](#) or [password](#) ?

CHOOSE MANAGE, THEN MYFINANCE Step 2

PricesBookSchedulesTracking1ManageServicesCompany

Management tools

Hub

An overview of your Maersk products

Export overview

Manage your export bookings for ocean, LCL and air

Import overview

Manage your import bookings for ocean, LCL and air

Tasks

New

View all outstanding tasks on your ocean shipments

MyCustoms

New

Add and manage your customs products

MyFinance

2

View, pay and dispute invoices

Captain Peter™

Visibility of your in transit reefer goods

Case Management

Manage your open cases with Maersk

Supply chain platform

Control, manage and monitor your supply chains

Allocations

View and manage your allocations

Order secure paper

Order paper for printing Bills of Lading

Data integrations

Streamline your B2B data transfers



INPUT THE BILL NUMBER AND THEN PRESS ENTER

Step 3

MyFinance

ABC COMPANY

☒ I'm a customer

☐ I'm an agent

Search options

123456789

Dashboard

Open

Overdue

Paid

Disputed

Credits

E-statement

Welcome back, ABC COMPANY

SELECT THE INVOICE TO VIEW DETAILS

Step 4

☒ I'm a customer

☐ I'm an agent

Search options

Search by B/L, Invoice, Payment receipt no. or Dispute ID

1 Dashboard

2 Open

3 Overdue

4 Paid (9)

5 Disputed

6 Credits

E-statement

Open invoices

Filter

7 Invoice no. ↓	BL no. ↓↑	8 Open Invoice amount ↓↑	Due Invoice date ↓↑	Status
☐ 8000 298 789	123456789	AED 200.00 200.00	30 JUL 2024 30 JUL 2024	Payable online Overdue Verifying Payment

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

☐ Invoice no. ↓↑	BL no. ↓↑	Paid Invoice amount ↓↑	Paid Invoice date ↓	Receipt no.	Status
☐ 1-C2 ... 4745 XXXXXXXXXXXX	123456789	VND 236,209,810 236,209,810	21 Apr 2 21 Apr		Download invoice



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

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

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

☒

1-C2 ... 3381
7685 648 412

123456789

VND 218,530,400
218,530,400

12 Apr 2025
11 Apr 2025

3040 001 087 9
automatic clearing

Total: VND 218,530,400

Dispute



SELECT THE DISPUTE REASON FOR THE INVOICES

Step 2

Selected invoice to dispute against

Invoice no	Bill of lading no.	Invoice date	Paid amount	Status	Dispute reason
7685648412	123456789	11 Apr 2025 Paid date 12 Apr 2025	VND 218,530,400 Inv.amount -	Paid	Select a reason Select a reason Incorrect Rates Already Paid Incorrect Payer Missing Information

- Incorrect Rates:
 - Already Paid:
 - Incorrect Payer:
 - Missing Information:
- Wrong rate on invoice
 - Invoice has been paid
 - Wrong payer 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	01 Apr 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)	Select category	VND 32,900,000	VND32900000.0000
☐ Export Service (EXP)	Agreed free time not applied	VND 1,400,000	VND1400000.0000
	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)	Select category	VND 32,900,000	VND32900000.0000
☐ Export Service (EXP)	Duplicate invoice	VND 1,400,000	VND1400000.0000
	Payment made to Maersk		
	Payment made to terminal		
	Others		

Describe dispute reason (preferably in English)

MISSING INFORMATION

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	Missing Information

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)	Select category	VND 32,900,000	VND32900000.0000
☐ Export Service (EXP)	Time of Departure/Arrival	VND 1,400,000	VND1400000.0000
	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

Nguyen Van A

Email

Nguyenvana@companyabc.com

Alternative email (optional)

Enter alternative email

Contact number

Enter contact number

Cancel

Continue

REVIEW AND CLICK CREATE DISPUTE

Step 6

Cancel

Create dispute

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 (optional)

Enter additional email

Send request →

Cancel

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. You're 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](#)



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