

5 February 2025

Dear Valued Customer,

In our effort to offer our customer an overall transparent, consistent, and easy shipping experience, we would like to emphasize our Paid to Release process and timeline.

1. How long does it take for my payment to be processed:
Over the counter deposit: 1 business day

Electronic fund/Online Transfer & HSBC payments: 2 business days

Recommended: Pay at least 2-3 days earlier before the intended cargo release to avoid delays.
2. Payment uploading cut-off

- all uploads should be done prior 4:30pm of the day so that we are able to confirm within 1 business day (for over the counter payments).

Otherwise, please refer to question number 1 for other payment method made.

3. How do I upload payment?

- Follow the steps in the "[Paid to release Complete Guide](#)".

4. Bank Details?

- You may also check your invoice copy.

OVER THE COUNTER (OTC) PAYMENT

Bank	Currency	Account Number	Account Name
HSBC	PHP	000-475343-042	Acceptable payee name: > MAERSK FILIPINAS INC. > MAERSK A/S
	USD	001-175249-901	
BDO	PHP	Please use bills payment slip - Institution code 0404	*To minimize teller mis posting, it is advisable to fill out BDO bills payment this way: HSBC FAO <Company name>
	USD	Please use bills payment slip - Institution code 0429	
Union Bank	PHP	000-590071-907	*Bank will no longer be accepting: Maerskline/ Maersk payee name
	USD	1305-90014-835	

			effective March 15, 2021 for HSBC, BDO and BPI; June 15, 2021 for Union Bank
--	--	--	--

ONLINE OR WIRE TRANSFER

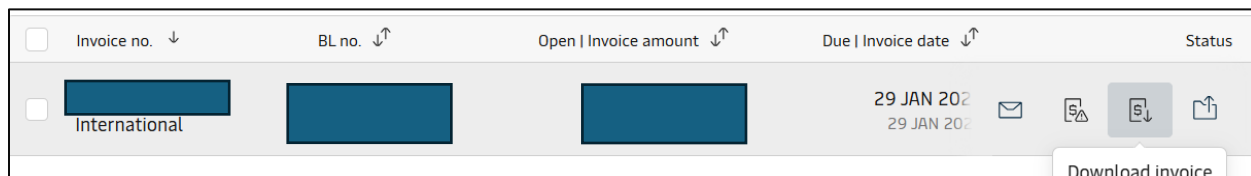
Bank	Currency	Account Number	Account Name	Swift Code
HSBC	PHP	<u>000-475343-042</u>	Acceptable payee name: > <u>MAERSK FILIPINAS INC.</u> > <u>MAERSK A/S</u>	HSBCPHMM
	USD	<u>001-175249-901</u>		
Union Bank	PHP	<u>000-590071-907</u>	*No longer accepting: <u>Maerskline/Maersk effective March 15, 2021 for HSBC, BDO and BPI;</u> <u>June 15, 2021 for Union Bank</u>	UBPHPHMM
	USD	<u>1305-90014-835</u>		

5. Will I receive an official receipt?

- No, official receipts are no longer issued. This is after EOPTA, official receipt issuance has been stopped since October 2024. Instead, you will receive a payment confirmation email. Kindly see attached [advisory](#) for non-issuance of OR

6. How to download invoice from MyFinance?

- In MyFinance, go to the specific invoice and click the download button on the right side



7. How will I know if my payment is rejected?

- You will receive an automatic email from *"no-reply@maersk.com"* with the reason for rejection.

8. What are the reasons for payment rejection?

- **Incorrect payer** – Requestor incorrectly used a different customer code from what is stated in the invoice. Request customer to re-upload.

- **Technical issue** – Withheld tax payment posted – Withheld amount should also be reported and should equal provided BIR form 2307 certificate. Request customer to re-upload.
- **Incorrect payment proof** – Incorrect BL mentioned in payment slip and/or incorrect payment slip was submitted. Request customer to re-upload.
- **Incorrect upload** - Customers submit multiple payment slip in 1 submission. Please ensure that the P2R submission is equal to 1 bank proof. Request customer to re-upload as per 1 bank proof each submission.
- **Incorrect payment amount** – amount updated in MyFinance and payment proof are not the same. Please note that we need to have the same amount submitted via P2R and the bank proof submitted so that we can proceed with payment confirmation. Request customer to re-upload.
- **Payment already posted** – this is a duplicate request. To check whether invoices are already paid, the invoices are already in the paid tab in MyFinance.
- **Incorrect currency** – payment amount currency is different from the bank proof currency. Request customer to re-upload.
- **Unreadable Payment Proof** – payment proof submitted are not readable and cannot be validated, customer should re-upload readable payment proof so that the team can help to confirm the payment. Request customer to re-upload.
- **Unavailable Payment Proof** – there was no payment proof attached and/or payment submitted is not correct or lacks important details like bank validation, date of payment, reference number, etc. Request customer to re-upload.