



9 January 2024

**Maersk A/S Advisory: Invoice Via MyFinance**

To Our Valued Customers,

**MyFinance** is an online platform within Maersk.com that gives you visibility on your invoices, payables, and disputes. This Maersk function is available 24/7 and offers easy management of financial transactions, saving you time and costs. To access MyFinance, users need to register in Maersk.com.

Refer here for the registration [Guide](#) and [Video](#)

- For Export shipment, invoice will be generated once Final SI has been submitted and BL was processed (with charges updated as Prepaid) & after all containers were loaded & vessel has departed from Port of Loading.
- For Import shipment, invoice will be generated automatically 2-3 days prior ETA.

Kindly refer to below guide on how to download your invoice.

**MYFINANCE FOR CONSIGNEE**

- **[How to View, Download and Share Invoices](#)**

**MYFINANCE FOR 3rd Party AGENTS**

For brokers/ forwarders/ agents which are not the invoice party, there are two ways for you to view and download your customer's invoices.

**1. ACCOUNT LINKED TO CONSIGNEE'S ACCOUNT**

We highly encourage you to obtain authorization letter and approval from consignee and request for account linking for you to access consignee's account and download their invoice on their behalf.

Simply follow below guide and send it to [PH.Import@maersk.com](mailto:PH.Import@maersk.com).

- Register in Maersk.com (refer to attached guide & video)
- Provide Letter of Authority (LOA) from consignee.
- Provide ID of signatory
- Provide username and email of the 3<sup>rd</sup> party agent for account linking.

## 2. MYFINANCE (I'M AN AGENT FEATURE)

- [Agent Solution - Step-by-step User Guide.pdf](#)

Meanwhile, for those that were not given approval on account linking in Maersk website by their consignee, you will need to request for an access on every invoice/shipment.

Furthermore, in line with our promotion of Maersk website utilization, starting **February 1, 2024**, all INVOICE requests should be obtained via MyFinance. Therefore, please ensure that both consignee and 3rd party agents have registered and created an account in Maersk.com to ensure smooth transaction. Moreover, we will only accommodate manual invoice request via email if screenshot of error in our website such as Invoice downtime, "PDF not available", "Request time out" is provided including the date and time. Otherwise, our CS team will redirect you to MyFinance in Maersk website.

In case of any questions, please do not hesitate to contact your local Maersk A/S Customer Service Representative through the following channels:

Main Number **+63 282313126** / Toll Free Number **+180011102911**

Export concerns: [ph.export@maersk.com](mailto:ph.export@maersk.com) / Import concerns: [ph.import@maersk.com](mailto:ph.import@maersk.com)

Yours sincerely,  
Maersk A/S