



# WEBGUIDE

MAERSK WEB FUNCTIONS



MAERSK

WEBSITE

[www.maersk.com](http://www.maersk.com)

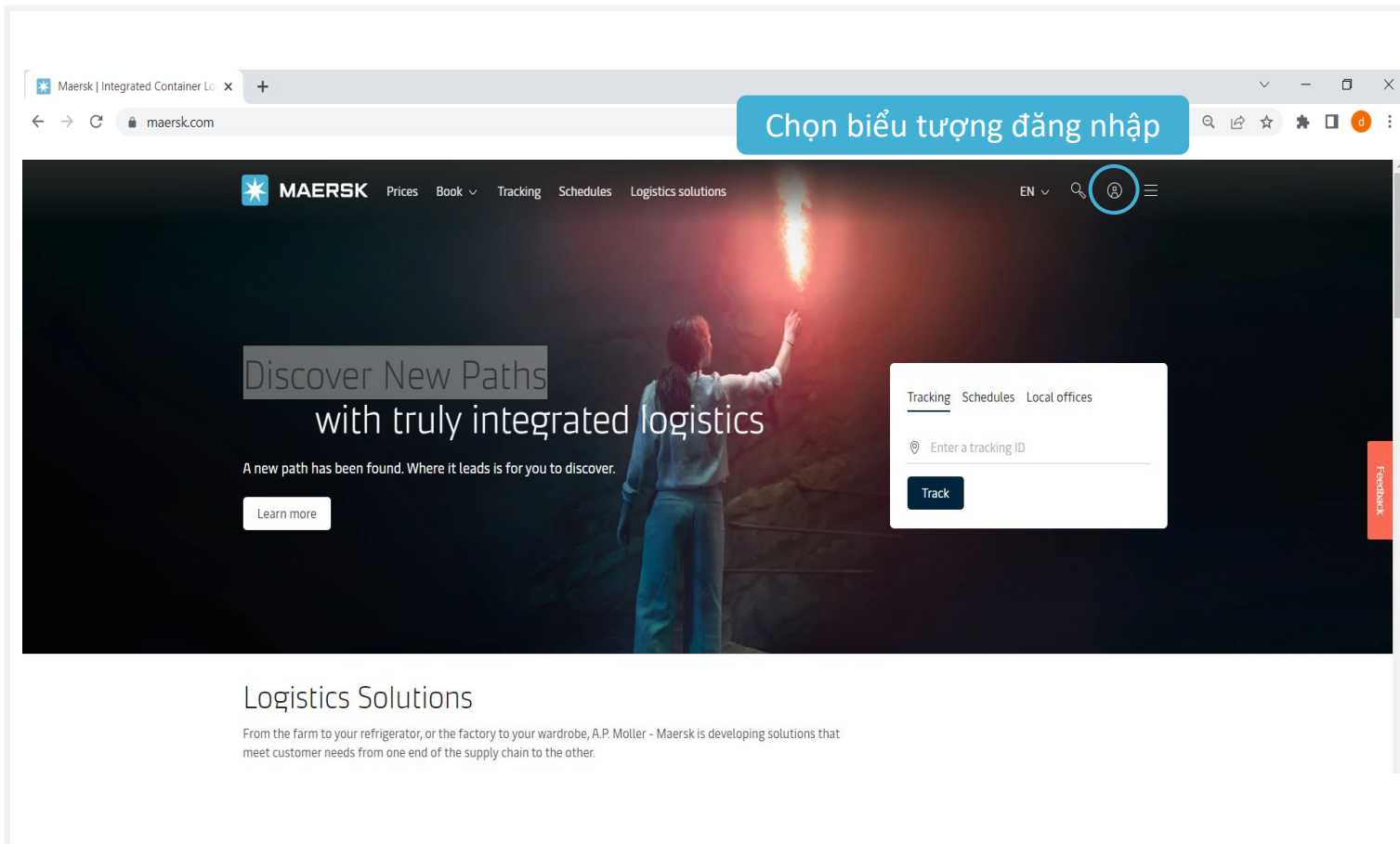
# My finance – Invoicing

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01

## BƯỚC 1

Truy cập [www.maersk.com](http://www.maersk.com) và đăng nhập vào tài khoản



The screenshot shows the Maersk website homepage. The browser address bar displays 'maersk.com'. A blue callout box with the text 'Chọn biểu tượng đăng nhập' (Choose login icon) points to the user icon in the top right navigation menu. The main content area features a dark background with a person holding a glowing torch. Text on the page includes 'Discover New Paths with truly integrated logistics' and 'Logistics Solutions'. A 'Track' form is visible in the center, and a 'Learn more' button is at the bottom left.

## Login

Remember my username

Log in

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

## Chọn **Manage** và nhấn vào **MyFinance**

The screenshot shows the Maersk Hub dashboard. At the top left is the Maersk logo. The navigation bar includes links for Prices, Book, Tracking, Schedules, Logistics solutions, and Manage. The 'Manage' dropdown menu is open, showing options: Hub, Export overview, Import overview, Tasks, MyCustoms, MyFinance (highlighted with a red box), Captain Peter™, Payer standing instructions, Order secure paper, Case management, and Maersk Flow. The main content area features a 'Welcome to your Hub' message, a 'Warehousing & Distribution' banner, and several data cards: 'Outstanding' (0), 'Import Demurrage & Detention', 'Delivery Order', and 'ETA Changes'.

**MAERSK** Prices Book Tracking Schedules Logistics solutions **Manage** EN

Hub dashboard

Export overview

Import overview

Tasks

MyCustoms

MyFinance

Allocations

Captain Peter™

Support

### Welcome to your Hub

Customise

## Warehousing & Distribution

Whatever your warehousing needs are, we have a solution to fit, no matter what corner of the globe.

Contact us

Outstanding For vessel dep: 0

Submit shipping instructions

Export overview

Import overview

Tasks

MyCustoms

**MyFinance**

Captain Peter™

Payer standing instructions

Order secure paper

Case management

Maersk Flow

Container no. TRACK

Departure Overview

Ships in 7 days

0 Departing

0 Arriving

View all shipments

### Import Demurrage & Detention

Enter a bill of lading number to view detention and demurrage details

View details

### Delivery Order

Enter a Bill of Lading number to request the delivery order

Request

### ETA Changes

Changes in the last		ETA changed by	
24 hrs	0	1-3 days	0
1-3 days	0	3-7 days	0
3-7 days	0	Over 7 days	0

View all ETA changes

# Nhập số vận đơn (9 số) và nhấn phím **Enter**

## MyFinance

I'm a customer     I'm an agent

Search options

**Dashboard**
Open
Overdue
Paid
Disputed
Credits
E-statement
See more

Welcome back, ABCCOMPANY

### Outstanding invoices

- 0
Overdue invoices
View
- 0
Due today
View
- 1
Due this week
View
- 1
Due this month
View

### Ageing overview

■ Invoices are overdue   
 ■ Credits   
 ■ Disputes   
 ■ Not due

\* Mouse over column for more details

USD

Days overdue	Amount (USD)
<0	~20
0-7	0
8-30	~720
31-60	~360
61-90	~50
91-180	~10
181-365	~360
365>	0

## Chọn hóa đơn cần xem thông tin

## Search results for 'B/L number'

XXX XXX XXX

1 Open (1)    2 Paid (3)    3 Credits (1)

OPEN INVOICES    SORT BY: Invoice Date (latest) ▾

4	Invoice number	Bill of lading no.	Customer reference	5 Due date	6 Open amount	Status
<input checked="" type="checkbox"/>	C23TML- 55***** Export	XXX XXX XXX	55*****	24 MAR 2023 Inv. date 22 MAR 2023	<b>VND 1,148,496</b> Inv. amount VND 1,148,496	Payable online ▾

1. Open: Hóa đơn chưa thanh toán
2. Paid: Hóa đơn đã thanh toán
3. Credits: Số tiền đã nhận hoặc chênh lệch thừa so với hóa đơn
4. Invoice number: Số hóa đơn
5. Due date: Thời hạn thanh toán
6. Open amount: Số tiền cần thanh toán

**BƯỚC 5****Chọn vào **Download** và nhấn **Invoice****




<input checked="" type="checkbox"/>	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input checked="" type="checkbox"/>	C23TML- 55***** Export <b>Business area code</b> VN00 <b>Business area description</b> Vietnam	XXX XXX XXX	55*****	24 MAR 2023 Inv. date 22 MAR 2023	<b>VND 1,148,496</b> Inv. amount VND 1,148,496	Payable online ^

1 Invoice selected    **Total: VND 1,148,496**

E-invoice file

Invoice

Download

# My finance – Dispute

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02



**BƯỚC 1**Thực hiện các bước để xem hóa đơn và nhấn **Dispute**

**Open (1)**

OPEN INVOICES SORT BY: Invoice Date (latest) ▾


<input checked="" type="checkbox"/>	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input checked="" type="checkbox"/>	C23TML- 55***** Import	XXX XXX XXX	55*****	09 APR 2023 Inv. date 23 MAR 2023	<b>VND 48,263,158</b> Inv. amount VND 48,263,158	Payable online ▾

1 Invoice selected **Total: VND 48,263,158**

Dispute

↓   ✉   📄✎

**BƯỚC 2****Chọn lý do hóa đơn bị lỗi tại mục **Dispute reason****

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
55***** IMPORT	XXX XXX XXX	23 Mar 2023 Due date 09 Apr 2023	VND 48,263,158 Inv.amount VND 48,263,158	Due	Select a reason  Select a reason Incorrect Rates Already Paid Incorrect Payer Missing Information

- Incorrect Rates: Giá tiền không chính xác
- Already Paid: Hóa đơn đã được thanh toán
- Incorrect Payer: Sai thông tin người thanh toán
- Missing Information: Thiếu thông tin trên hóa đơn

# Incorrect Rates: Chọn loại phí và lý do hóa đơn bị lỗi ở mục **Dispute category**

**Invoice breakup**  
Select any charge you wish to include in the dispute

<input type="checkbox"/> Charge name	Dispute category	Biểu phí Current amount ⓘ	Biểu phí dự kiến Expected amount ⓘ
<input checked="" type="checkbox"/> Container Protect Essential (CP1)	Select category	VND	VND
<input type="checkbox"/> Documentation fee - Destination (DDF)	Contractual rate not applied	VND	VND
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)	Others	VND	VND

- Contractual rate not applied: Giá không áp dụng theo hợp đồng
- Container rolled by carrier: Container bị trì hoãn lên tàu từ phía hãng tàu
- Agreed free time not applied: Hạn miễn phí lưu cont/rỗng không được áp dụng
- Charged due to delay by carrier: Phí phát sinh do tàu bị trì hoãn từ phía hãng tàu

## Already Paid: Chọn loại phí và lý do hóa đơn bị lỗi ở mục **Dispute category**

**Invoice breakup**  
Select any charge you wish to include in the dispute

<input type="checkbox"/> Charge name	Dispute category	Biểu phí Current amount ⓘ	Biểu phí dự kiến Expected amount ⓘ
<input checked="" type="checkbox"/> Container Protect Essential (CP1)	Select category	VND	VND
<input type="checkbox"/> Documentation fee - Destination (DDF)	Select category	VND	VND
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)	Select category	VND	VND

- Duplicate invoice: Hóa đơn bị trùng
- Payment made to Maersk: Phí đã được thanh toán cho Maersk
- Payment made to terminal: Phí đã được thanh toán với cảng

## Missing Information: Chọn lý do hóa đơn bị lỗi ở mục **Dispute category**

**Invoice breakup**  
Select any charge you wish to include in the dispute

<input type="checkbox"/> Charge name	Dispute category	Biểu phí Current amount ⓘ	Biểu phí dự kiến Expected amount ⓘ
<input checked="" type="checkbox"/> Container Protect Essential (CP1)	Select category ▼	VND	VND
<input type="checkbox"/> Documentation fee - Destination (DDF)	Select category	VND	VND
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)	Select category	VND	VND

- Time of Departure/Arrival: Thời gian cập/ rời cảng
- Place of Receipt/Destination: Nơi nhận/giao
- Reference number missing: Thiếu số hóa đơn
- Container number missing: Thiếu số container
- Share more invoice details: Thể hiện thêm thông tin hóa đơn
- Others: Khác

**Incorrect Payer:** bấm vào **Redirect to shipment binder** để điều chỉnh thông tin người thanh toán hóa đơn - Hướng dẫn ở [đây](#)

### Incorrect Payer

You can request amendment of payer party through the shipment binder:>

1. Click on **Redirect to shipment binder**
2. Click on **Edit payment details\***
3. Amend your details and **Submit**

Once your request has been processed, this invoice will be cancelled and a new invoice will be generated based on the amendment.

\*Modifying the payer or payment terms after submitting the shipping instructions could lead to additional administrative charges. Please let us know under 'Request Change Details' if these charges should not be applied.

Cancel

Redirect to shipment binder

**BƯỚC 4**

Sau khi điền đủ tất cả các thông tin, bấm vào **Continue**

Describe dispute reason (preferably in English)


Please advise what the rate should be per charge type and the service contract number.

0 / 4000

Miêu tả lý do hóa đơn bị lỗi bằng tiếng Anh để được hỗ trợ nhanh nhất.

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 

Đính kèm các tệp, hình ảnh cần thiết

Contact information

Name

Nguyen Van A

Email

NguyenA@gmail.com

Alternative email (optional)

Enter alternative email

Contact number

+84 9xx xxx xxx

Cancel

Continue

# Third Party Invoice Search and Payment

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03



**MyFinance**

I'm a customer  I'm an agent

Search options

Dashboard **Open** Overdue Paid Disputed Credits E-statement See more

Welcome back, ABCCOMPANY

**Outstanding invoices**

- Overdue invoices
- Due today
- Due this week
- Due this month

**Ageing overview**

Invoices are overdue 
  Credits 
  Disputes 
  Not due

\* Mouse over column for more details

Days overdue	Amount (USD)
<0	31.1K
0-7	0
8-30	~2.5K
31-60	0
61-90	0
91-180	~0.5K
181-365	~0.5K
365>	0

## Chọn **Redirect**

**Below features are under construction**

Please click redirect button to navigate to old MyFinance portal to access features listed below, or click stay here button to stay on new

- 3rd Party invoice search
- Customized SOA

Stay here

Redirect

Nhấn **Search** và chọn **I'm an agent**

The screenshot displays the Maersk MyFinance portal interface. At the top, the Maersk logo is on the left, followed by navigation links: Prices, Book, Tracking, Schedules, Logistic Solutions, and Manage. On the right, there are links for EN, a search icon, a user profile icon, and a menu icon. Below the navigation bar, the heading "MyFinance" is prominently displayed. A horizontal menu contains several options: Search, Open Invoices, ePayment, Credits, Paid Invoices, Dispute Cases, eStatement, Refunds, and Profile. The "Search" option is highlighted with a blue border. Below this menu, the text "Search for Your Documents" is followed by a horizontal line. On the right side of this line, the location "Denmark" and the company name "Maersk A/S:MAERSK LINE WEB" are shown. Below the line, there are two radio button options: "I'm a Customer" and "I'm an Agent". The "I'm an Agent" option is selected, indicated by a blue dot and a blue border around the text.

**MAERSK** Prices Book Tracking Schedules Logistic Solutions Manage EN Search User Profile

## MyFinance

Search Open Invoices ePayment Credits Paid Invoices Dispute Cases eStatement Refunds Profile

Search for Your Documents **Denmark**  
*Maersk A/S:MAERSK LINE WEB*

I'm a Customer  I'm an Agent

**BƯỚC 4**

Nhập số vận đơn hoặc số hóa đơn. Sau đó, nhấn **Search** để tìm kiếm hóa đơn

The screenshot displays the Maersk MyFinance portal. At the top, the Maersk logo is on the left, and navigation links for Prices, Book, Tracking, Schedules, Logistic Solutions, and Manage are in the center. On the right, there are links for EN, a search icon, a user profile icon, and a menu icon. Below the navigation bar, the "MyFinance" title is prominently displayed. A horizontal menu contains several options: Search, Open Invoices, ePayment, Credits, Paid Invoices, Dispute Cases, eStatement, Refunds, and Profile. The "Search" option is currently selected. Below this menu, the user's location is set to "Denmark" and the company is identified as "Maersk A/S: MAERSK LINE WEB". The main section is titled "Search for Your Documents" and offers two user roles: "I'm a Customer" (unselected) and "I'm an Agent" (selected). There are two search input sections. The first is for "Bill of Lading No." with the value "910172517" entered and an "Add New" button below it. The second is for "Invoice No." with an empty input field and a year dropdown menu set to "2021", also with an "Add New" button below it. At the bottom of the search section, there is a "Search" button.

