

Do **credit notes** and **disputes** make your daily business more difficult? Then we have the solution for you!

1) Register now on our website:

<https://www.maersk.com/portaluser/register/> .

2) An automated notification is being sent to your contact email 10 days prior vessel's arrival at destination which informs you that you have been specified as payer party on a shipment.

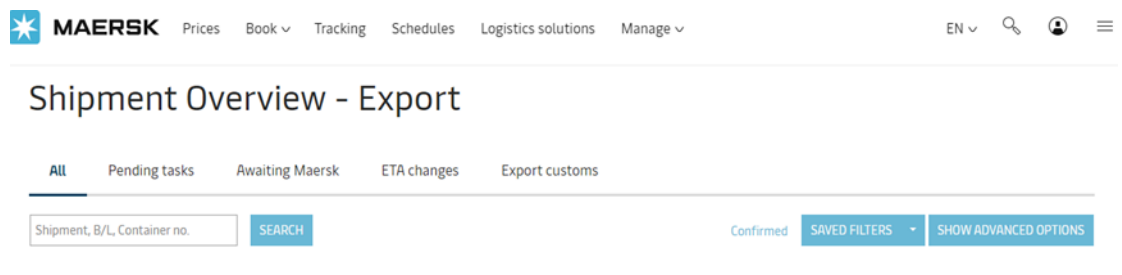
Important Note: Payment amendment fee will be applied if payer will change after the issuance of the invoice.

3) Following to that email, you may login with your credentials:

<https://www.maersk.com/portaluser/login> .

4) How to edit payment details:

- Go to Shipment Overview Import or Export – Find the specific shipment



The screenshot shows the Maersk portal interface for 'Shipment Overview - Export'. At the top, there is a navigation bar with the Maersk logo, 'Prices', 'Book', 'Tracking', 'Schedules', 'Logistics solutions', and 'Manage'. On the right side of the navigation bar, there are icons for language (EN), search, user profile, and a menu. Below the navigation bar, the page title 'Shipment Overview - Export' is displayed. Underneath the title, there are several tabs: 'All', 'Pending tasks', 'Awaiting Maersk', 'ETA changes', and 'Export customs'. The 'All' tab is currently selected. Below the tabs, there is a search bar with the placeholder text 'Shipment, B/L, Container no.' and a 'SEARCH' button. To the right of the search bar, there are buttons for 'Confirmed', 'SAVED FILTERS', and 'SHOW ADVANCED OPTIONS'.

➤ [Go to pricing tab](#)



MAERSK

Prices

Book ▾

Tracking

Schedules

Logistics solutions

Manage ▾

EN ▾



◀ back to overview

Shipment Binder [REDACTED]

Departing on **20 Mar 2021**

Pipavav, 24, IN

Arriving on **12 Apr 2021**

Piraeus, GR

Fish, nos, frozen

1 x 40ft High Cube ...

Overview

Documents

Containers

Pricing

Log

Additional services

Origin	Payment Terms	Paid By	Price
Booking Services - Origin	PREPAID	[REDACTED]	-
Documentation Fee- Origin	PREPAID	[REDACTED]	-
Export Service	PREPAID	[REDACTED]	-
Terminal Handling Service- Origin	PREPAID	[REDACTED]	-
Freight	Payment Terms	Paid By	Price
Basic Ocean Freight	PREPAID	[REDACTED]	-
Environmental Fuel Fee	PREPAID	[REDACTED]	-
Destination	Payment Terms	Paid By	Price
Documentation Fee- Destination	COLLECT	[REDACTED]	5.00 EUR
Import Service	COLLECT	[REDACTED]	122.00 EUR
Merchant Haulage Imports	COLLECT	[REDACTED]	40.00 EUR
Terminal Handling Service- Destination	COLLECT	[REDACTED]	135.00 EUR

You can request for changes in pricing details with respect to [export or import using this action](#)

[EDIT PAYMENT DETAILS](#)

Dear customer, please note that a change of payer, or payment terms, could lead to an administrative charge if you haven't provided the right information while submitting the shipping instruction. In case you believe the charge should not be applied, please let us know why under: 'Request Change Details'.

[Submit Payer Standing Instruction](#) to facilitate application of payer for future shipment

5) Guidelines for creating Payer Standing instructions:

➤ Manage – Payer standing instructions – Create new rule

MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search User Profile

Payer standing instructions

Introduction Export Import Requests

How to view rules?

Rules are visible online in below two categories. Please click on below link to view Payer rules for Export and Imports respectively.

EXPORT

IMPORT

Download the Audit Log for specific rules and requests

AUDIT LOG DOWNLOAD

What is a payer rule?

A Payer rule is an instruction a customer provides to set payer responsible for paying charges also sometimes known as a Payer Standard Instruction.

How are these payer rules applied?

Payer rules are typically applied during the shipment cycle to identify the parties that are responsible to pay charges at both Export and Import End.

Features

Self-Service feature added!

With improved filters and download options.

- + Create New Rule
- Amend rules
- Delete rules

Best regards,

Maersk

Customer Experience.