



MAERSK

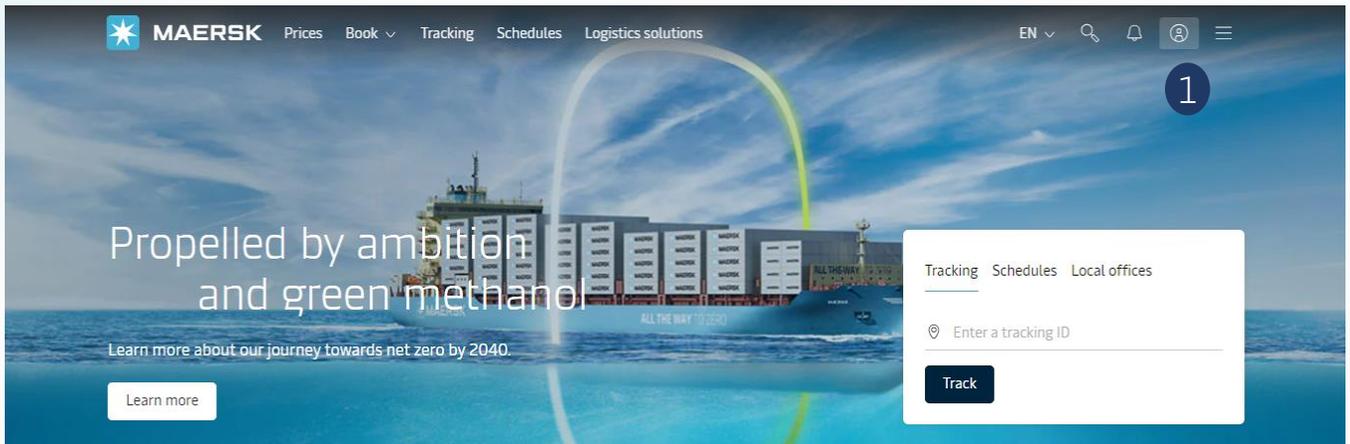


MY FINANCE

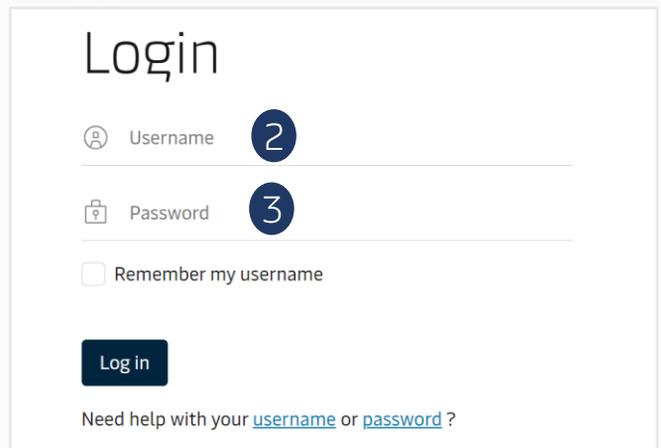
WEBSITE MAERSK.COM

WELCOME TO OUR WEBSITE GUIDANCE

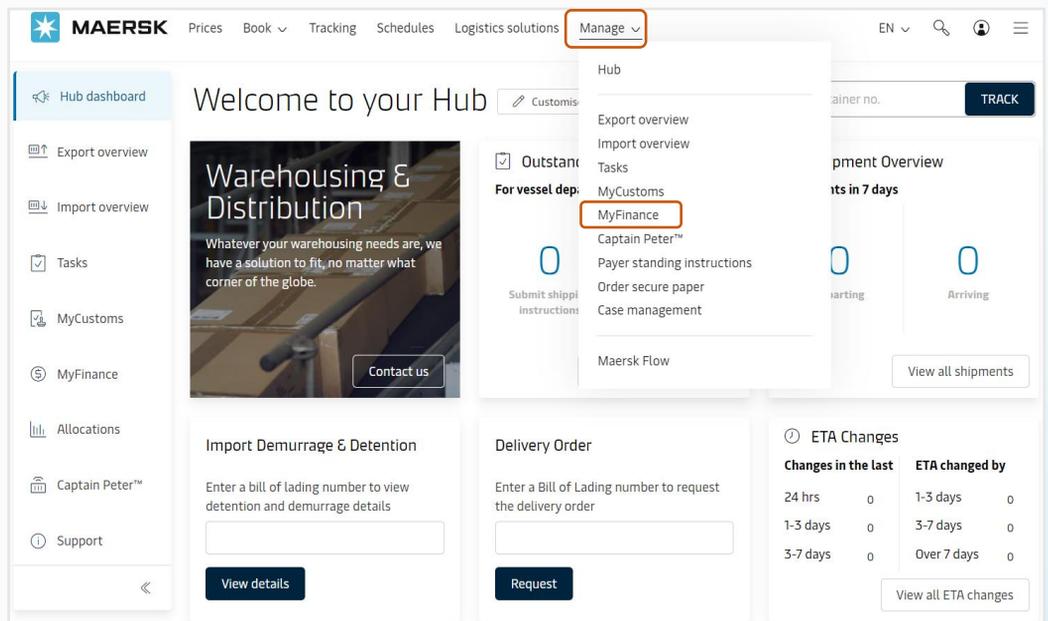
GO TO THE WEBSITE MAERSK.COM AND LOGIN YOUR ACCOUNT Step 1



1. Click the icon to login
2. Enter your username
3. Enter your password



CHOOSE MANAGE, THEN MYFINANCE Step 2



INPUT THE BILL NUMBER AND THEN PRESS ENTER Step 3

The screenshot shows the MyFinance interface for ABC COMPANY. At the top, there are radio buttons for 'I'm a customer' (selected) and 'I'm an agent'. Below is a search bar with 'XXX XXX XXX' entered and a magnifying glass icon. A navigation menu includes Dashboard, Open, Overdue, Paid, Disputed, Credits, E-statement, and See more. The main content area says 'Welcome back, ABC COMPANY' and features two charts: 'Outstanding invoices' and 'Ageing overview'. The Outstanding invoices chart shows 0 Overdue, 0 Due today, 1 Due this week, and 1 Due this month. The Ageing overview chart shows a bar for 226 USD. A legend indicates 'Invoices are overdue' (red), 'Credits' (black), 'Disputes' (grey), and 'Not due' (blue).

SELECT THE INVOICE TO VIEW DETAILS Step 4

Search results for 'B/L number'

XXX XXX XXX

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

OPEN INVOICES				SORT BY: Invoice Date (latest)		
<input checked="" type="checkbox"/>	Invoice number 4	Bill of lading no.	Customer reference	Due date 5	Open amount 6	Status
<input checked="" type="checkbox"/>	C23TML-55*****	<u>XXX XXX XXX</u>	55*****	24 MAR 2023 <small>Inv. date 22 MAR 2023</small>	VND 1,148,496 <small>Inv. amount VND 1,148,496</small>	Payable online <input type="checkbox"/>

- | | |
|--------------------|-------------------------|
| 1. Open: | Invoice have not paid |
| 2. Paid: | Invoice paid |
| 3. Credits: | Overpayment |
| 4. Invoice number: | Invoice number |
| 5. Due date: | Due date of the invoice |
| 6. Open amount: | Invoice amount |

SELECT DOWNLOAD AND CLICK INVOICE Step 5

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

1 Invoice selected Total: VND 1,148,496

E-invoice file

Invoice

CLICK DISPUTE Step 1

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-00054163 5538040571 <small>Import</small>	609440529	5538040571	09 APR 2023 <small>Inv. date 23 MAR 2023</small>	VND 48,263,158 <small>Inv. amount VND 48,263,158</small>	Payable online ▾

1 Invoice selected Total: VND 48,263,158

Dispute
↓ ✉ 📄

SELECT THE DISPUTE REASON FOR THE INVOICES Step 2

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
5538040571 <small>IMPORT</small>	609440529	23 Mar 2023 <small>Due date 09 Apr 2023</small>	VND 48,263,158 <small>Inv.amount VND 48,263,158</small>	Due	<div style="border: 1px solid orange; padding: 5px;"> Select a reason ▾ Select a reason Incorrect Rates Already Paid Incorrect Payer Missing Information </div>

- Incorrect Rates: Wrong rate on invoice
- Already Paid: Invoice has been paid
- Incorrect Payer: Wrong payer information
- Missing Information: Lacking information on invoice



SELECT THE DISPUTE CATEGORY FOR THE INVOICES Step 3

INCORRECT RATES

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

<input type="checkbox"/> Charge name	Dispute category	Current amount ⓘ	Expected amount ⓘ
<input checked="" type="checkbox"/> Container Protect Essential (CP1)	<div style="border: 1px solid #ccc; padding: 2px;"> Select category ▼ Select category Contractual rate not applied Container rolled by carrier Agreed free time not applied Charged due to delay by carrier Others </div>	VND	<input type="text"/>
<input type="checkbox"/> Documentation fee - Destination (DDF)		VND	<input type="text"/>
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)		VND	<input type="text"/>

ALREADY PAID

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

<input type="checkbox"/> Charge name	Dispute category	Current amount ⓘ	Expected amount ⓘ
<input checked="" type="checkbox"/> Container Protect Essential (CP1)	<div style="border: 1px solid #ccc; padding: 2px;"> Select category ▼ Select category Duplicate invoice Payment made to Maersk Payment made to terminal Others Select category ▼ </div>	VND	<input type="text"/>
<input type="checkbox"/> Documentation fee - Destination (DDF)		VND	<input type="text"/>
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)		VND	<input type="text"/>

MISSING INFORMATION

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

<input type="checkbox"/> Charge name	Dispute category	Current amount ⓘ	Expected amount ⓘ
<input checked="" type="checkbox"/> Container Protect Essential (CP1)	<div style="border: 1px solid #ccc; padding: 2px;"> Select category ▼ Select category Time of Departure/Arrival Place of Receipt/Destination Reference number missing Container number missing Share more invoice details Others </div>	VND	<input type="text"/>
<input type="checkbox"/> Documentation fee - Destination (DDF)		VND	<input type="text"/>
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)		VND	<input type="text"/>

INCORRECT PAYER: CHOOSE REDIRECT TO SHIPMENT BINDER Step 4

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

FILL IN NEEDED INFORMATION THEN CLICK CONTINUE Step 5

Describe dispute reason (preferably in English)

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

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

nva@gmail.com

Alternative email (optional)

Enter alternative email

Contact number

+84 9xx xxx xxx

Cancel

Continue



CHOOSE I'M AN AGENT, INPUT BILL NUMBER AND PRESS ENTER **Step 1**

MyFinance ABC Company

I'm a customer I'm an agent

B/L no.

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.