

MyFinance Guidebook



Step-by-step guide

To Download your Invoice

via MyFinance

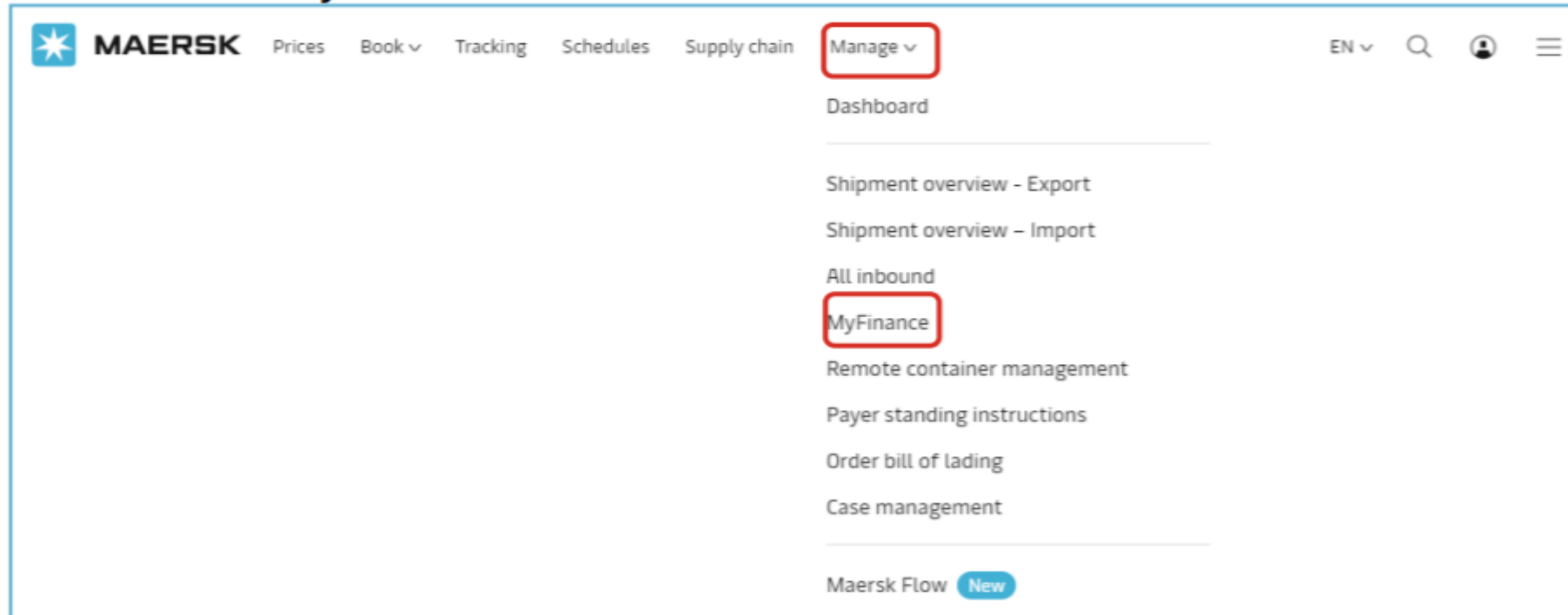
STEP #1

LOG IN to www.Maersk.com.



STEP #2

After login, click **"MANAGE"** then **"MyFinance"**



STEP #3

Click "OPEN INVOICES" then click the "PDF button" to download the Invoice.

	Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due	Invoiced Amount	Due	Action
	Example1234567	Example123456	IMPORT	Example7854321	Mar 17, 2015	Mar 17, 2015	USD 231.75	USD 231.75	[PDF]
	Example7654321	Example654321	EXPORT	Example1234567	Jun 13, 2017	Jul 13, 2017	EUR 240.00	EUR 240.00	[PDF]
	Example1234567	Example123456	IMPORT	Example7854321	Mar 17, 2015	Mar 17, 2015	USD 231.75	USD 231.75	[PDF]
	Example7654321	Example654321	EXPORT	Example1234567	Jun 13, 2017	Jul 13, 2017	EUR 240.00	EUR 240.00	[PDF]
	Example1234567	Example123456	IMPORT	Example7854321	Mar 17, 2015	Mar 17, 2015	USD 231.75	USD 231.75	[PDF]
	Example7654321	Example654321	EXPORT	Example1234567	Jun 13, 2017	Jul 13, 2017	EUR 240.00	EUR 240.00	[PDF]
	Example1234567	Example123456	IMPORT	Example7854321	Mar 17, 2015	Mar 17, 2015	USD 231.75	USD 231.75	[PDF]
	Example7654321	Example654321	EXPORT	Example1234567	Jun 13, 2017	Jul 13, 2017	EUR 240.00	EUR 240.00	[PDF]
	Example1234567	Example123456	IMPORT	Example7854321	Mar 17, 2015	Mar 17, 2015	USD 231.75	USD 231.75	[PDF]
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	Example1234567	Example123456	IMPORT	Example7854321	Mar 17, 2015	Mar 17, 2015	USD 231.75	USD 231.75	[PDF]
	Example7654321	Example654321	EXPORT	Example1234567	Jun 13, 2017	Jul 13, 2017	EUR 240.00	EUR 240.00	[PDF]

Note:

You can click double arrow button to sort the open invoice based on nearest / farrest Due Date



Step-by-step guide

To Search Your Invoice Based on BL number

STEP

Click "**SEARCH**" tab

then choose **I am Customer**

Put the **invoice Number or BL Number**. Click **ADD NEW** to search more than 1 invoices

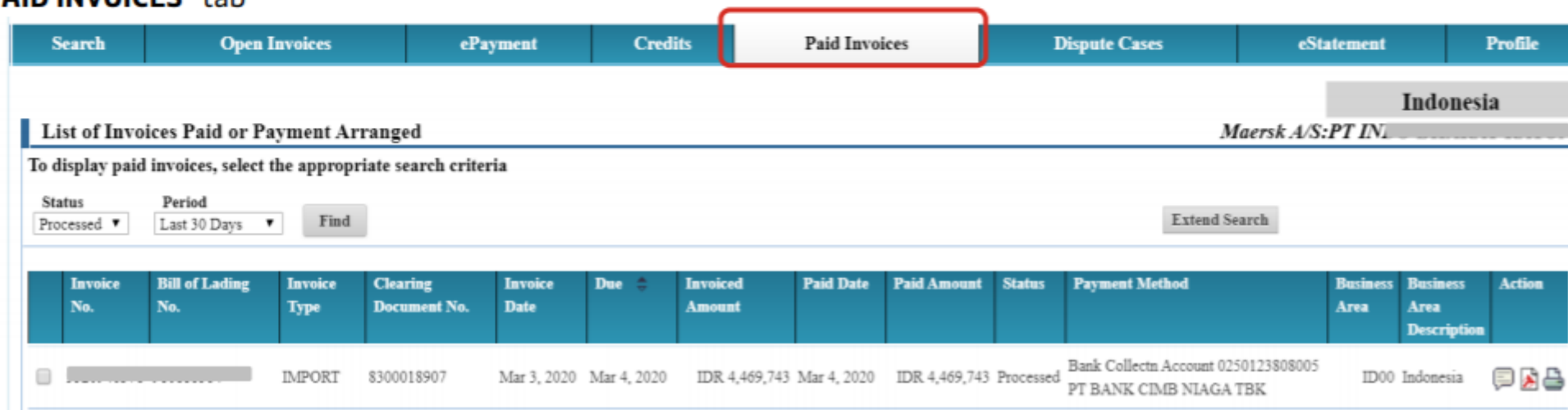
Click **SEARCH**

The screenshot shows the Maersk portal search interface. At the top, there is a navigation bar with tabs: Search, Open Invoices, ePayment, Credits, Paid Invoices, Dispute Cases, eStatement, Account Statement, and Profile. The 'Search' tab is highlighted with a red box. Below the navigation bar, the user's location is set to 'Philippines' and the company is identified as 'Maersk A/S:PHILIPPINES'. The main heading is 'Search for Your Documents'. There are two radio buttons: 'I'm a Customer' (selected) and 'I'm an Agent'. Below this, there are three input fields: 'Invoice No.', 'Bill of Lading No.', and 'Customer Ref. No.'. Each of these fields has an 'Add New' button next to it. The 'Invoice No.' and 'Bill of Lading No.' fields are highlighted with a red box. Below these fields is a date range selector for 'Invoice Creation Date (dd/mm/yyyy)' with green plus and minus icons. At the bottom, there are checkboxes for 'Document Types': 'Open' (checked), 'Paid' (unchecked), 'Credits' (checked), and 'Disputes' (unchecked). A 'Search' button is located at the bottom center, highlighted with a red box.

Step-by-step guide To See Paid Invoice

STEP




Click "PAID INVOICES" tab



The screenshot shows the Maersk e-invoicing system interface. The navigation menu at the top includes: Search, Open Invoices, ePayment, Credits, **Paid Invoices** (highlighted with a red box), Dispute Cases, eStatement, and Profile. Below the navigation menu, the user is logged in as **Indonesia** (Maersk A/S:PT IN). The main heading is **List of Invoices Paid or Payment Arranged**. Below this, there is a search filter section with the following options:

- Status: Processed (dropdown)
- Period: Last 30 Days (dropdown)
- Find (button)
- Extend Search (button)

The main table displays the following data:

Invoice No.	Bill of Lading No.	Invoice Type	Clearing Document No.	Invoice Date	Due	Invoiced Amount	Paid Date	Paid Amount	Status	Payment Method	Business Area	Business Area Description	Action
<input type="checkbox"/>	IMPORT	8300018907	Mar 3, 2020	Mar 4, 2020	IDR 4,469,743	Mar 4, 2020	IDR 4,469,743	Processed	Bank Collectn Account 0250123808005 PT BANK CIMB NIAGA TBK	ID00	Indonesia	  

Step-by-step guide To Raise Dispute

STEP

Click **"OPEN INVOICES"** tab

You can dispute an invoice by clicking on the **"Notepad icon"**, or

If you want to dispute more than one invoice, select invoices, and click **"Mass Dispute"** button at the bottom of invoice table.

Germany
Maersk Line

Open Invoices

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due	Invoice Amount	Open	Action
Example1234567	Example123456	IMPORT	Example7854321	Mar 17, 2015	Mar 17, 2015	USD 231.75	USD 231.75	[Notepad Icon]
Example7854321	Example654321	EXPORT	Example1234567	Jun 13, 2017	Jul 13, 2017	EUR 240.00	EUR 240.00	[Notepad Icon]
Example1234567	Example123456	IMPORT	Example7854321	Mar 17, 2015	Mar 17, 2015	USD 231.75	USD 231.75	[Notepad Icon]
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Example7854321	Example654321	EXPORT	Example1234567	Jun 13, 2017	Jul 13, 2017	EUR 240.00	EUR 240.00	[Notepad Icon]
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Example1234567	Example123456	IMPORT	Example7854321	Mar 17, 2015	Mar 17, 2015	USD 231.75	USD 231.75	[Notepad Icon]
Example7854321	Example654321	EXPORT	Example1234567	Jun 13, 2017	Jul 13, 2017	EUR 240.00	EUR 240.00	[Notepad Icon]

If invoices you have paid are not available here, you may still choose to submit payment remittance by selecting 'Create Payment remittance' tab providing BL number.

Select All Deselect All Download Selected Entries Export to Excel **Mass Dispute** Create Payment Remittance Add Shipment Party

New Customer Search

Dispute form will open, **select dispute reason** from drop down. Fill in mandatory details and click on Submit.

Enter Dispute Case

To create a dispute case for the following document, enter the required data.
To send your inquiry, choose Send.
To return to the overview, choose Back.

Invoice No.	Invoice Date	Date	Amount	Open
5985561886	Mar 27, 2019	Apr 26, 2019	PHP 6,000.00	PHP 6,000.00

Reason	Amount	Reference
<input type="text" value=""/>	6,000.00	<input type="text" value=""/>

Incorrect Rates
Incorrect Payer
Already Paid
Missing Information: seats preferably in English

Name:
Email:
Contact Number:
Alternate Email: