



Agents, freight forwarders, or CHAs (Clearing House Agents) can log in to the **MyFinance** portal and submit the payment remittance on behalf of actual customers or consignees.

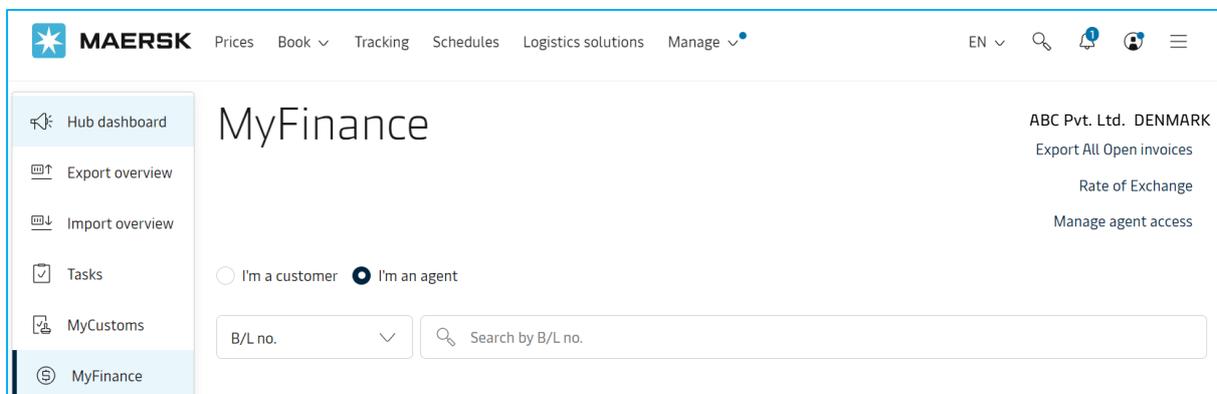
If the invoice is for **Local Charges** – Agents, Freight Forwarders or CHAs can see the billed amount, download the invoice copy, and submit payment remittances against such invoices **without any approval** from the actual customer or consignee.

If the invoice is for **Freight Charges** – Agents **need to get approval from the consignee** to see the billed amount, download the invoice copy, and submit the payment remittances against such invoices.

Agents need to follow the below-mentioned steps to get approval from the consignee for freight invoices.

AGENTS ACTIONS:

1. Login to [MyFinance](#) portal
 - Go to www.maersk.com and click on **"Account"**.
(**First-time user?** Please go to [Register now](#) to generate the ID and password).
 - Enter your credentials (username and password).
 - Click on **"Manage"** and Select **"MyFinance"**.
2. Click on the **"I'm an agent"** Option. – This option enables freight forwarders or agents to download the invoices and submit payment remittances (payment proof) on behalf of consignees.



3. If the Invoice is for **"Local Charges"**

- Enter the Valid BL number and click the enter button
- The Invoice will display on the screen
- Invoice for **"Local Charges"** - Agents can download the invoice, pay the invoice, or see the billed amount.

The screenshot shows the MAERSK portal interface. At the top, there's a navigation bar with 'MAERSK' logo and various menu items like 'Prices', 'Book', 'Tracking', 'Schedules', 'Logistics solutions', and 'Manage'. Below the navigation bar, there are radio buttons for 'I'm a customer' and 'I'm an agent'. A search bar contains 'B/L no.' and a search icon. The main content area displays 'Search results for 'B/L number'' and a message: 'Requesting access to the invoices below is not available yet. For access to invoice(s) " [redacted] " please request access to the invoices from biller direct. Search biller Direct'. Below this, there are tabs for 'Open (1)' and 'Request access (1)'. The 'Open invoices' section shows a table with columns: Invoice number, Bill of lading no., Customer reference, Due date, Open amount, and Status. One invoice is selected, with a checkbox checked and a 'local' label. The status is 'Payable online'. A 'Sort by: Invoice Date (latest)' dropdown is visible.

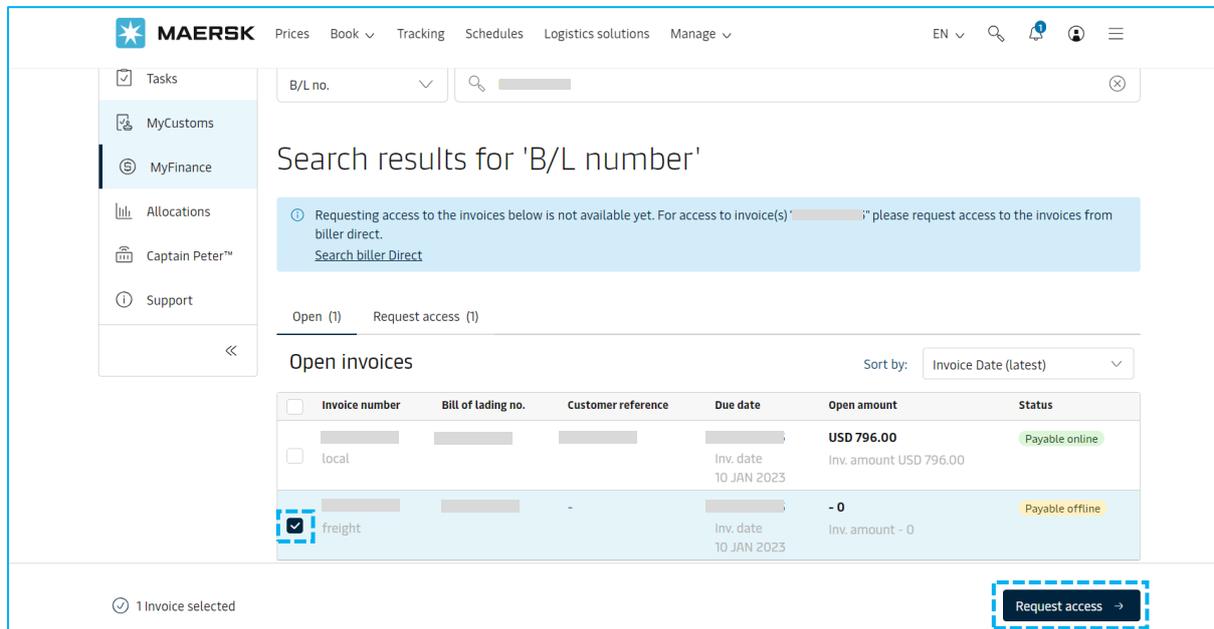
Select the invoice and click on  " **Download the Invoice Copy**"

Select the invoice and click on  " **Upload Proof of Payments**"

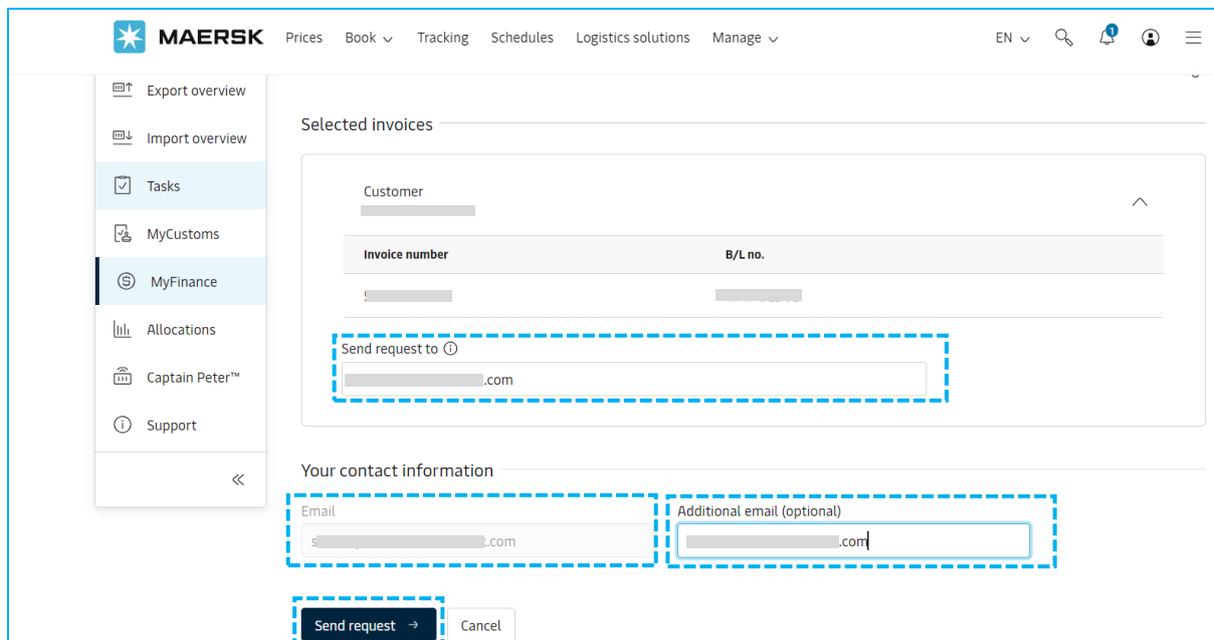
The screenshot shows the MAERSK portal interface with the 'Open invoices' table. The selected invoice has a checked checkbox and a 'local' label. The status is 'Payable online'. Below the table, there are links for 'About us', 'Careers', 'Contact us', 'Investors', 'Terms & conditions', 'Data Privacy Notification', 'Container tracking', and 'Supply Chain and Logistics'. At the bottom, there's a summary bar showing '1 Invoice selected' and 'Total: [redacted]'. On the right, there are icons for download, upload, email, and a 'Pay' button.

4. If the Invoice is for **Freight Charges**

- Enter the Valid BL number and click the enter button.
- The Invoice will display on the screen.
- Select the invoice and click on **Request Access**



- Enter the Customer's or Consignee's **Email Address**.
- Agents can enter their own email ID in the **Additional Email ID** field.
- Click on **Send Request**.



- The request will be submitted, and the below message will be displayed on the screen.

The screenshot shows the MAERSK MyFinance portal interface. At the top, there is a navigation bar with the MAERSK logo, menu items (Prices, Book, Tracking, Schedules, Logistics solutions, Manage), and user information (EN, search, notifications, profile, and a hamburger menu). On the left, a sidebar contains navigation options: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, and MyFinance. The main content area shows a 'Back to MyFinance' link, the user 'ABC Pvt. Ltd. DENMARK', and the 'Rate of Exchange'. A green notification banner states: 'The request is send successfully.' Below this, a message reads: 'You'll receive an email when your requests are approved or denied.'

- The below-mentioned email notification will be sent to the customer at the email address that was shared while sending the request.

The screenshot shows an email notification from 'no-reply@maersk.com'. The subject is 'Access request from [redacted]'. The email body contains the following text:

Access request

You've received an access request from [redacted].
 Dear Customer,
 You've received an access request from [redacted] / for the following invoices: [redacted]. You can approve or reject the request on the agent access page.
[Review and response](#)

Invoice number	B/L number	Agent
[redacted]	[redacted]	[redacted]

Please do not reply directly to this automated message. This e-mail was sent from a notification-only address that cannot accept incoming e-mail.
 For any additional inquiries, please contact our service department. You can find information for your local office by visiting our website.
[Maersk.com](#)

The information contained in this message is privileged and intended only for the recipients named. If the reader is not the intended recipient or a representative of the intended recipient, any review, dissemination or copying of this message or the information it contains is prohibited. If you have received this message by error, please notify the sender immediately, and delete the original message and attachments. Learn more about [Maersk's Privacy Policy](#).

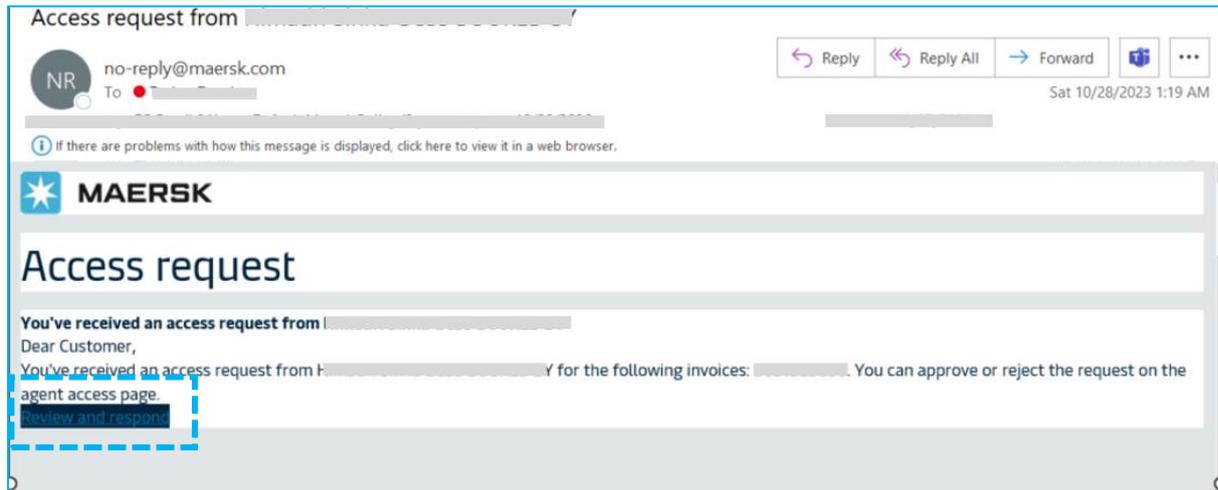
While we aim for complete accuracy, we can't guarantee the above information to be complete, accurate or timely and unable to provide you with a warranty, representation or undertaking in respect of this information.

Once the actual customer or consignee approved the request, The agents, freight forwarders, or CHAs (Clearing House Agents) can view the billed amount, download the invoice, and submit the payment remittance on behalf of actual customers or consignees for freight invoices.

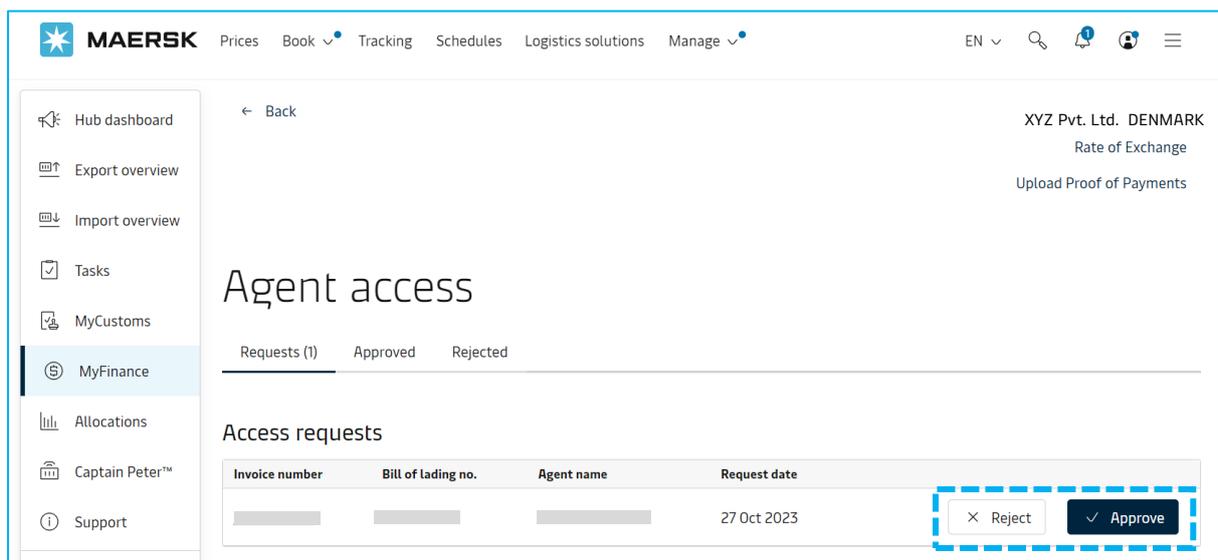
ACTUAL CUSTOMER OR CONSIGNEE'S ACTIONS:

Once the agent sends the approval request for the freight invoice through MyFinance, the customer will get an email notification.

1. Customers need to open the email notification and click on the link "**Review and respond**".



2. It will redirect the customer to the **MyFinance** platform.
 - Customers need to enter their ID and password and login to MyFinance.
 - After login, the below screen will appear.
 - Looking at the details, customers can take the action "**Approve or Reject.**"



- After approval, the below screen will appear, and the request will move into the "**Approved**" tab.
- Similarly, after rejection, the request will move into the "**Rejected**" tab.

The screenshot displays a web interface for 'Agent access'. On the left is a navigation sidebar with items: Tasks, MyCustoms, MyFinance (highlighted), Allocations, Captain Peter™, and Support. The main content area has a title 'Agent access' and a sub-header 'Requests (1) | Approved | Rejected'. Below this is a section titled 'Access requests' containing a table with the following data:

Invoice number	Bill of lading no.	Agent name	Request date	
[Redacted]	[Redacted]	[Redacted]	27 Oct 2023	Moved to approved

After **Approval** or **Rejection**, an **email notification** is sent to the agent's email address, which is mentioned while submitting the request.

Once the Consignee approves the request, the Agents can view the billed amount, download the invoice, and submit the payment remittance on behalf of actual customers or consignees for freight invoices.