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.

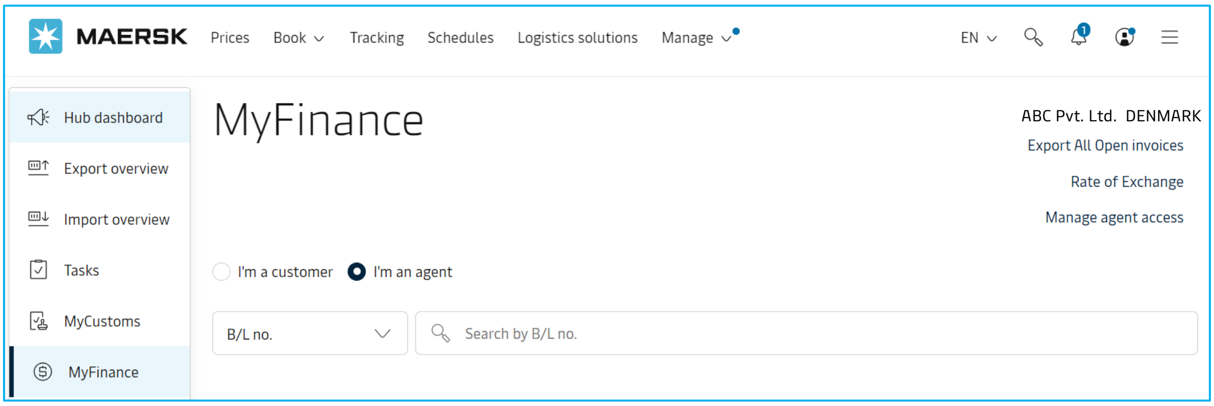
If the invoice is for **Local Charges** – Agents, Freight Forwarders or CHAs can see the billed amount, download the invoice copy, and submit payment remittances against such invoices **without any approval** from the actual customer or consignee.

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:

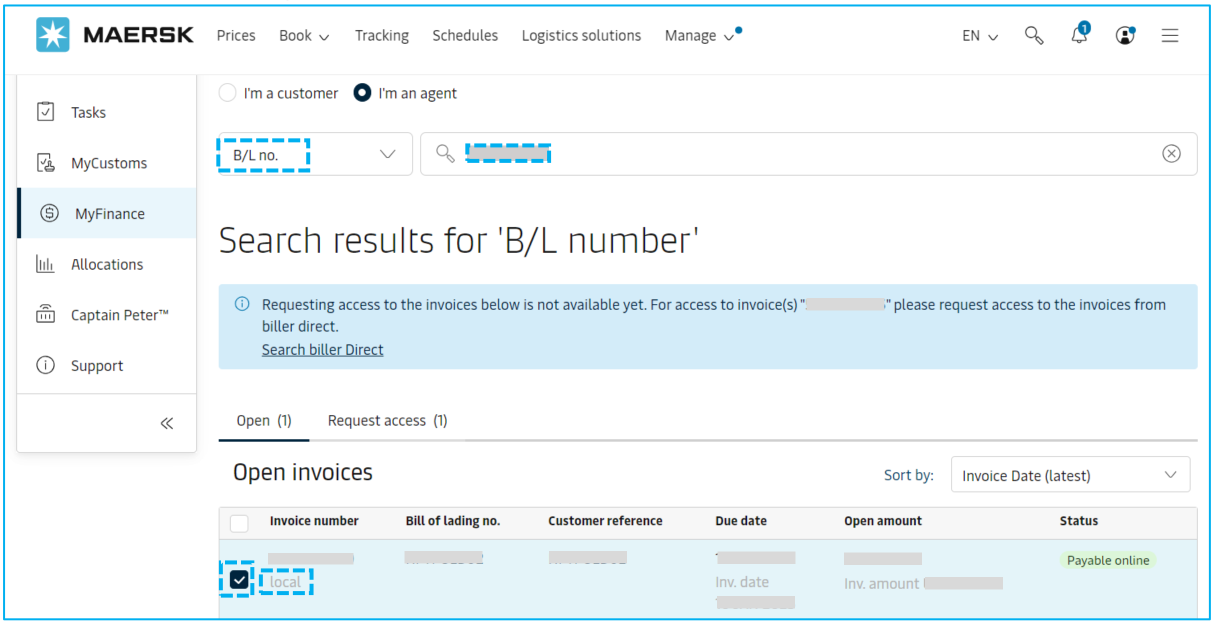
1. Login to MyFinance portal
   - Go to www.maersk.com and click on "**Account**".
     (**First-time user?** Please go to Register now to generate the ID and password).
   - Enter your credentials (username and password).
   - Click on "**Manage**" and Select "**MyFinance**".
2. Click on the "**I'm 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**"

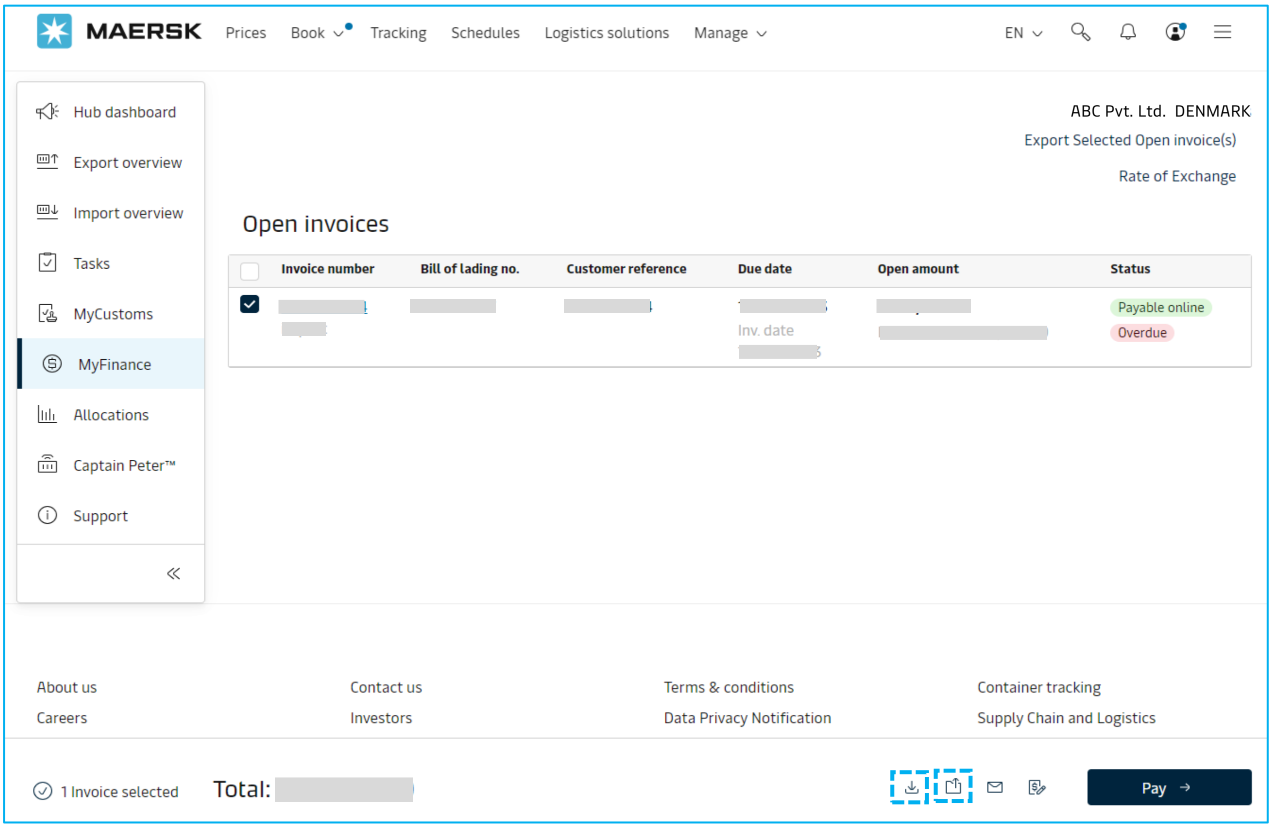
Classification: Internal

- 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.

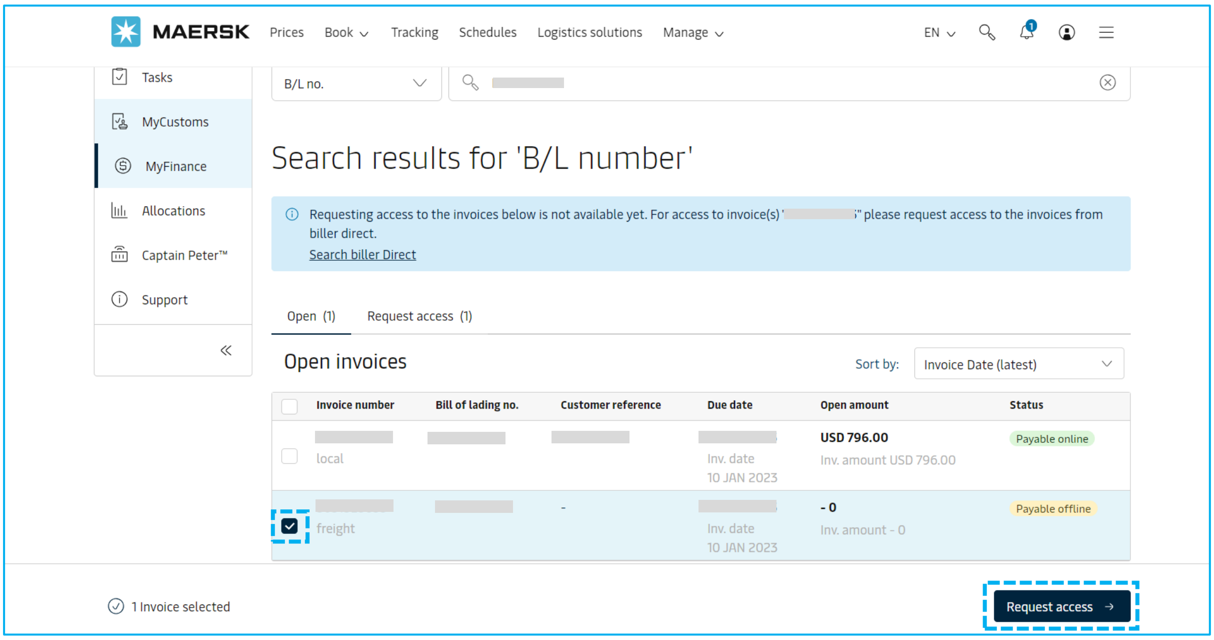


Select the invoice and click on " **Download the Invoice Copy**"

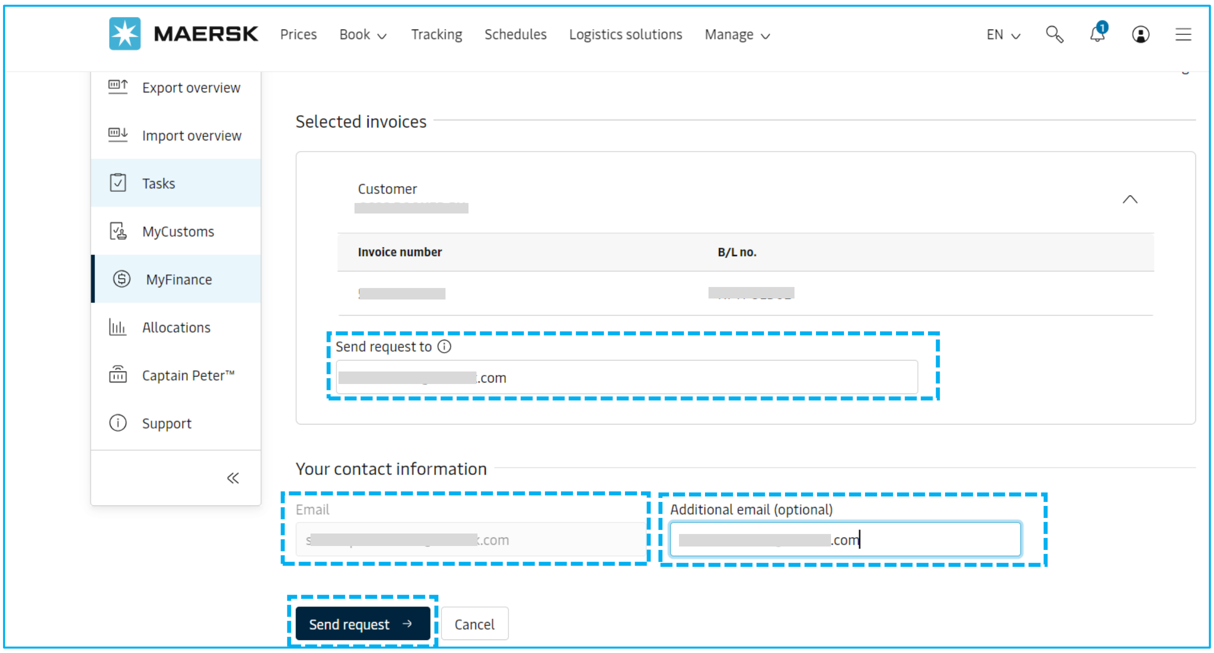
Select the invoice and click on " **Upload Proof of Payments**"



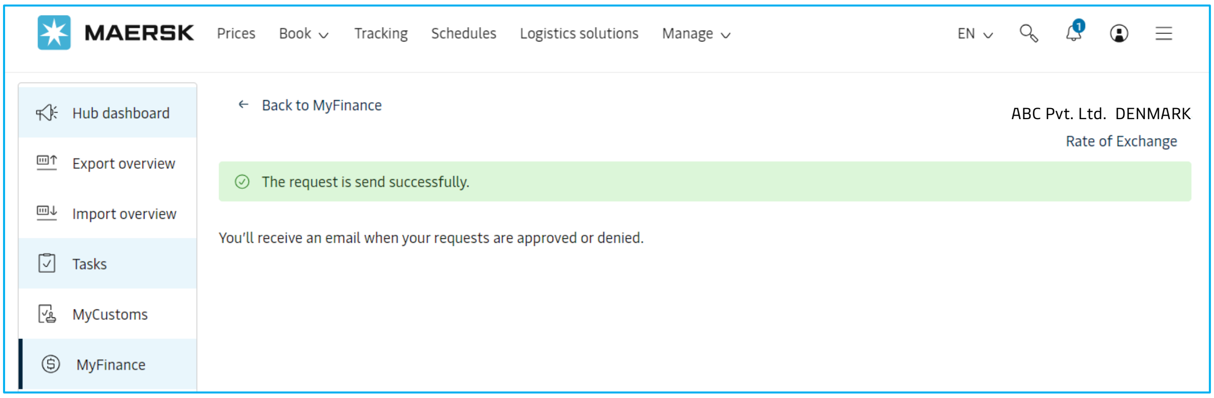
4. If the Invoice is for “**Freight Charges**”
    - Enter the Valid BL number and click the enter button.
    - The Invoice will display on the screen.
    - Select the invoice and click on “**Request Access**”



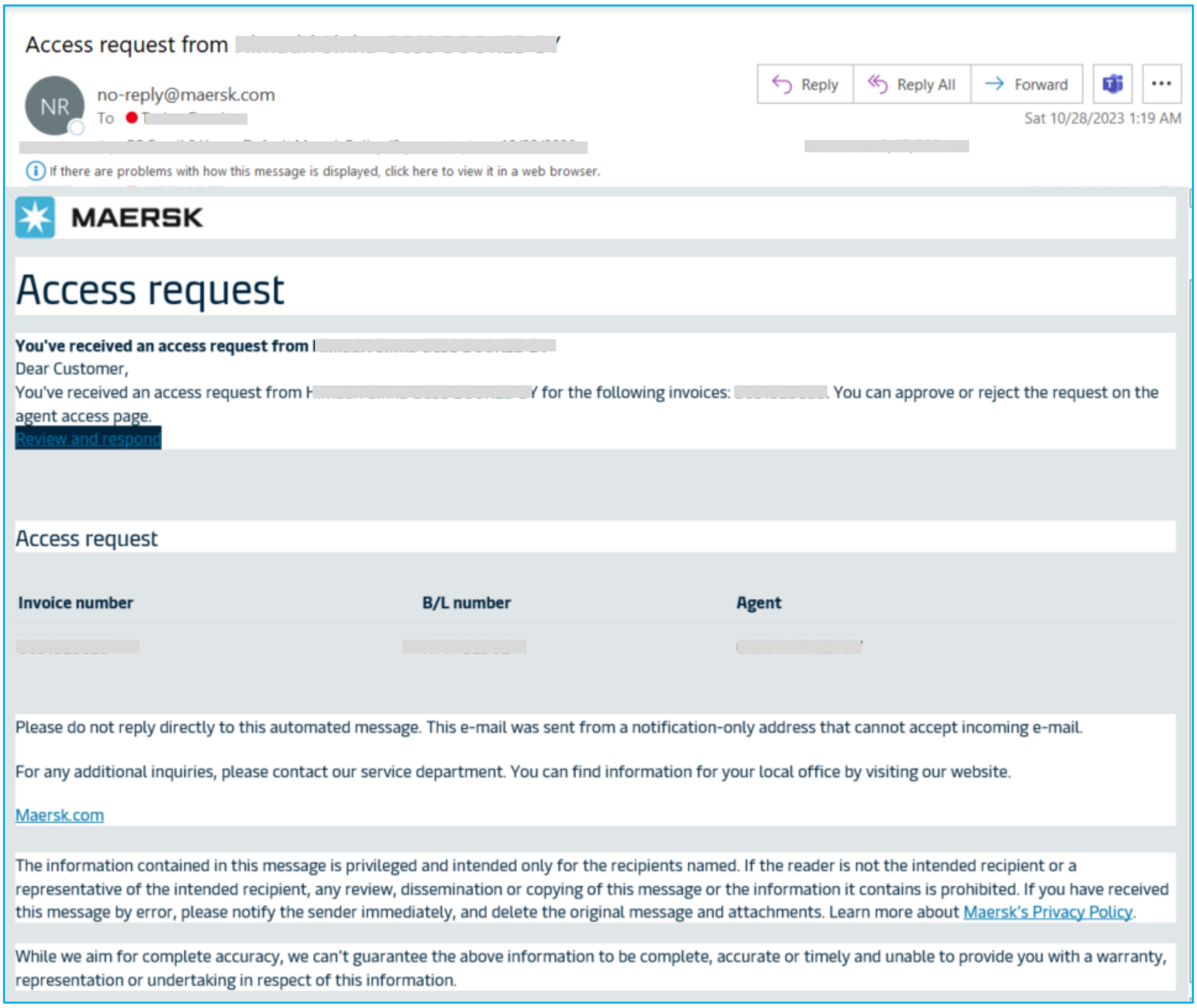
- Enter the Customer’s or Consignee’s **Email Address.**
- Agents can enter their own email ID in the “**Additional Email ID**” field.
- Click on “**Send Request**”.



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



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

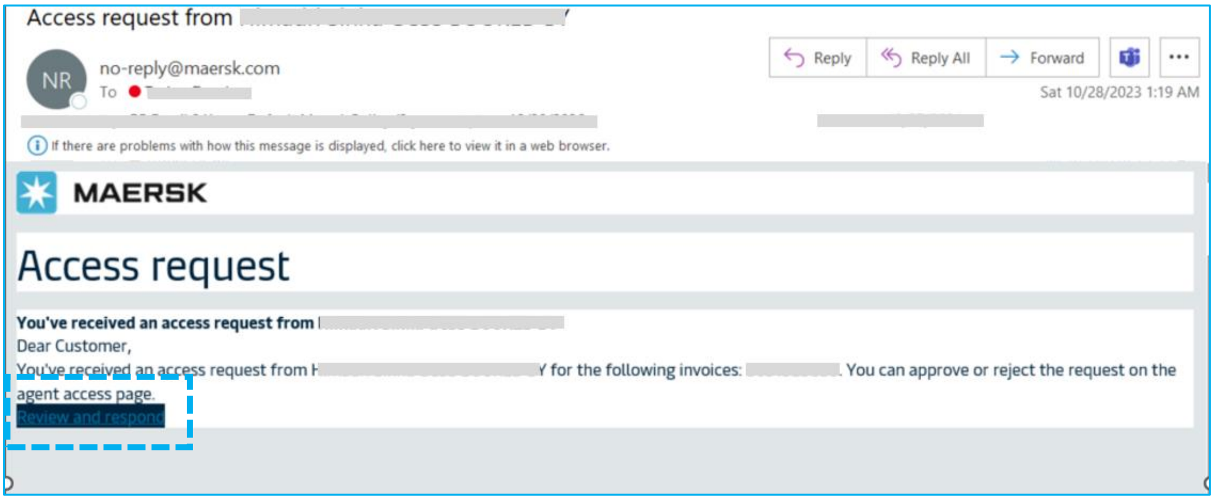


Once the actual customer or consignee approved the request, The agents, freight forwarders, or CHAs (Clearing House Agents) can view the billed amount, download the invoice, and submit the payment remittance on behalf of actual customers or consignees for freight invoices.

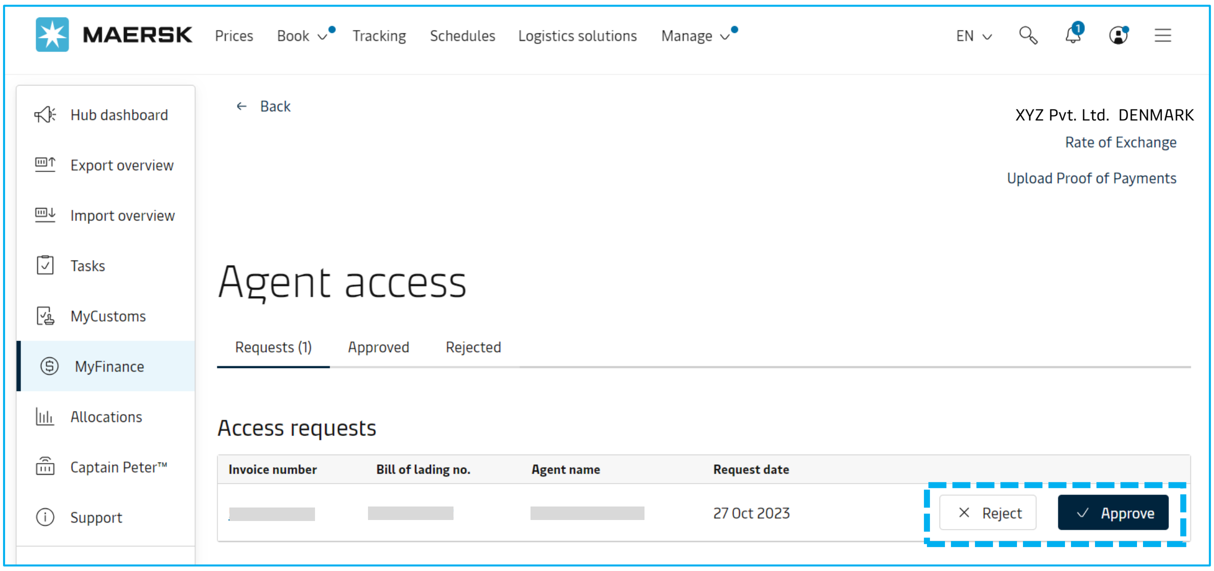
ACTUAL CUSTOMER OR CONSIGNEE'S ACTIONS:

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

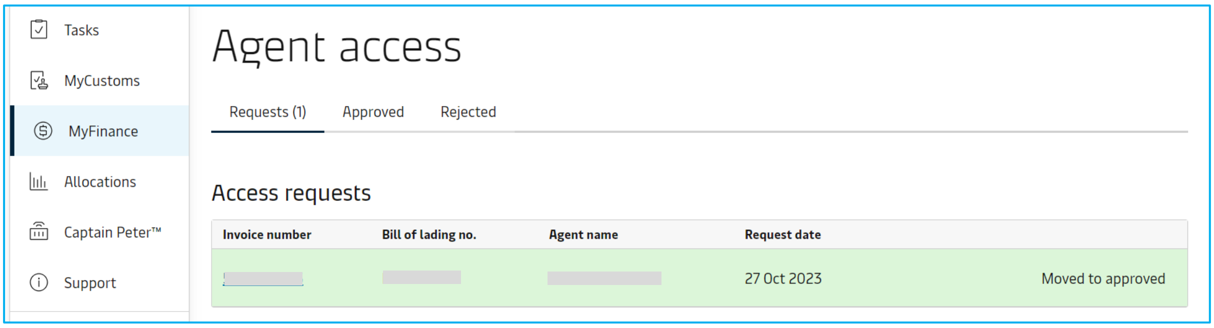
1. Customers need to open the email notification and click on the link "**Review and respond**".



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.



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.