

Maersk Invoice Frequently Asked Questions and Answers

1. When will the invoice be available?

Answer: Maersk invoice generation timing/conditions are as follows:

Invoice Type	Generation Timing/Conditions
Taiwan Export Invoice (prepaid charge)	After the Bill of Lading (BL) verify copy is made and cargo is loaded onboard, post vessel departure.
Taiwan Import Invoice (collect charge)	5 working days before the Estimated Time of Arrival (ETA).

2. Will the invoice be sent? How can I obtain it?

Answer:

- To ensure timely access to invoices, **Maersk allows paying customers to download invoices directly from www.maersk.com. We recommend downloading the invoice immediately after it is generated.** Please refer to Q1 for invoice generation timing.
- If you prefer to receive invoices via email, please subscribe to invoice notifications on Maersk's website. Once the invoice is generated, the system will automatically send a notification with attached invoices to your email.
- For instructions on subscribing to invoice notifications and downloading invoices, please click [here](#) and refer to the Maersk.com user guide:
 - 10.4: [How to subscribe to invoice notifications](#)
 - 6.1: [How to view invoices and raise disputes](#)
- Non-paying customers cannot download invoices from Maersk's website without the payer's consent. For details, please contact our customer service:
 - Export: tw.export@maersk.com
 - Import: tw.import@maersk.com

3. The customs brokers (報關行) is not the payer; how can they download the invoice?

Answer:

- Customs brokers must register on Maersk's website to download invoices. However, this is limited to invoices in TWD. If the invoice includes foreign currency charges, only the payer can download it.
- For instructions on downloading invoices, please click [here](#) and refer to section **6.1 [How to view invoices and raise disputes](#)** of the Maersk.com user guide.

4. How can I check the USD exchange rate?

Answer:

- If your invoice includes USD charges, you must refer to the exchange rate shown on the invoice.
- If not, please check Maersk's website:

- ✓ Taiwan Export Invoice: Click [here](#) and refer to “Onboard date/rate of exchange information”.
- ✓ Taiwan Import Invoice: Click [here](#) and refer to “D/O release date/time and rate of exchange information”.

5. How do I raise an invoice dispute?

Answer:

Dispute Item	Taiwan Export	Taiwan Import
Payment Terms or Payer	• Please raise a request change through B/L amendment process. • Note: The change request may incur payer amendment fee.	• Request a charge to be paid in export country→ Need to contact original export Maersk office and note that any changes may incur payer amendment fee. • Request a charge to be paid in Taiwan or collect payer→ Please contact Taiwan import customer service tw.import@maersk.com . Note that any change requests may incur payer amendment fee, so please pay attention to subsequent notifications/invoices regarding related payer amendment fees
Invoice Amount	• Must be raised by the payer via Maersk’s website. Click here to check Maersk.com 操作手冊 for section 6.1 <u>How to view invoices and raise disputes</u> of the user guide. • If unable to raise via website, email disputes@maersk.com .	

6. What does the “Due Date” on the invoice mean? When should I pay?

Answer :

The due date indicates the payment deadline. Please note that if import invoices are unpaid within 10 calendar days after ETA, or export invoices unpaid within 10 calendar days after ETD, Maersk will charge a Late Payment Fee. For detailed information, please refer to the invoice. The screenshot below is provided for reference only. Please rely on the actual invoice for final and accurate details.

*To avoid late payment fee, payment should be received in Maersk Account within 10 days from ETD/ETA. For invoices with Payment Terms as payable immediately, this rate for Late Payment Fee is TWD1000/BL for 11 - 20 days; TWD 1500/BL for 21 - 30 days; TWD 2000/BL for over 31 days. (Bank usually takes 0-1 Days to transfer TWD & 0-2 days for USD payment).

Example: If the vessel arrives (or departs) on Jan/01 and payment is not made, a late fee of NTD 1000 will be added starting Jan/12. Fees will accumulate if payment is further delayed.

We recommend setting up invoice notifications on the Maersk website to ensure timely payment or dispute submission. This also helps avoid late payment fees and issues such as inability to collect documents, load cargo, or make bookings due to unsettled charges

7. How can I understand the charges listed on the invoice?

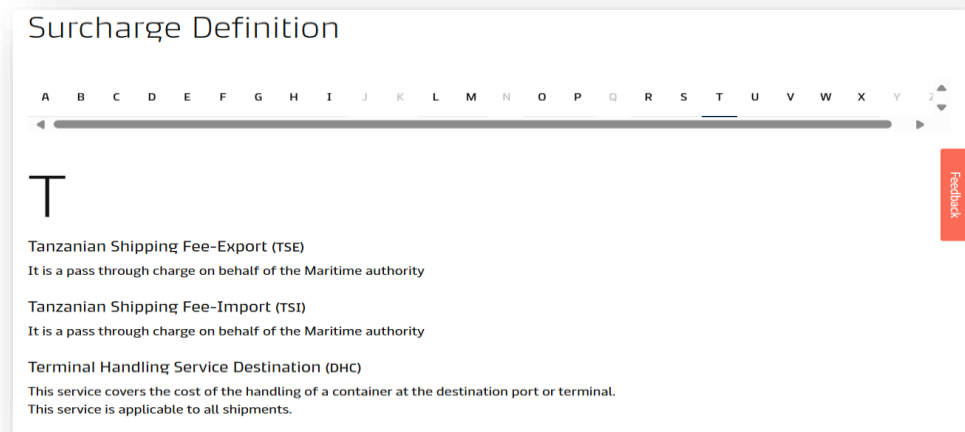
Answer:

You can find charge definitions on Maersk's website:

- [Maersk Surcharges](#): e.g., Terminal Handling Service Fee

- [Add-Ons](#): e.g., House Transport Document Service Fee

Click the first letter of the charge name (e.g., "T" for "Terminal Handling Service Origin").



Or for further inquiries, email:

Export: tw.export@maersk.com Import: tw.import@maersk.com

8. I already paid the detention fee at the terminal when I returned the container. Why am I still receiving an invoice?

Answer:

Due to Maersk's internal processing, the invoice is generated after the terminal receives the payment. If you've already paid, please disregard the invoice. Maersk will handle internal offsetting. We apologize for any inconvenience.

9. How can I check if charges are taxable?

Answer:

Maersk cannot provide a comprehensive tax rate table. Please refer to the invoice for accurate tax information.

10. Can I prepay the telex release fee?

Answer:

- Please pay it only after receiving the telex release invoice.
- You can indicate telex release request on shipping instruction, then telex release fee will be added accordingly.
- Alternatively, you can apply for telex release via Maersk's website after BL is released to you. The telex release fee will be added after the telex release process is completion. Please remember to pay the telex release fee promptly to avoid delays in cargo release at destination. For instructions, click [here](#) and go to Maersk.com for checking "[How to apply telex release](#)" user guide.