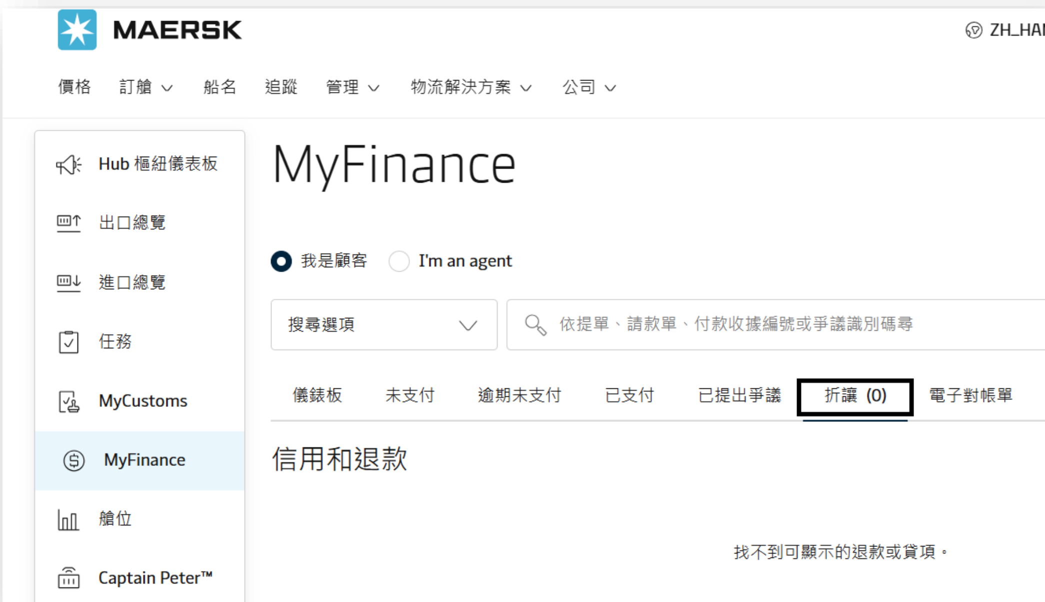
MAERSK

馬士基銷帳常見問題和回覆(Q&A):

1. 如果 booking 中有 compensation 造成有溢收款項，是否會主動通知? 或是如何在 Myfinance 查詢?

   A: 若有溢收款項，敝司不會主動通知, 但客戶可以登入敝司官網, 在 Myfinance 項目中查到。請點擊”折讓”，畫面如下



2. 我沒收到收據/發票，請問該怎麼處理? 要發到哪個郵箱索取?

   A: 付款后的發票和收據聯繫 **CGDGSCOTCTWNCASH@maersk.com** 索取。

3. 詢問溢付賬款是否能退款? 是否能抵扣下一筆貨載? 不同付款人是否能互相抵扣?

   A: 同一個付款人可以相互抵扣，不同付款人之間不能隨意抵扣, 需要溢付方郵件確認。未開過票的溢付款可以抵扣下一筆貨載，請注意開過票的溢付款要在稅率相同的情況下進行，收據抵扣收據，發票抵扣發票。

4. 收到電子發票或收據後，是否還能更改統編及公司抬頭?

   A：收據的統編擡頭是系統默認的，需要聯繫客服更改我司系統之後重開。發票在當月雙方均未申報的情況下可以聯繫 **CGDGSCOTCTWNCASH@maersk.com** 更改。發票跨月之後的重開, 請聯繫：付現金客戶 **CGDGSCOTCTWNCASH@maersk.com** , 有 Credit-term 客戶 tw.collections@maersk.com。

5. on board 後, 客戶在 my finance 找不到帳單, 要如何處理?

   A：出口請聯繫 tw.export@maersk.com , 進口請聯繫 tw.import@maersk.com , 並提供網站上搜尋不到帳單的畫面。

6. 如何查找是否有收到我的匯款單?

   A：若已經發送匯款通知郵件至 **CGDGSCOTCTWNCASH@maersk.com**, 且有附上匯款單或是銀行轉帳單據, 您會在 5 分鐘後收到我司自動回復郵件, 告知您的付款會在 4-8 小時內處理，逾時未收到再發送郵件提醒。若發錯郵箱，請重新發至正確郵箱。

7. 如何註明所需的開立的統編?

   A: 需在客戶匯款通知郵件內文裡的表格中的統編欄位註明。若無註明, 則一律開付款人公司的統編。

8. 為何提供匯款單時都需要填寫表格, 不能在郵件內文直接寫明資訊? 為何每次都要填寫表格?

   A: 是的，您每次都需要填寫表格，正確的填寫表格才可讓我司的自動銷帳系統進行銷帳，已能進一步縮短客戶等待的時間。

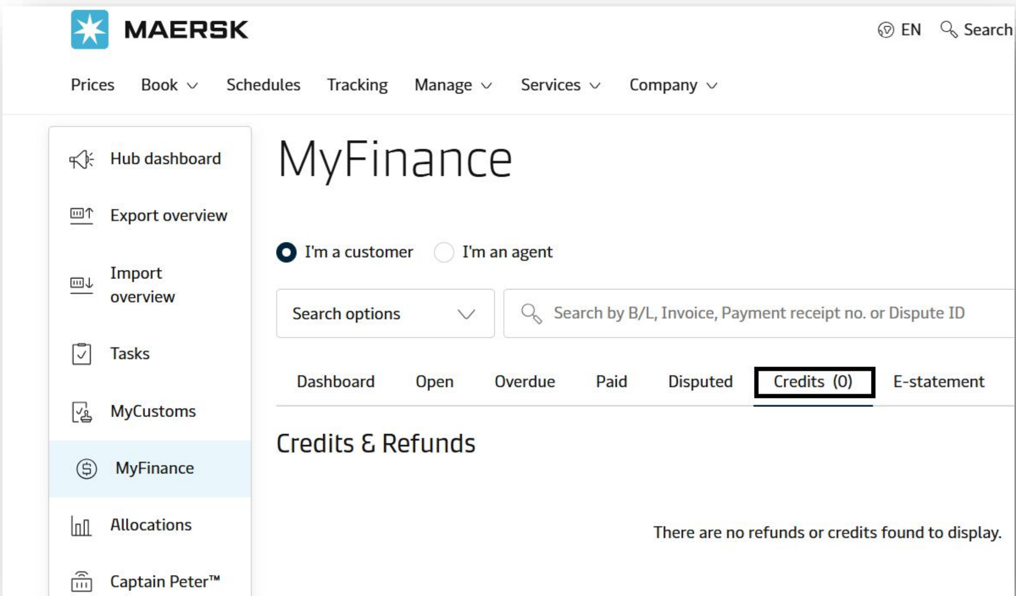
9. 請問台灣快桅(Maersk) 統編?

   A：05071405

Maersk FAQs and answer for payment application (Q&A):

1. **If there is an overcharge due to compensation in the booking, will you proactively notify? Or how can I check in Myfinance?**

   A: It's no notification, but you can login [Maersk.com]() to click Myfinance, and then click " Credit". Please refer to the screenshot below:

2. **I haven't received the receipt/invoice, what should I do? Which email should I contact to request it?**

   A: You can request the invoice and receipt after payment by contacting [CGDGSCOTCTWNCASH@maersk.com]().

3. **Can I get a refund for overpaid amounts? Can it be offset against the next shipment? Can different payers offset each other?**

   A: The same payer can offset, but different payers cannot offset each other arbitrarily. The overpaid party needs to confirm by email. Overpayments that have not been invoiced can be offset against the next shipment. Please note that overpayments that have been invoiced must be offset with the same tax rate, receipt for receipt, and invoice for invoice.

4. **Can the company tax ID and company name be changed after receiving the electronic Fapaio (發票) or receipt?**

   A:

   a. The company tax ID and company name on the receipt are system defaults and need to be changed by contacting customer service to reissue.

   b. Fapaio **(發票)** can be changed if both parties have not declared within the same month by contacting CGDGSCOTCTWNCASH@maersk.com. For reissuing Fapaio **(發票)** after the issuing month, please contact: Cash-term customers at CGDGSCOTCTWNCASH@maersk.com, credit-term customers at tw.collections@maersk.com.

5. **After the shipment is loaded, the customer cannot find the invoice in Myfinance, how to handle it?**

   A: For exports, please contact tw.export@maersk.com, and for imports, please contact tw.import@maersk.com. Please also need to provide a screenshot of the missing invoice on the website.

6. **How do I check if my remittance notification email has been received?**

   A: If you have sent the payment application to CGDGSCOTCTWNCASH@maersk.com, you will receive an automatic reply email from us within 5 minutes, informing you that your payment will be processed within 4-8 hours. If you are not received within the time frame, please resend the email. If sent to the wrong email, please resend the correct email.

7. **How to specify the required company tax ID ?**

   A: It needs to be specified in the tax ID field in the form within the customer's remittance notification email. If not specified, the Tax ID of the payer's company will be used.

8. **Why do I need to fill out a form when providing a remittance slip, and can't I just write the information in the email body? Why do I need to fill out the form every time?**
   A: Yes, you need to fill out the form every time. Correctly filling out the form allows our automatic write-off system to process the payment application which can further shorten the customer's waiting time.
9. **What is the tax ID of Maersk Taiwan?**
   A: 05071405