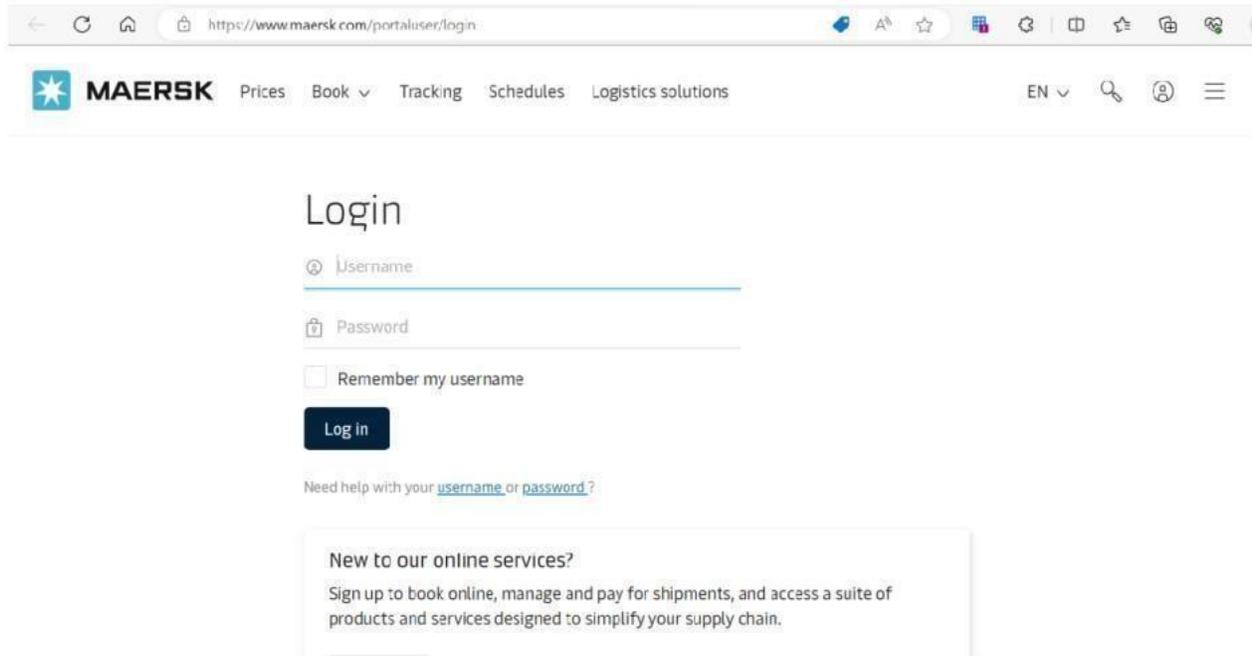


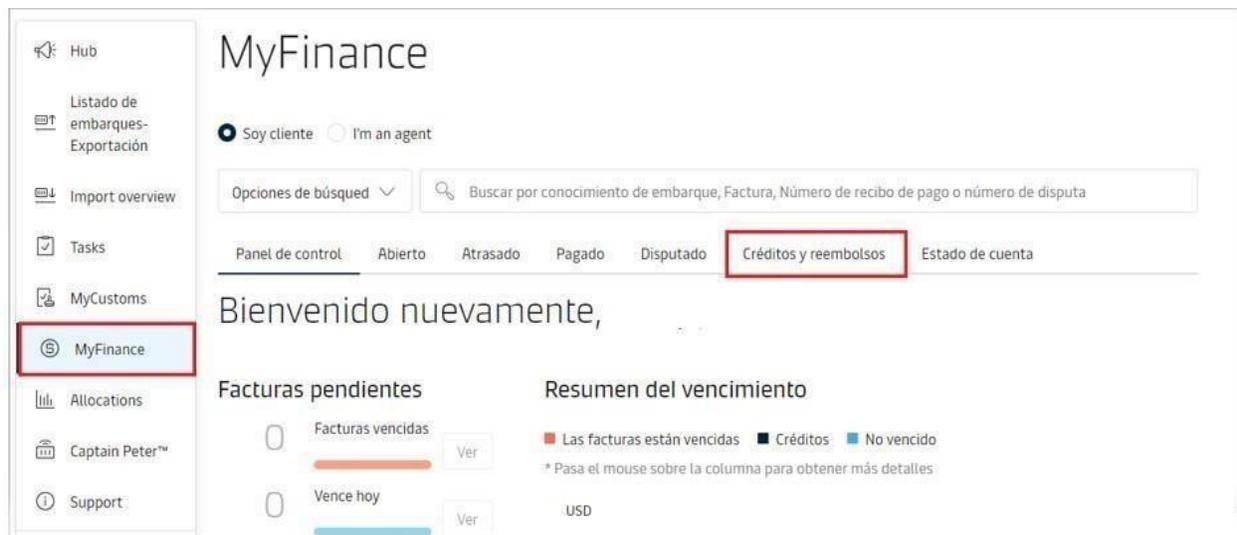
# REEMBOLSO A CUENTAS DEL CONSIGNATARIO

1. Inicie sesión en <https://www.maersk.com/portaluser/login> e ingrese a la sección de MyFinance.



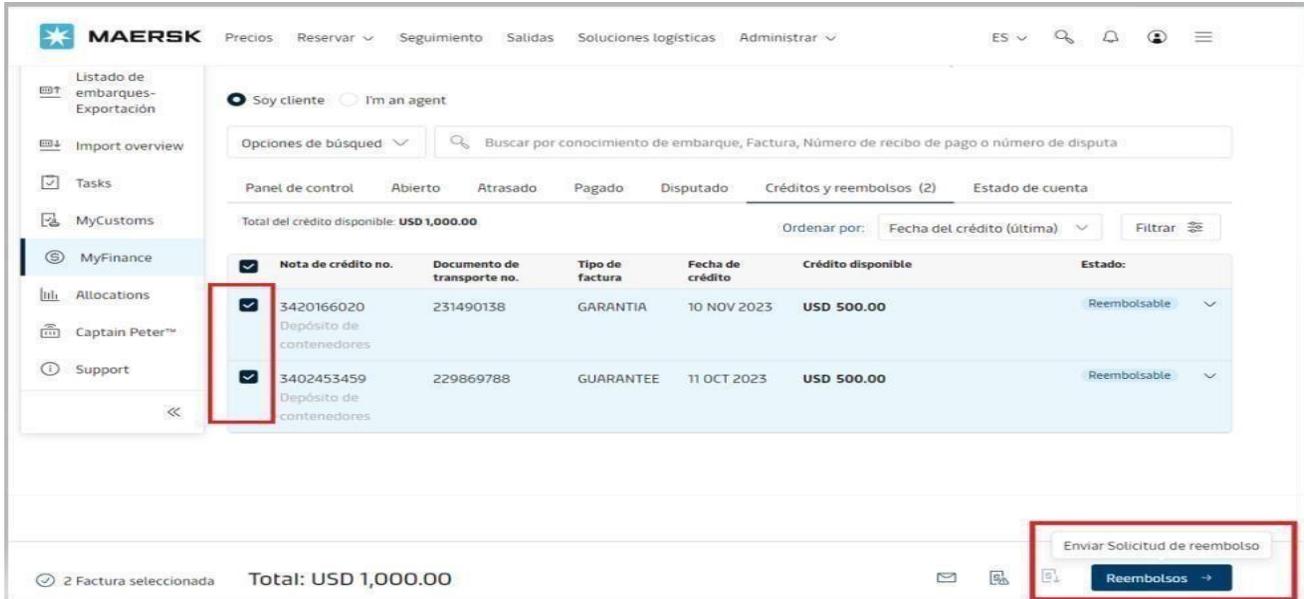
The screenshot shows the Maersk login page in a browser. The URL is <https://www.maersk.com/portaluser/login>. The page features the Maersk logo and navigation links for Prices, Book, Tracking, Schedules, and Logistics solutions. The main content area is titled "Login" and includes a Username field, a Password field, a "Remember my username" checkbox, and a "Log in" button. Below the login fields, there is a link for "Need help with your [username](#) or [password](#)?". A promotional box at the bottom asks "New to our online services?" and encourages signing up to book online, manage and pay for shipments, and access a suite of products and services designed to simplify the supply chain.

2. Después de elegir la opción MyFinance, seleccione la pestaña "Créditos y reembolsos"



The screenshot shows the MyFinance dashboard. The left sidebar contains navigation options: Hub, Listado de embarques-Exportación, Import overview, Tasks, MyCustoms, MyFinance (highlighted with a red box), Allocations, Captain Peter™, and Support. The main content area is titled "MyFinance" and includes a toggle for "Soy cliente" (selected) and "I'm an agent". A search bar is present with the text "Buscar por conocimiento de embarque, Factura, Número de recibo de pago o número de disputa". Below the search bar, there are tabs for "Panel de control", "Abierto", "Atrasado", "Pagado", "Disputado", "Créditos y reembolsos" (highlighted with a red box), and "Estado de cuenta". The dashboard displays "Bienvenido nuevamente," and two sections: "Facturas pendientes" with a progress bar for "Facturas vencidas" and "Vence hoy", and "Resumen del vencimiento" with a legend for "Las facturas están vencidas", "Créditos", and "No vencido". The currency is set to USD.

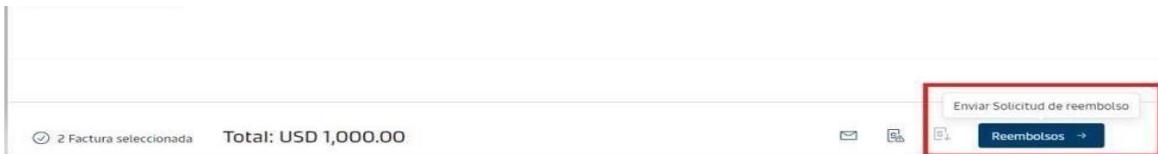
3. Selecciona los reembolsos a solicitar



The screenshot shows the MAERSK MyFinance interface. The left sidebar contains navigation options: Listado de embarques-Exportación, Import overview, Tasks, MyCustoms, MyFinance (selected), Allocations, Captain Peter™, and Support. The main content area is titled 'Creditos y reembolsos (2)'. It includes a search bar, a control panel with tabs (Abierto, Atrasado, Pagado, Disputado, Creditos y reembolsos (2), Estado de cuenta), and a table of credits. The table has columns for 'Nota de crédito no.', 'Documento de transporte no.', 'Tipo de factura', 'Fecha de crédito', 'Crédito disponible', and 'Estado:'. Two rows are visible, both with 'Reembolsable' status and a 'USD 500.00' credit amount. A red box highlights the checkboxes for these two rows. At the bottom right, a red box highlights a button labeled 'Reembolsos' with a right-pointing arrow, which is part of a 'Enviar Solicitud de reembolso' dropdown menu. The bottom status bar shows '2 Factura seleccionada' and 'Total: USD 1,000.00'.

Nota de crédito no.	Documento de transporte no.	Tipo de factura	Fecha de crédito	Crédito disponible	Estado:
3420166020 Depósito de contenedores	231490138	GARANTIA	10 NOV 2023	USD 500.00	Reembolsable
3402453459 Depósito de contenedores	229869788	GUARANTEE	11 OCT 2023	USD 500.00	Reembolsable

4. Selecciona la cuenta de banco receptora y solicita tus reembolsos.



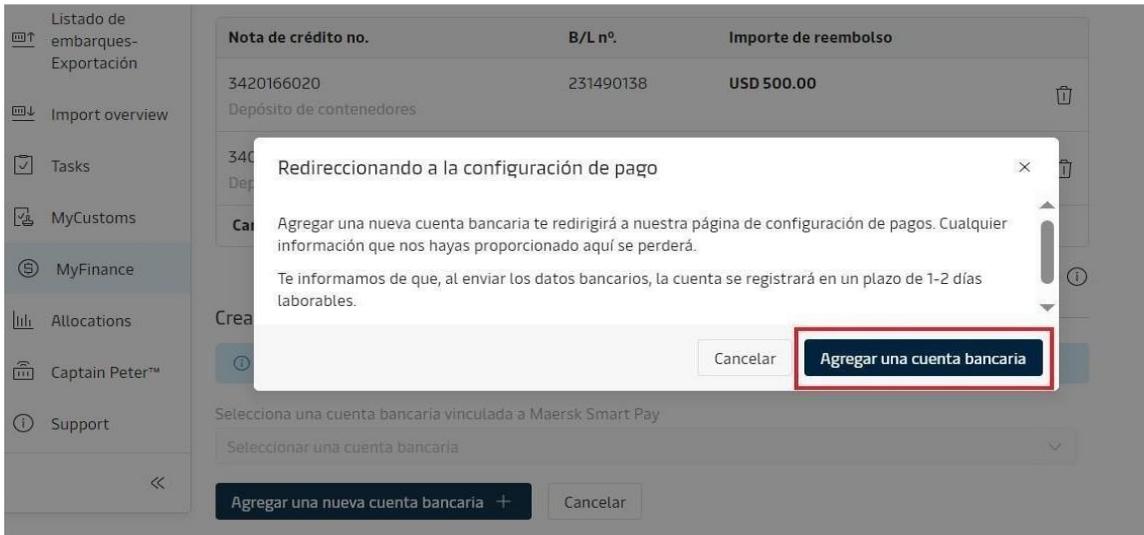
This screenshot is a partial view of the MAERSK MyFinance interface, focusing on the bottom right corner. It shows the same status bar as the previous screenshot: '2 Factura seleccionada' and 'Total: USD 1,000.00'. A red box highlights the 'Reembolsos' button with a right-pointing arrow, which is part of a 'Enviar Solicitud de reembolso' dropdown menu.

# COMO DAR DE ALTA UNA CUENTA DE BANCO

Sí la cuenta bancaria no se tiene registrada en el sistema, Maersk.com le pedirá que ingrese los detalles de la nueva cuenta bancaria

Nota: Esta cuenta debe ser del consignee y la moneda debe ser en dólares.

## 1. Agregar cuenta bancaria



## 2. Ingresas la información requerida resaltada en colores y envía tu solicitud

Importante:

- Para bancos locales, ingrese los 18 dígitos de la clave interbancaria en la casilla resaltada en color amarillo.
- Para bancos extranjeros, ingrese "ABA Code" en la sección resaltada en color anaranjado, sí el banco es local, deberá ingresar "Bank Number / Sort Code" según corresponda. (información líneas abajo)

Your profile   Your permissions   Company permissions   **Payment Setup**   Customer search

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**Bank Details**

Add bank account information to sign up for Smart pay & online bank transfer, or to receive refunds into your bank account quickly. On Submitting the Bank details, the account will be registered within 1 work day.

Country/Region <input type="text" value="Choose customer's country/area"/>	Bank Name <input type="text" value="Bank Name"/>
Bank Number/Transit/Routing No/Sort Code <input type="text" value="Bank Number/Transit/Routing No/Sort Code"/>	Account No. <input type="text" value="Account No."/>
	IBAN (optional) <input type="text" value="IBAN"/>
	Bic/Swift <input type="text" value="Bic/Swift"/>

Account Holder (optional)

Account Description(Optional)

I authorize this bank account to make payments using SmartPay

**Attach Supported Documents**

Please attach Invoices, Cheque from an external party, Bank Statements containing bank account number and address (front page with non-confidential information), Bank details on official letter head of registered business with Maersk, Account letter from the bank on bank letterhead signed by the bank representative.  
pdf file type supported for the upload. Each file should be less than 2MB. Please do not add password protected files.

La solicitud del nuevo banco estará disponible de 24 a 48 horas laborales.

Una vez, se actualice toda la información requerida, envíe la solicitud y Maersk recibirá la solicitud de reembolso.

COUNTRY	SWIFT CODE	BANK NUMBER/ SORT CODE	BANK NAME
Mexico	BNMXMXMM	002	BANAMEX
Mexico	AFIRMXMTXXX	062	BANCA AFIRME, S.A.
Mexico	MIFEMXMM	042	BANCE MIFEL
Mexico	AZTKMXMM	127	BANCO AZTECA
Mexico	BBSEMXXM	145	BANCO BASE
Mexico	BJIOMXML	030	BANCO DEL BAJIO, S.A.
Mexico	MONMXMM	112	BANCO MONEX S.A.
Mexico	MIMMMXM1	132	BANCO MULTIVA
Mexico	BOTKMXMX	108	BANK OF TOKYO-MITSUBISHI UFJ (MEXICO), SA
Mexico	MENOMXMT	072	BANORTE (Banco Mercantil del Norte SA)
Mexico	RGIOMXMT	058	BANREGIO
Mexico	BCMRMXMM	012	BBVA BANCOMER
Mexico	CIMXXMM	143	CIBANCO SA
Mexico	BIMEMXMM	021	HSBC
Mexico	INBUMXMM	036	INBURSA
Mexico	INTEMXMMXXX	136	INTERCAM BANCO
Mexico	BMSXXMM	014	SANTANDER
Mexico	MBCOMXMM	044	SCOTIABANK
Mexico	ACIOMXMMACB	133	BANCO ACTINVER SA
Mexico	CBAKMXM1	113	BANCO VE POR MAS

### 3. Adjunta el estado de cuenta del banco en formato PDF y click en "Submit".

Lista de documentos autorizados.

- Primera hoja completa del estado de cuenta bancario sin emiendas, donde se visualice el número de cuenta bancario, información general y dirección del banco así como, los detalles del titular de la cuenta.
- Cheque con datos bancarios.
- Carta de cuenta del banco; debe cumplir obligatoriamente con membrete, firma del representante del banco y papel membretado por el banco emisor

Attach Supported Documents ⓘ

Please attach Invoices, Cheque from an external party, Bank Statements containing bank account number and address (front page with non-confidential information), Bank details on official letter head of registered business with Maersk, Account letter from the bank on bank letterhead signed by the bank representative.

pdf file type supported for the upload. Each file should be less than 2MB. Please do not add password protected files.

