

MyFinance

Introduction:



- MyFinance est une plateforme gratuite en ligne conçue pour répondre aux besoins de nos clients permettant un accès en temps réel et une gestion optimale de leur compte.
- Les fonctionnalités :
 - Impression des factures et des reçus de paiement
 - Contestations de facture
 - Accès au relevé de compte en ligne
 - Demande de remboursement
- MAERSK propose des solutions pour permettre aux clients de bénéficier du libre-service qui les aide à gagner du temps pour certains services tels que la facturation, la demande de bon de livraison, le calcul de surestaries et de détention, etc.

MyFinance

- 1 Obtention, contestation de facture et reçu de paiement
 - 2 Demande de remboursement
 - 3 Calcul de surestaries
-
-

MyFinance

1 - Obtention, contestation de facture et reçu de paiement

Une fois que le client s'est connecté au site Web, accédez à Myfinance ----cliquez sur Voir les factures impayées--- et sélectionnez les factures que vous recherchez (les factures seront ouvertes sur une nouvelle page)

Bienvenue dans votre Hub

Tableau de bord éclatement

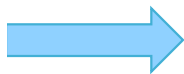
- Aperçu Exportation
- Aperçu Importation
- Tâches
- MyCustoms
- MyFinance**

Entreposage et distribution

Peu importe vos besoins en termes d'entreposage, nous avons LA solution ; et ce aux quatre coins du globe.

Tâches en attente (7 jours)

0 Soumettre les instructions de connaissance



MyFinance

My invoices My business area

Options de recherche Rechercher par connaissance

Tableau de bord Ouverte En retard Payée

Bon retour, Lydie MBONDJI

Factures impayées

1 factures impayées Voir



Tasks MyCustoms MyFinance Allocations Captain Peter™

Dashboard **Open (45)** Overdue Paid Disputed Credits E-statement See more

OPEN INVOICES SORT BY: Invoice Date (latest) Filter

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Dispute status
<input checked="" type="checkbox"/> 5145887709	217433582	5145887709	10 JUN 2022	XAF 138,216	Payable offline
Import			Inv. date 05 JUN 2022	Inv. amount XAF 138,216	
<input type="checkbox"/> 5145887321	291384955	-	02 JUN 2022	Overdue XAF 553,320	Payable offline

1 Invoice selected Total: XAF 138,216

to email the invoice to view and download invoices to dispute an invoice



Le transitaire peut aussi obtenir les factures dans Myfinance pour le client à partir de son compte

Une fois connecté, dans la page Myfinance, cliquez sur le bouton **Voir plus** puis **recherche de facture de tiers**

Vous recevrez ce message pop. Cliquez sur **rediriger** pour aller sur l'ancien portail Myfinance

MyFinance

My invoices My business area

Options de recherche ▾

Rechercher par connaissance, facture, n° de reçu de paiement ou ID de litige

Tableau de bord

Ouverte

En retard

Payée

Litige en cours

Crédits

Relevé électronique

Voir plus ▾

Recherche de factures de tiers

Remboursements

Bon retour, Djos Makaba

Les fonctions ci-dessous sont en cours de développement

Veillez cliquer sur le bouton Rediriger pour naviguer vers l'ancien portail MyFinance afin d'accéder aux fonctions énumérées ci-dessous, ou cliquez sur le bouton Rester ici pour rester sur le nouveau portail MyFinance.

- Recherche de factures de tiers
- Remboursements
- Relevé de compte personnalisé

Rester ici **Rediriger**

Une fois dans l'ancien portail Myfinance, cliquez sur **Rechercher**

MyFinance

Rechercher Factures impayées Avoirs Factures payées Cas litigieux Relevé électronique remboursement Profil

Congo
Maersk A/S: SHIPPING GL DRC SARL

Elargir recherche

Numéro facture	Numéro connaissance	Type de facture	Numéro référence client	Date de facture	Echu	Montant facturé	Non soldé	Business Area	Business Area Description	Action
----------------	---------------------	-----------------	-------------------------	-----------------	------	-----------------	-----------	---------------	---------------------------	--------

Sur la page suivante, le client doit être identifié ***en tant qu'agent*** Entrez ensuite le **numéro BI** ou le **numéro de facture** (vous pouvez mentionner plus de BL ou de numéro de facture si nécessaire) Et le clic sur **rechercher** pour voir la facture

MyFinance

Rechercher Factures impayées Avoirs

Rechercher vos documents

Je suis un client Je suis un agent

Numéro connaissance

Ajouter Nouveau

OU

Numéro facture 2022 ▼

Ajouter Nouveau

rechercher

Dans l'onglet PAID, il est également possible pour le client d'imprimer les factures à partir de My Finance

Bon A Savoir :

Les recus sont disponibles uniquement pour les factures payées a la caisse ou alors par MOMO

Les factures lettrées par les finances n'ont pas de recu.

 Export overview

 Import overview

 Tasks

 MyCustoms

 MyFinance

 Allocations

I'm a customer I'm an agent

Search options

 Search by B/L, Invoice, Payment receipt no. or Dispute ID

Dashboard Open Overdue **Paid (55)** Disputed Credits E-statement See more 

PAID INVOICES

SORT BY: Invoice Date (latest) 

Filter 

<input type="checkbox"/>	Invoice number	Bill of lading no.	Customer reference	Paid date	Paid amount	Payment receipt	Dispute status
<input checked="" type="checkbox"/>	5145885311 Import	215749227	5145885311	01 JUN 2022 Inv. date 25 MAY 2022	XAF 678,900 Inv. amount XAF 678.916	3501111136 Invoice Payment Receipt	-

1 Invoice selected

Total: XAF 678,900

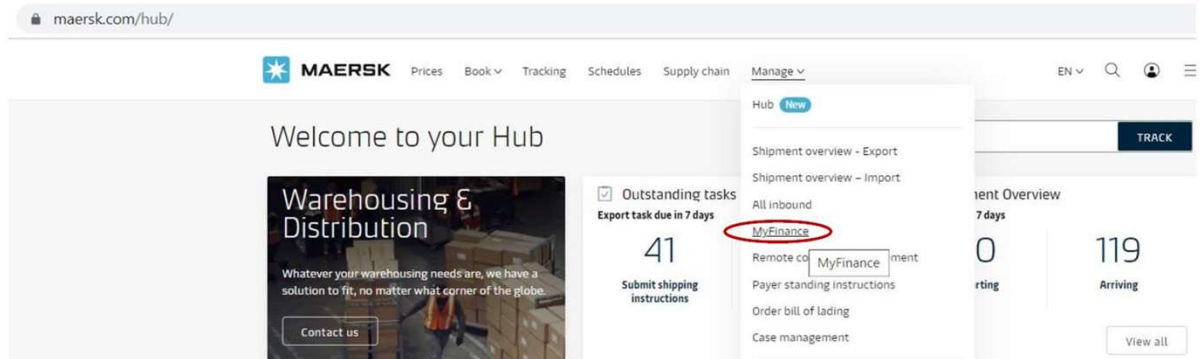


Raising Disputes on www.maersk.com

By raising your disputes on the MyFinance platform, you can be rest assured that you will get your dispute logged immediately

Step 1

Go to www.maersk.com and login using your credentials
Go to **Manage**
Click on **MyFinance**



Step 2

Click the **Open Invoices** or **Paid Invoices** tab to see an overview of your invoices

You can also search for specific invoices by entering the search criteria.

Step 3

Select the invoice you want and click on the **Dispute icon** at the bottom right of the screen

Step 4

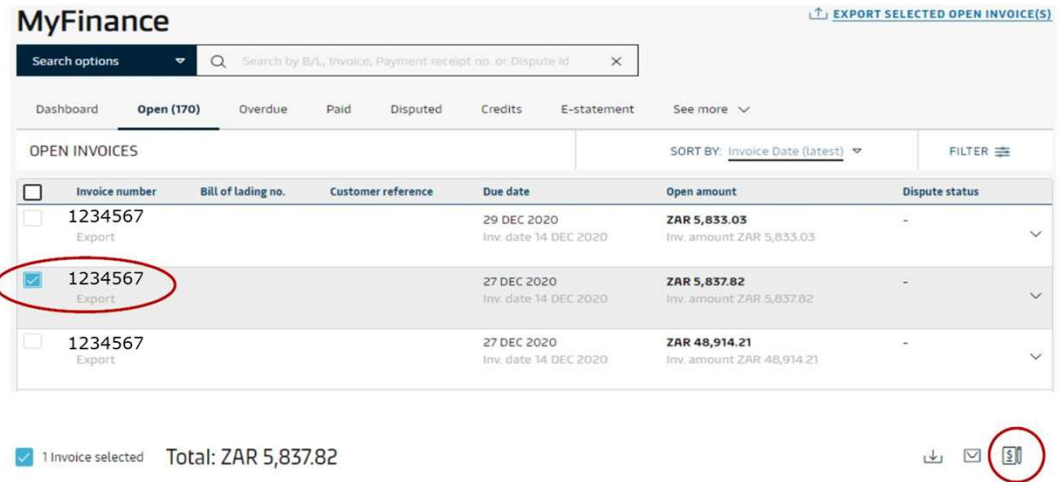
Complete the form with all the necessary details and click **'Submit dispute Case'**

SUBMIT DISPUTE CASE

Your dispute will be sent directly to the disputes team for review / processing.

Step 5

Once you disputed an invoice you can follow up on your disputes in the tab - **'Disputed'**



MyFinance

2 -DEMANDE DE REMBOURSEMENT



Oubliez
les tracas

Placez une demande de
remboursement en
ligne pour la consigne de vos
conteneurs

ALL THE WAY

Le traitement manuel des demandes de remboursement pour la consigne de vos conteneurs demande souvent davantage de efforts et génère une bonne dose de stress.

Vous pouvez désormais utiliser notre plateforme de demande de remboursement sur MyFinance pour placer votre demande en ligne.

Profitez d'un outil plus rapide, plus transparent et moins stressant pour la soumission et le traitement de vos demandes.

Oubliez tous les tracas.

Vos avantages:



Un guichet unique pour les factures et les remboursements



Plus d'intervention manuelle pour le traitement des demandes



Mise à jour du statut en temps réel et suivi en ligne des remboursements



Rapidité et transparence



Placez vos demandes de remboursement ici: <https://www.maersk.com/go/myfinance>



MAERSK

MyFinance

Search options  Search by B/L, Invoice, Payment receipt no. or Dispute id 

Step 1: Click "See More" and Select "Refunds"

Dashboard Open Overdue Paid Disputed Credits E-statement See more

- 3rd Party Invoice search
- Refunds
- Statement Of Account

Outstanding invoices

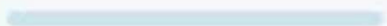
2

Invoices are overdue



0

Invoices due today



0

Invoices due this week



3

Invoices due until this month



The screenshot shows the Maersk MyFinance portal interface. At the top, the Maersk logo is on the left, and navigation links for 'Prices', 'Book', 'Tracking', 'Schedules', 'Supply chain', and 'Manage' are on the right. Below the navigation, the 'MyFinance' title is prominent. A search bar and a 'Dashboard' link are visible. A white notification box is overlaid on the dashboard, containing the following text:

You will be redirected to old myFinance portal

Refunds feature is under construction. You will be redirected to the old MyFinance portal to access Refunds.

At the bottom of the notification box are two buttons: 'NO, THANKS' and 'YES'. A blue callout bubble points to the 'YES' button with the text: 'Step 2: Click "Yes" to redirect to the Old My Finance screen and select "Refunds" tab'. The background dashboard shows a section for 'Outstanding Invoice' with four metrics: 2 invoices are overdue, 0 invoices due today, 0 invoices due this week, and 3 invoices due until this month.



Search Open Invoices Credits Paid Invoices Dispute Cases eStatement Account Statement Refunds Profile

Refund Kenya

Find Refunds

Refund Type: Over-Payment Container Refund

	Invoice No./ Payment Receipt No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due	Invoiced Amount	Open	Action
<input checked="" type="checkbox"/>	3500428760		OVERPAYMENT		9 Mar, 2020	9 Mar, 2020	USD 62.00	- USD 62.00	
<input checked="" type="checkbox"/>	3500516642		OVERPAYMENT		24 Mar, 2020	24 Mar, 2020	USD 13.00	- USD 13.00	
<input type="checkbox"/>	3500525293		OVERPAYMENT		25 Mar, 2020	25 Mar, 2020	USD 75.00	- USD 75.00	
<input type="checkbox"/>	3500572263		OVERPAYMENT		2 Apr, 2020	2 Apr, 2020	USD 14.00	- USD 14.00	
<input type="checkbox"/>	500604837		OVERPAYMENT		8 Apr, 2020	8 Apr, 2020	USD 7.00	- USD 7.00	

Deselect All Download Selected Entries Export to Excel Create Refund

Step 3: Select Overpayment(Duplicate included) or Container Deposit

Step 4: Select the cases to request refund

Step 5: Click "Create Refund"

Chat

Raise Refund Request

To create a refund request
To send your inquiry,
To return to the overview

Step 6: Select among a) Bank b) Cheque & c) Manual(cash)
* Country level restriction applicable

Step 7: If Bank selected, the dropdown will list down the bank's mapped in Maersk Master data

Step 7a: To include an new bank account, select this and provide the details required

Invoice No./ Payment Receipt No.	INVOICE NO.	INVOICE DATE	Date	CURRENCY	AMOUNT	STATUS	Currency	Open
3500428760		Mon Mar 09 2020	9 Mar, 2020	USD	62.00	✓	USD	USD 62.00
3500516642		Tue Mar 24 2020	24 Mar, 2020	USD	13.00	✓	USD	USD 13.00

Please select USD currency bank account to receive refunds and to avoid Rate of Exchange charges if any by your bank.

Customer Data:

Payment Method:

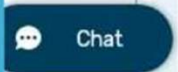
Refund Party:

Customer Email:

Alternate Email:

Step 8:
a) If refund to be sent to Different customer code use this button
b) Once selected the bank account of the other customer code will be listed in Step 5
c) NOC (in letterhead signed by proper authorised signatory) to send the fund to the other customer code to be attached

Step 9: Communication regarding registration and Approval/Rejection will be communicated



Customer Data:

Payment Method: Bank
Refund Party:
Customer Email:
Alternate Email:

New Bank

Step 10: Update comments to Maersk Processor/Approver

Instruction to Approver:

Step 11: Attach Documents, to support the Request
If Other customer Id updated in Step 6, NOC is Mandatory to be uploaded, If valid document not uploaded, request would be rejected
Note: Each document should not exceed 4MB

Document Upload:

Append File (Permitted Total Size: 4 MB) Files to be Attached:

Step 12 :Select "Send" request will be submitted

Search

Step 1: Select Container Deposit or Overpayment(Duplicate included)

eStatement

Account Statement

Refunds

Profile

Madagascar

Refund

Find Refunds

Refund Type: Over-Payment Container Refund

	Invoice No./ Payment Receipt No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due =	Invoiced Amount	Open	Action
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]			14 Nov, 2019	14 Nov, 2019	MGA 800,000.00	- MGA 800,000.00	

Select All Deselect All Download Selected Entries Export to Excel Create Refund

Customer Search

Step 2: Select the cases to request refund

Step 3: Click "Create Refund"

Raise Refund Request

To create a refund request
To send your inquiry, click here
To return to the overview

Step 4: Select among a) Bank b) Cheque & c) Manual(cash)
* Country level restriction applicable

Step 5: If Bank selected, the dropdown will list down the bank's mapped in Maersk Master data

Step 5a: To include a new bank account, select this and provide the details required

Invoice No./ Payment Receipt No.	Invoice Date	Date	Refund Amount	Currency	Open
	Thu Nov 14 2019	14 Nov, 2019	MGA 800,000.00	800,000.00	MGA MGA 800,000.00

Please select MGA currency bank account to receive refunds and to avoid Rate of Exchange charged by your bank.

Customer Data:

Payment Method: Bank

New Bank Create New Bank

Refund Party:

Refund Party Search

Customer Email:

Alternate Email:

Step 6:
a) If refund to be sent to Different customer code use this button
b) Once selected the bank account of the other customer code will be listed in Step 5
c) NOC (in letterhead signed by proper authorised signatory) to send the fund to the other customer code to be attached

Step 7: Communication regarding registration and Approval/Rejection will be communicated

Instruction to Approver:

Customer Data:

Payment Method:

Refund Party:

Customer Email:

Alternate Email:

Instruction to Approver:

Step 8: Update comments to Maersk Processor/Approver

Step 9: Attach Documents, to support the Request

If Other customer Id updated in Step 6, No Objection Certificate is Mandatory to be uploaded, If valid document not uploaded, request would be rejected

Note: Each document should not exceed 4MB

Document Upload:

Append File (Permitted Total Size: 4 MB) Files to be Attached:

Step 10 :Select "Send" request will be submitted

MyFinance

3 -Calcul de Surestaries

Une fois connecté au site Web, allez au bas de la page - remplissez le numéro de BL dans la case **surestaries et détention à l'import** - et cliquez sur **voir les détails** pour obtenir le montant du surestaries.

Je tarifs, rendez-vous sur nos pages de devis

Trouver un tarif

Tableau de bord
éclatement

Aperçu
Exportation

Aperçu
Importation

Tâches

MyCustoms

Bienvenue dans votre Hub

Entreposage et distribution

Peu importe vos besoins en termes d'entreposage, nous avons LA solution ; et ce aux quatre coins du globe.

Tâches
Tâches d'exp
les 7 jours)

0
Soumettre
l'inscription



ifs	
to	28 JAN
er -	27 JAN
er -	27 JAN

Surestaries et détention à l'import

Entrer un numéro de connaissance pour voir les informations concernant la détention et les surestaries

Voir les détails



[← Back to Dashboard](#)

Shipment: 213870765



FROM(City, Country/Region)
Nansha New Port, CN
19 October 2021



TO(City, Country/Region)
Matadi, CD
18 December 2021

Detention

Detention charge & free days details

You can select a new 'Empty return date' to view detention charge applicable (as per the contract/ standard tariff). [Empty return location](#)

Containers	Free Days	Last Free Date	Empty return date	Chargeable days	Detention price Days X Rate
MRKU7398409 20 Dry Standard Autoparts, car parts, vehicle parts, motorcycle parts, bicycle parts, new	32 days	19 Jan 2022	21 Jan 2022	2 days	USD 20.00

Total no. of containers: 1

Total price* USD 20.00

*Detention price displayed is initial estimate to this shipment based on selected empty return date.
Your invoice will contain additional local tax or changes to these figures in accordance to [terms and conditions](#).