

Guidebook for Smart Pay

1. Customer login to Maersk.com [Maersk Global Accounts](#) site with Credential to access My Finance;



Login

Username

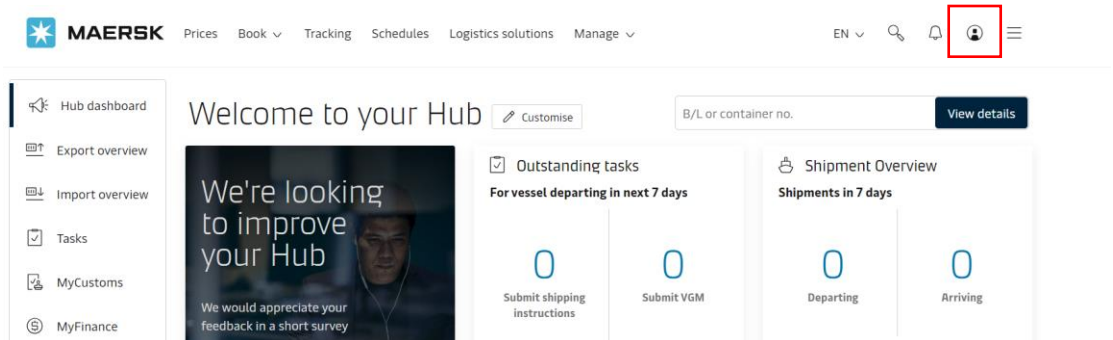
Password

Remember my username

Log in

2. Add new Bank Account to activate the Smart Pay Option:

- a) Click Account icon



- b) Click Settings icon

Manage subscriptions

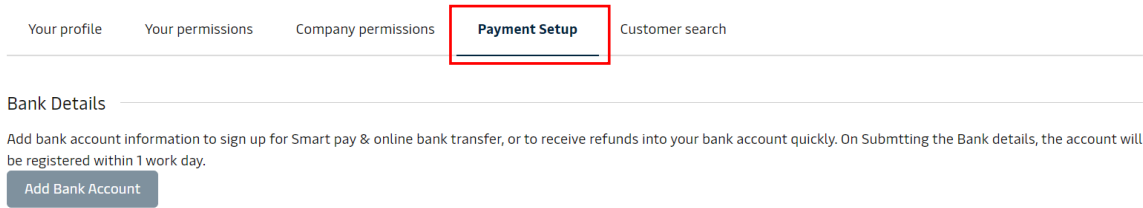
Settings

Manage permissions New

Change customer code

Log out

c) Click on Payment Set Up Table:



d) Click on New Bank account, you will get below screen to update the Bank details & enclose required supporting document & click on Submit

3. Once the Bank request is submitted, it usually takes 1-2 working day(s) to be approved by Maersk Finance Team.

4. Once the Bank account is approved by Maersk team it will reflect as below with Authorise Tick. (Authorise Tick is an assurance by customer to deduct fund from their Bank). If there is no Authorise tick, the Bank account will not be available for payment.

Country	Bank Name	Account No.	Description	Smart Pay	
AU	ZEALAND	152		<input checked="" type="checkbox"/> Authorise	
AU	NATIONAL	23		<input type="checkbox"/> Authorise	
US		035		<input type="checkbox"/> Authorise	

5. Select Invoices in Myfinance Portal and Click Pay Button.

The screenshot shows the MAERSK MyFinance portal interface. The top navigation bar includes the MAERSK logo and menu items: Plan & book, Track, Logistics solutions, Industry & insights, and Manage. The user is logged in as 'EN'. The left sidebar contains navigation options: Import overview, Tasks, MyCustoms, MyFinance (highlighted in red), Captain Peter™, and Support. The main content area displays 'OPEN INVOICES' with a search bar and a dashboard filter for 'Open (1605)'. A table of invoices is shown with columns: Invoice number, Bill of lading no., Customer reference, Due date, Open amount, and Status. Two invoices are selected with checkboxes (highlighted in red). The status for these invoices is 'Payable online'. At the bottom, a summary shows '2 Invoice selected' and a 'Total:' amount. A 'Pay' button with a right arrow is highlighted in red.

6. Select Smartpay as the Payment Method.

The screenshot shows the payment selection screen. It starts with the heading 'Your selected invoices'. Below this is a table with the following data:




Invoice number	Bill of lading no.	Payment amount
505: Import	91:	MYR 980.00 Inv. amount MYR 980.00
505: Import	91:	MYR 980.00 Inv. amount MYR 980.00
Total amount		MYR 1,960.00

Below the table, there is a checkbox for 'Partial payment'. Under the heading 'Select payment method', the 'MAERSK SmartPay' option is highlighted in red. It includes the text 'Pay with Maersk Smart Pay & avail an Instant B/L Release with no extra Convenience fee.' and a blue button labeled 'Instant B/L Release'.

7. Click accept after reviewing the terms and conditions, then click Proceed to Pay.

Plan & book ▾ Track ▾ Logistics solutions ▾ Industry & insights ▾ Manage ▾ EN ▾

Account XXXXXXXXXX1 RHB BANK BERHAD ▾

   Pay using Credit, debit or prepaid cards & avail Instant B/L Release.

Terms and conditions

I accept the terms and conditions

(i) The privacy and cookie policy [<https://www.maersk.com/privacy-and-cookie-policy>],
(ii) The terms of use [<https://terms.maersk.com/>] and
(iii) If you pay in UK in GBP currency you agree to the terms as defined by BACS [<https://www.bacs.co.uk/services/bacsscHemeS/direCtdebit/pages/dirEctdebit.aspx>]
(iv) If you pay in New Zealand or Australia, you agree to the terms and conditions as referenced in the Australian Payment Clearing Association. [<https://auspaynet.com.au/network/direct-debit-electronic-transfers>]
(v) Ensure that your account has sufficient funds, that your account is unblocked, and that your bank will accept electronic payment requests. Failure to do so could result in a service fee being assessed on your account for any failed payments.

8. Click "Submit Payment" if the payment information is correct.

Please confirm payment for below.

Invoice no.	Payment amount
505	MYR 980.00
505	MYR 980.00
Total payment amount	MYR 1,960.00

9. Once payment is executed, email is triggered to customer and Invoices are moved to Paid tab.

Payment confirmation

Thank you for your payment

Please print a copy of this page as your confirmation. Your receipt will be available on MyFinance in 24 hrs.

We are debiting your bank account Account XXXX RHB BANK BERHAD

Invoice number	Bill of lading no.	Payment amount
505 Import	913	MYR 980.00
505 Import	913	MYR 980.00
Total amount (27 MAR 2023)		MYR 1,960.00

Continue to myFinance

Dashboard Open Overdue **Paid (2)** Disputed Credits E-statement See more

PAID INVOICES

SORT BY: Invoice Date (latest) Filter

Only invoices paid in the last 30 days are shown. Please search for an Invoice, B/L or payment receipt number to find invoices paid more than 30 days ago.

<input type="checkbox"/>	Invoice number	Bill of lading no.	Customer reference	Paid date	Paid amount	Payment receipt	Status
<input type="checkbox"/>	505 Import	913	505	-	Inv. amount MYR 980.00		Payment arranged
<input type="checkbox"/>	505 Import	913	505	-	Inv. amount MYR 980.00		Payment arranged