

ePayment

Easier payments
begin here

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Enhanced Payment Experience on our www.Maersk.com

We are glad to introduce an enhanced payment experience to you effective since 16 March 2020.

This will enable easier & faster way to pay your invoices.

How would this benefit you?



No waiting in line to make payments



Easier & faster payment transaction



Instant online B/L release with minimal paperwork (for e-BL customers)



View invoices & check your account on one platform



Do not need to send Payment Proof anymore



Automatically get payment confirmation (Official Receipt) in your Mail Inbox or MyFinance once payment settled

All you need to do is register yourself one-time for your individual login credentials on www.maersk.com

Note: Only once registered you will be able to access MyFinance options directly

FIND OUT MORE

how to utilize ePayment feature in the next page!



For further information, you can contact us via

id.export@maersk.com for export matters, or
id.import@maersk.com for import matters, or

call us in ☎ +6221 30065444 ; ☎ +6221 50837911

in Maersk Indonesia business hours
(Monday – Friday, 08.00 – 12.00 & 13.00 – 17.00 WIB)



Out of Maersk business hours

DOKU CS (care@doku.com) for payment status, or

dial in ☎ 1500963



MAERSK

1

Login to MyFinance

MAERSK QUOTE BOOK MANAGE TRACK Support English Login / Register Settings

SOLUTIONS SCHEDULES GLOBAL PRESENCE LOCAL INFORMATION

Login

Username

[Forgot username?](#)

Password

[Forgot password?](#)

Remember my username

LOG IN

New User? [Please register here](#)

If you have difficulty when LOG IN, easily CHAT technical support [here](#).

MAERSK QUOTE BOOK MANAGE TRACK

Documentation: Submit Shipping Instructions, Approve Verify Copy, Print Bill Of Lading, Print Waybill, Submit VGM, Order Bill of Lading Form, Tasks, Payer Standing Instructions

Shipments: Shipment Overview - Export, ETA Changes, Notifications, Remote Container Management, Shipment Overview - Import, All Inbound

MyFinance: Make payments electronically and view your invoices and accounts

GO TO MYFINANCE

Click if
YOU ARE A CUSTOMER

Click if
YOU ARE AN AGENT



2

Click ePayment tab

2

| | | | | | | | | |
|--------|---------------|-----------------|---------|---------------|---------------|------------|-------------------|---------|
| Search | Open Invoices | ePayment | Credits | Paid Invoices | Dispute Cases | eStatement | Account Statement | Profile |
|--------|---------------|-----------------|---------|---------------|---------------|------------|-------------------|---------|

3

Select invoice you want to pay

3

| Invoice No. | Bill of Lading No. | Invoice Type | Customer Ref. No. | Invoice Date | Due | Invoiced Amount | Open | Payment Amount | Action |
|-------------------------------------|--------------------|--------------|-------------------|--------------|--------------|-----------------|----------------|----------------|--------|
| <input type="checkbox"/> | 5520537200 | 959018345 | IMPORT | 5520537200 | Feb 24, 2017 | Feb 6, 2017 | IDR 26,183,693 | IDR 26,183,693 | |
| <input checked="" type="checkbox"/> | 5520588873 | 960889074 | IMPORT | 5520588873 | Jul 24, 2017 | Jul 29, 2017 | IDR 300,000 | IDR 300,000 | |
| <input type="checkbox"/> | 5520593519 | 96082596A | IMPORT | 5520593519 | Aug 2, 2017 | Aug 2, 2017 | IDR 1,100,000 | IDR 1,100,000 | |
| <input type="checkbox"/> | 5520593520 | 96082596A | IMPORT | 5520593520 | Aug 2, 2017 | Aug 2, 2017 | IDR 53,411,670 | IDR 53,411,670 | |
| <input type="checkbox"/> | 5520602881 | 573197176 | EXPORT | 5520602881 | Aug 24, 2017 | Aug 24, 2017 | IDR 350,000 | IDR 350,000 | |
| <input type="checkbox"/> | 5520608782 | 960685335 | IMPORT | 5520608782 | Sep 7, 2017 | Sep 7, 2017 | IDR 300,000 | IDR 300,000 | |
| <input type="checkbox"/> | | 961472961 | IMPORT | 5520609310 | Sep 9, 2017 | Sep 14, 2017 | IDR 400,000 | IDR 400,000 | |
| <input type="checkbox"/> | | 961632787 | IMPORT | 5520609311 | Sep 9, 2017 | Sep 14, 2017 | IDR 400,000 | IDR 400,000 | |
| <input type="checkbox"/> | | 962101119 | EXPORT | S16-055 / B | Oct 14, 2017 | Oct 15, 2017 | IDR 67,378,912 | IDR 67,378,912 | |
| <input type="checkbox"/> | | 961497958 | IMPORT | 5520624737 | Oct 15, 2017 | Oct 20, 2017 | IDR 500,000 | IDR 500,000 | |
| <input type="checkbox"/> | 5520625677 | 961409977 | IMPORT | 5520625677 | Oct 17, 2017 | Oct 22, 2017 | IDR 700,000 | IDR 700,000 | |
| <input type="checkbox"/> | 5520636977 | 962237106 | IMPORT | 5520636977 | Nov 14, 2017 | Nov 17, 2017 | IDR 38,071,250 | IDR 38,071,250 | |
| <input type="checkbox"/> | 5520649102 | 961721941 | DET-INV | | Dec 15, 2017 | Dec 15, 2017 | IDR 31,925,010 | IDR 31,925,010 | |
| <input type="checkbox"/> | 5520649104 | 962175123 | DET-INV | | Dec 15, 2017 | Dec 15, 2017 | IDR 11,139,791 | IDR 11,139,791 | |
| <input type="checkbox"/> | 5520649106 | 962247687 | DET-INV | | Dec 15, 2017 | Dec 15, 2017 | IDR 19,019,154 | IDR 19,019,154 | |
| <input type="checkbox"/> | 5520649123 | 962247687 | DET-INV | | Dec 15, 2017 | Dec 15, 2017 | IDR 2,717,022 | IDR 2,717,022 | |

Select All Deselect All Download Selected Entries

Payment Amount IDR 300000.00

4

Input Company Name & Email

4

2. Select the payment method you want to use. You are paying with

Payment Gateway - Doku

XXXXXXXXXX5069

Customer Name **Company Name** Email **Email***

5

Confirm & Continue

5

3. Select check box and choose Continue to confirm your payment.

By clicking here you agree to

- i) The privacy and cookie policy [<https://www.maersk.com/privacy-and-cookie-policy>],
- ii) The terms of use [<https://terms.maersk.com>]
- iii) The terms and condition for payment between you and your bank shall apply.
- iv) Ensure that your account is operational as per your terms with your Bank, before executing the electronic payment transactions.

Continue New Customer Search

**Email that will receive the payment confirmation mail (Official Receipt)*

Check the summary of your payment (Invoice, BL number, total amount)

| Search | Open Invoices | ePayment | Credits | Paid Invoices | Dispute Cases | eStatement | Account Statement | Profile |
|--|--------------------|--------------|--------------|-----------------|---------------|---------------------------------|-------------------|------------------------------------|
| Indonesia | | | | | | | | Maersk A/S:PT ASIA COCOA INDONESIA |
| List of Invoices Selected for Payment | | | | | | | | |
| You want to pay the invoices listed with bank details: XXXXXXXX5069 | | | | | | | | |
| If you now want to effect payment, click on Pay. | | | | | | | | |
| Invoice No. | Bill of Lading No. | Invoice Date | Due Date | Invoiced Amount | Open Amount | Payment Amount | | |
| 5520588873 | 960889074 | Jul 24, 2017 | Jul 29, 2017 | IDR 300,000 | IDR 300,000 | IDR 300,000 | | |
| | | | | | | Total Net Payment Amount | IDR 300,000 | IDR 300,000 |
| Back | | Pay | | | | | | |


6

Click Pay

6

7

Choose Payment Option
INTERNET BANKING or BANK TRANSFER






Maersk
Total Payment
IDR 10,000.00
ID Invoice : f1Cs4wiPgNx0
1 Items [View](#)


[Internet Banking](#)

[Bank Transfer](#)

[Back to Merchant](#)

Payment using internet banking will be processed on the bank's website. Please ensure that your internet banking service has been activated with sufficient fund for the transaction. Click on Bank Image to complete payment.




Maersk
Total Payment
IDR 300,000.00
ID Invoice : 7218492929300692
1 Items [View](#)

[Internet Banking](#)


[Bank Transfer](#)

[Back to Merchant](#)




Click the **Get Payment Code** button and note down the code that appears, in order to make payment at the nearest ATM or Internet/Mobile Banking (except for BCA Internet Banking)


The payment code will expire after a certain period set by your merchant. Your purchase will be cancelled if payment is made after that period.




[Get Payment Code](#)




[Get Payment Code](#)



[Get Payment Code](#)



[Get Payment Code](#)



[Get Payment Code](#)

7

7

If you choose **INTERNET BANKING** it will divert you to your choose Internet Banking page, & you can proceed your payment depend your Internet Banking procedure/steps

8 If you choose **BANK TRANSFER** it will divert to Virtual Account creation page as per below

Payment Code
8902238800000008

Amount IDR 30427155.00

Invoice Number 9993381368527828

Via Mandiri ATM:

1. Insert Mandiri ATM card, then enter ATM PIN.
2. Choose menu "Bayar/Beli"
3. Choose menu "Lainnya" then another "Lainnya"
4. Choose menu "Multi Payment"
5. Input the first 5 digits from Mandiri VA number (e.g. 89022)
6. Input the full VA number **8902238800000008**
7. Input the amount
8. VA number, Name, and Amount will appear on screen

8

- VA is valid for **48 hours**
 - You can recreate VA for same invoice
- Scroll down**
- follow instruction based on your payment method whether via ATM or online payment
 - Click **PRINT** to save as PDF/print the VA number & payment instruction steps

The screenshot shows the payment page with a list of instructions on the left and a detailed ATM/Internet Banking guide on the right. A red box highlights the 'Print' button at the bottom of the page.

How to Pay

1. Enter P
2. Choose then "Tra
3. Choose
4. Enter the payment then choo
5. Enter the transfer a
6. Confirm amount is
7. Done

How to Pay at the ATM

1. Enter PIN
2. Choose "Transfer". If using Other Banks' ATM, choose "Others" then "Transfer"
3. Choose "Other Bank Account"
4. Enter the bank code (Permata is 013) followed by the 16 digit payment code 8856135000000048 as the destination account, then choose "Correct"
5. Enter the exact amount as your transaction value. Incorrect transfer amount will result in failed payment
6. Confirm that the bank code, payment code, and transaction amount is correct, then choose "Correct"
7. Done

How to Pay Using Internet Banking

Note: Payment cannot be done using BCA Internet Banking (KlikBCA)

1. Login to
2. Choose bank code (Permata is 013) as the destination account
3. Enter the exact amount as your transaction value
4. Enter the destination amount using your 16 digit payment code 8856135000000048
5. Confirm that the bank code, payment code, and transaction amount is correct, then choose "Correct"
6. Done

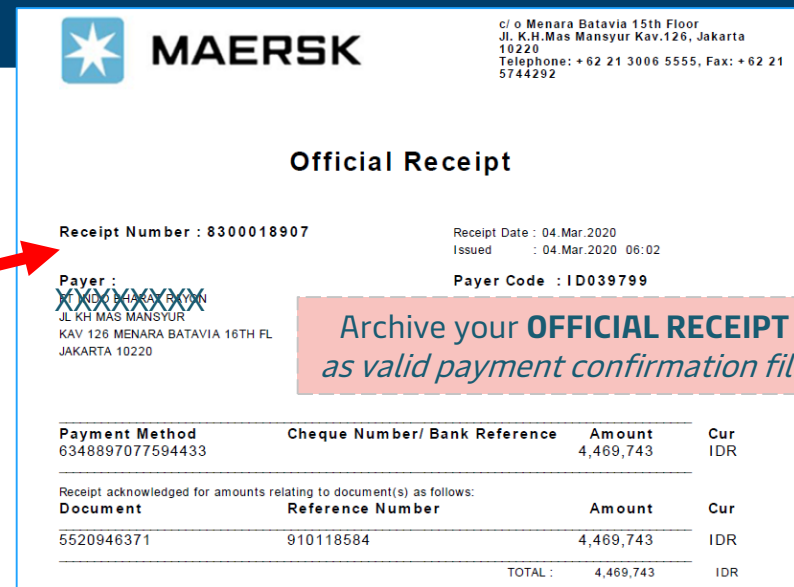
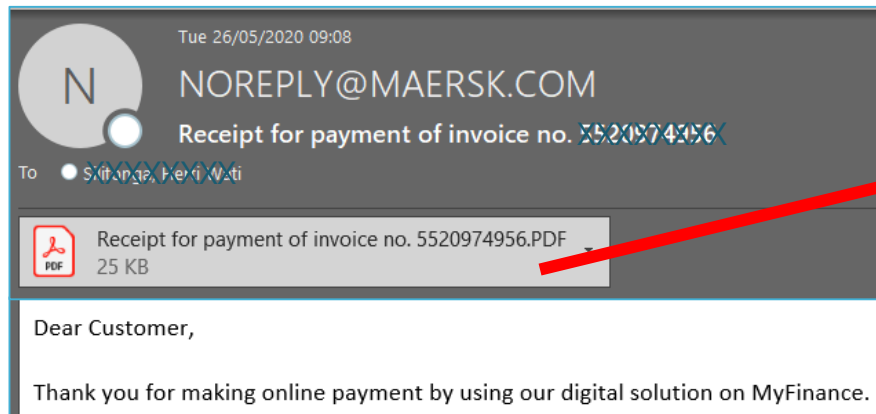
Print

9

Once you made payment,
 → check your **MAILBOX (INBOX/SPAM)**,
 → you will get **Payment Confirmation mail**
 from us **INSTANTLY!** from
noreply@maersk.com.
If you paid 10 invoice, you will get 10 mails

→ no need send payment proof to Maersk anymore

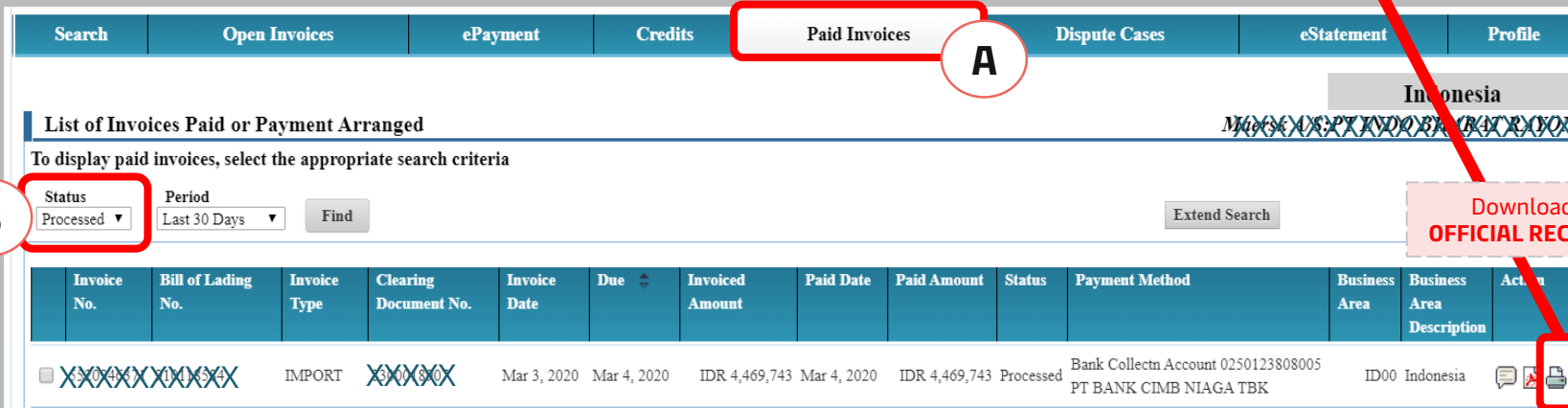
Click if YOU ARE AN AGENT



Archive your OFFICIAL RECEIPT
as valid payment confirmation file

Note:
 If in case you **did not receive Payment Confirmation mail**, you can download the Official Receipt.

- A. click **PAID INVOICE** tab →
- B. choose **PROCESSED** →
- C. Download your **OFFICIAL RECEIPT**



Download OFFICIAL RECEIPT

If YOU ARE AN AGENT

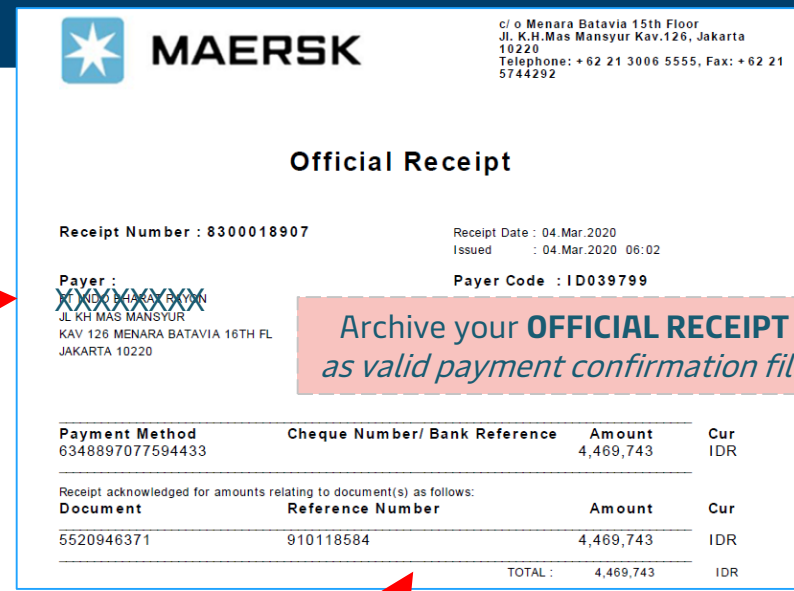
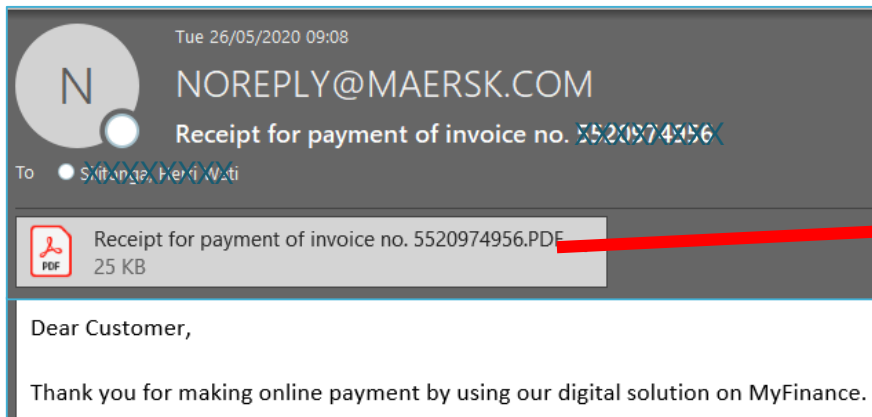
- A. click **SEARCH** tab →
- B. choose **I'M AN AGENT** →
- C. input the **BL NUMBER** or **INVOICE NUMBER** →
- D. Click **SEARCH**
- E. Click **PAY**

The screenshot shows the MyFinance application interface. At the top, there is a navigation bar with tabs: Search, Open Invoices, ePayment, Credits, Paid Invoices, Dispute Cases, eStatement, and Profile. The 'Search' tab is selected and highlighted with a red box labeled 'A'. Below the navigation bar, there is a section for 'Search for Your Documents' with a dropdown menu set to 'Indonesia'. Underneath, there are two radio buttons: 'I'm a Customer' and 'I'm an Agent'. The 'I'm an Agent' option is selected and highlighted with a red box labeled 'B'. Below the radio buttons, there is a text input field for 'Bill of Lading No.' containing the value '910172917', which is highlighted with a red box labeled 'C'. To the left of this field is an 'Add New' button, also highlighted with a red box. A red arrow points from this 'Add New' button to a text box that says 'If you want to open more than 1 BL'. Below the 'Bill of Lading No.' field, there is an 'Invoice No.' field with a dropdown menu set to '2020' and an 'Add New' button. Below the 'Invoice No.' field, there is a 'Search' button highlighted with a red box labeled 'D'. Below the search section, there is a table titled 'Approved Invoice'. The table has columns: Select, Invoice No., Bill of Lading No., Customer Name, Due Date, Invoice Amount, Open Amount, Invoice Type, Invoice Status, Business Area, Business Area Description, and Action. The first row of data is highlighted with a red box, and the 'Pay' button in the 'Action' column is highlighted with a red box labeled 'E'. Below the table, there are buttons for 'Select Displayed Items', 'Deselect Selected Items', and 'Download Selected Entries'. At the bottom of the page, there is a dark blue banner with the text 'Click continue to the next step' and a mouse cursor icon pointing to the right.

If YOU ARE AN AGENT

Once you made payment,
 → check your **MAILBOX (INBOX/SPAM)**,
 → you will get **Payment Confirmation mail**
 from us **INSTANTLY!** from
noreply@maersk.com.
If you paid 10 invoice, you will get 10 mails

→ no need send payment proof to Maersk anymore



Archive your OFFICIAL RECEIPT
as valid payment confirmation file

Note:
 If in case you **did not receive Payment Confirmation mail**, you can download the Official Receipt.

- A. click **SEARCH** tab →
- B. choose **I'M AN AGENT** →
- C / D. input **BL NUMBER** or **INVOICE NUMBER** →
- E. Download your **OFFICIAL RECEIPT**

A Search

Open Invoices | ePayment | Credits | Paid Invoices | Dispute Cases | eStatement | Account Statement | Profile

Search for Your Documents

Indonesia

I'm a Customer | **I'm an Agent** **B**

Bill of Lading No. **C**

OR

Invoice No. 2020

D

Approved Invoice

| Select | Invoice No. | Bill of Lading No. | Customer Name | Due Date | Invoice Amount | Open Amount | Invoice Type | Invoice Status | Business Area | Business Area Description | Action |
|--------------------------|----------------------|----------------------|----------------------|--------------|----------------|-------------|--------------|----------------|---------------|---------------------------|---|
| <input type="checkbox"/> | XXXXXXXXXXXXXXXXXXXX | XXXXXXXXXXXXXXXXXXXX | XXXXXXXXXXXXXXXXXXXX | Mar 23, 2020 | 9,781,560 IDR | | LOCAL | Paid | ID00 | Indonesia | <input type="button" value="Download"/> |

E

Select Displayed Items | Deselect Selected Items | Download Selected Entries | Pay | Email

If you want to open more than 1 BL



| Payer's Bank - Bank Penyetor/ Pembayar/ Customer | Payment via Bank Transfer - pembayaran via Bank Transfer (VIRTUAL ACCOUNT) | CAN be paid Via |
|--|--|--|
| Mandiri | Mandiri | Setor Tunai/to Teller (Multi Payment form) |
| | Mandiri | ATM |
| | Mandiri | Internet Banking |
| | Mandiri | M-Banking |
| | Mandiri | MCM (Mandiri Cash Management) |
| | Mandiri | MIB (Mandiri Internet Business) |
| CIMB | CIMB | CIMB Clicks |
| | CIMB | ATM |
| Permata | Permata | Permata Net |
| | Permata | ATM |
| Danamon | Danamon | ATM |
| | Danamon | D-Bank |
| | Danamon | Online Banking |
| Maybank | Maybank | ATM |
| | Maybank | Maybank2U |
| BCA* | Mandiri | Klik BCA - Online Transfer |
| | Permata | Klik BCA - Online Transfer |
| UOB* | Mandiri | Online Transfer to Mandiri |
| | Permata | Online Transfer to Permata |
| OCBC* | ATM Bersama/PRIMA/ALTO | ATM Bersama |
| | Mandiri | OCBC Online Business |
| BNI* | ATM Bersama/PRIMA/ALTO | ATM Bersama |
| | Mandiri | ATM Bersama |
| BRI* | ATM Bersama/PRIMA/ALTO | ATM Bersama |
| | Mandiri | Mbanking - Bank Transfer |
| HSBC* | ATM Bersama/PRIMA/ALTO | ATM Bersama |
| | Mandiri | BIB - Online payment |
| | Mandiri | HSBC Net (transfer via SKN, as per batch BI) |
| Citibank* | ATM Bersama/PRIMA/ALTO | ATM Bersama |
| Victoria* | ATM Bersama/PRIMA/ALTO | ATM Bersama |

*for all banks: If over the ATM limit, you can transfer through SKN Mandiri VA

(update 11 June 2020)

- If you have an account with Mandiri, CIMB, Danamon, Maybank, Permata, please choose the same bank below.
- If you **do not have** an account in any of these banks, please choose **Mandiri** and **pay via online transfer**
- For transactions above **25 million Rupiah**, please choose **Mandiri**.
- For transfer via **SKN** (Sistem Kliring Nasional)/**RTGS** (Real Time Gross Settlement), please choose **Mandiri**. *Make sure the beneficiary name is the same as MyFinance name.*
- For transfer via **teller**, please choose **Mandiri** and go to **Bank Mandiri Teller**.

Click [HERE](#) to see payment guideline from various bank.

Feel free to contact us to get more information for another bank.



MAERSK

[MAERSK.COM](https://www.maersk.com)



THANK YOU