ePayment

Easier payments begin here

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MAERSK

BENEFIT — ePayment – YOUR PAYMENT SOLUTION

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

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 +62 21 5093 9470

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

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1. Login to Maersk.com   *-- If you are failed to log in, CHAT technical support here*

2. After login, click "**Manage**" then "**My Finance**"

3. Choose whether you are the **customer on invoice party** or **third-party agent**. You may search the Open invoice based on BL number and Invoice number.

4. If you are the customer, you can click "Open" tab to show invoices that not yet being paid. Tick the invoice that will be paid and Click "Pay" for "Internet Banking and Bank Transfer"
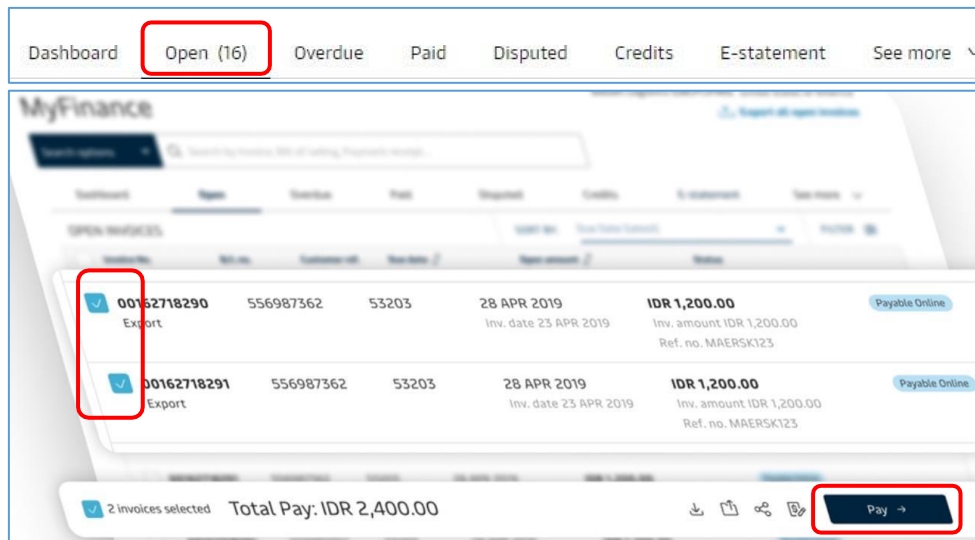

5. There will be page below. Tick "I accept the terms and conditions" then you can click "Proceed to Pay"
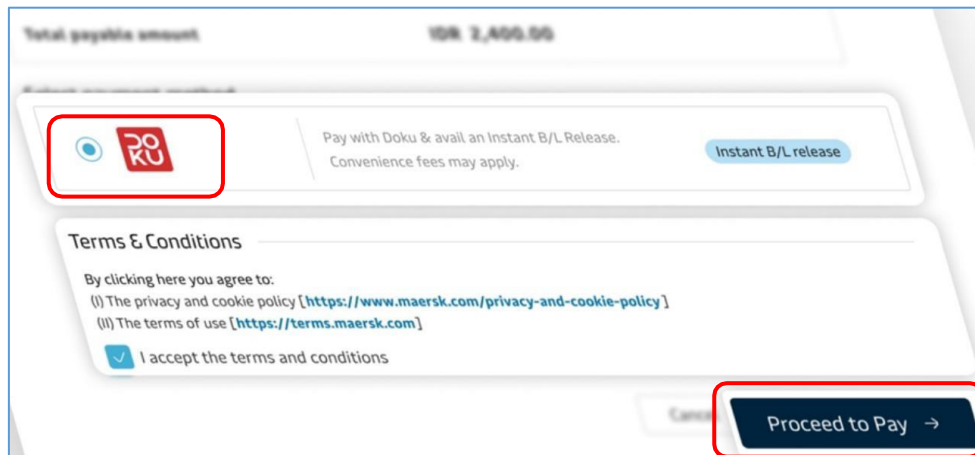
6. You will be redirected to DOKU page and you can pay through 2 Payment Method. Please choose the bank according to your convenience to get VA Number
   a. ATM/Bank Transfer (Virtual Account): **Mandiri, BRI, Permata Bank, CIMB Niaga, Danamon, BNI, Maybank**
   b. Internet Banking: **Bank Muamalat**
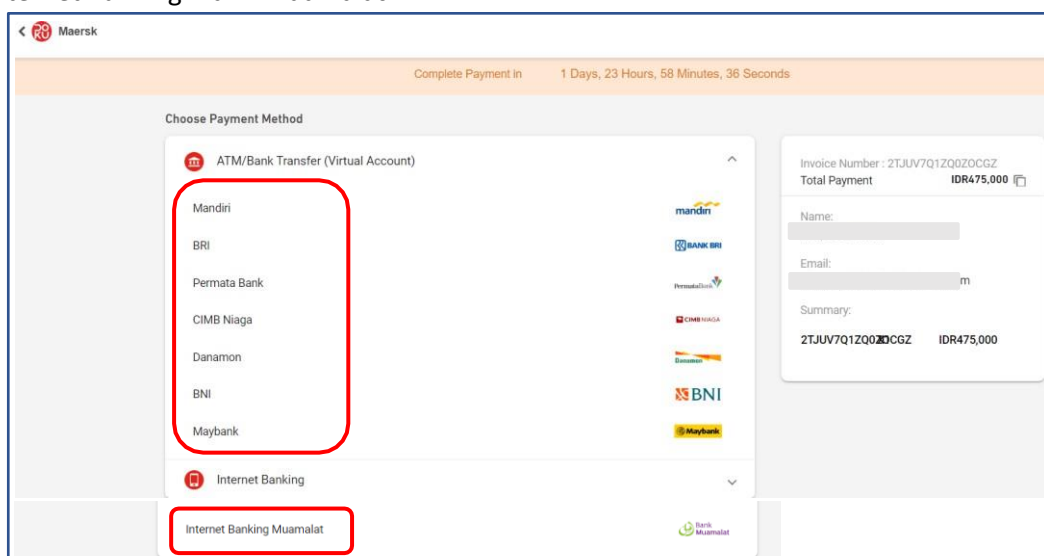
7. You have 2 days to create payment based on Virtual Account Number that being provided. Payment instruction also available on the page which can be seen by click the specific payment method. You may click "CLICK HERE AFTER PAYMENT" once payment transferred.
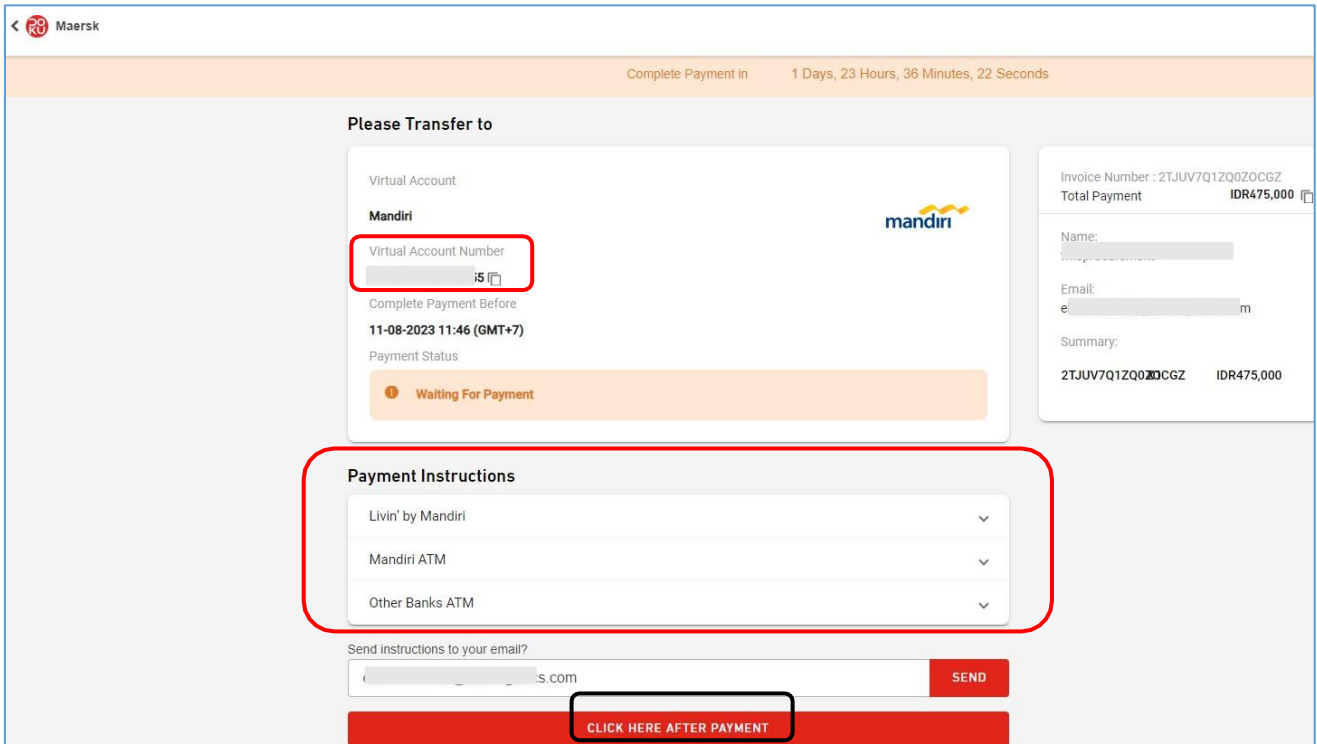

8. Payment status on My Finance will be changed to "**Payment Started**" and invoices are will **stay** on "**Open Invoices Tab**".
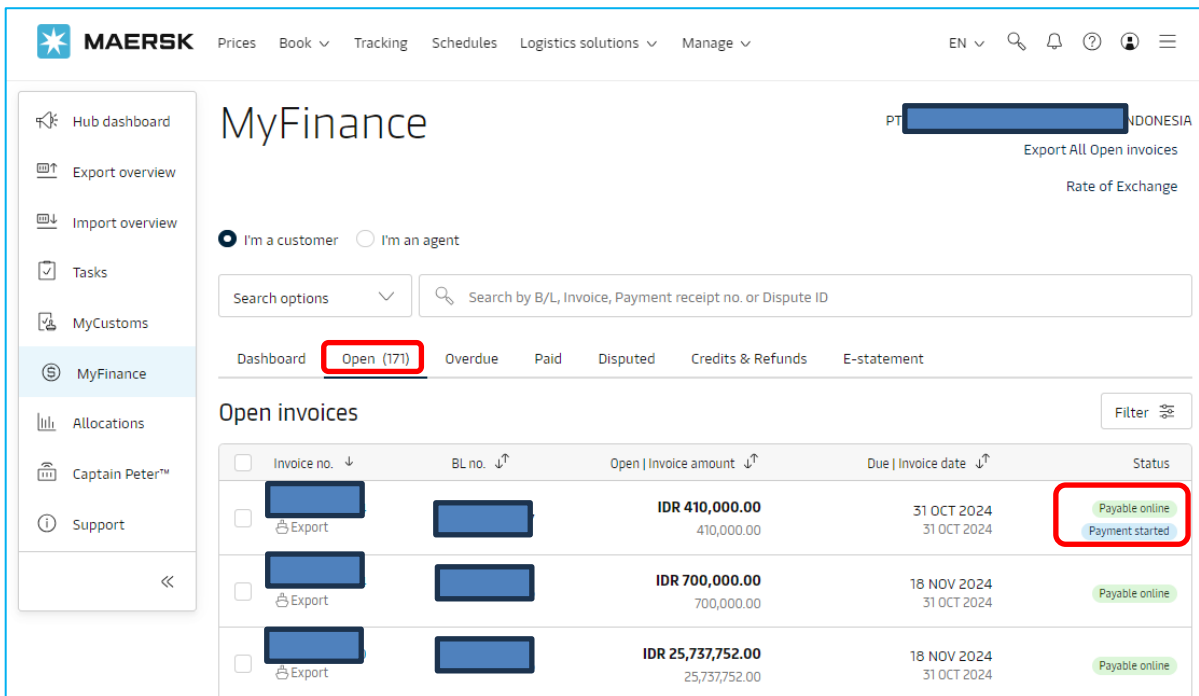
9. If you **forgot VA number** you could retrigger the VA before 48 hours or even after the VA expired after 48 hours ==multiple times==, by ticking on the invoices that already in "**Payment Started**" status, and then clik "**Pay**", you will redirect to below pop up page, and then click "**Continue with all invoices**", so that you will redirect again to Doku page to retrigger the new VA.

**Please kindly avoid generating a new VA in the first try if its not urgent, if the payment has been started, but the status hasn't yet updated to "Paid" and remains under the "Open" tab.
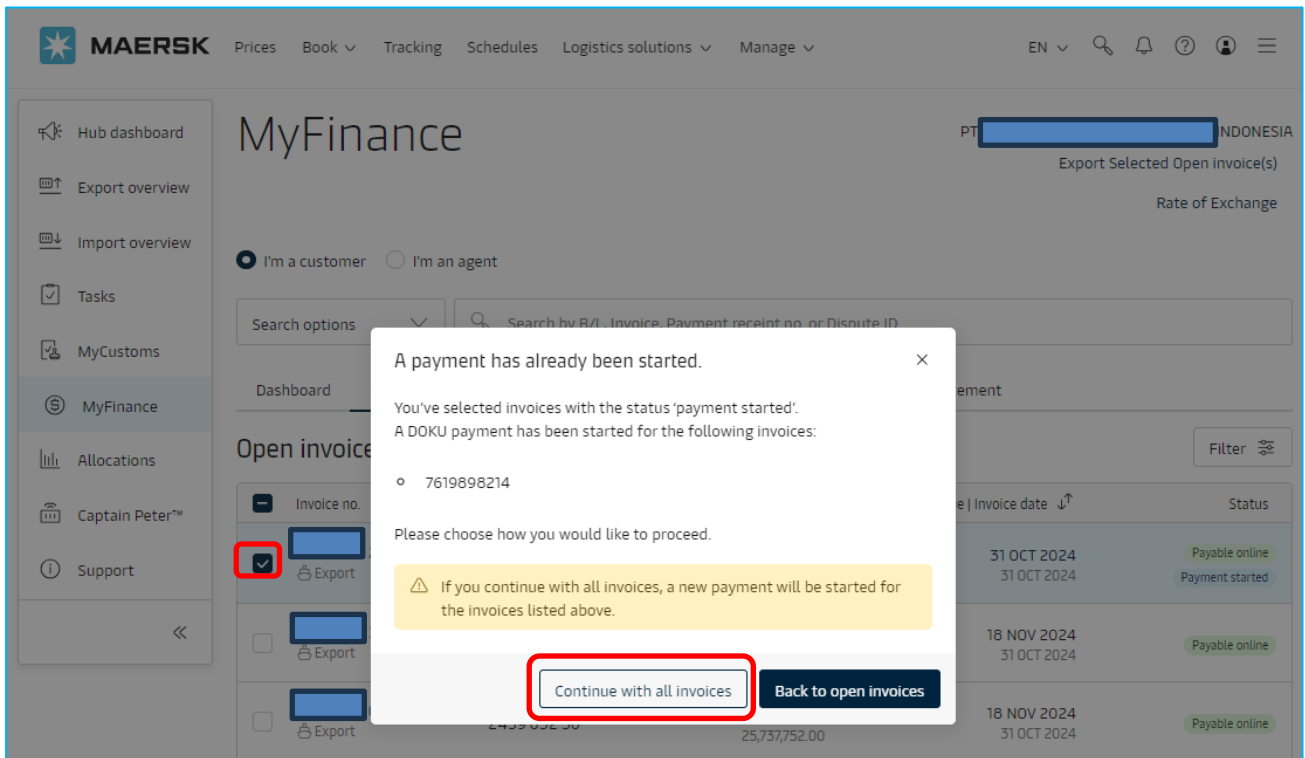
10. You may receive pop up notification once transaction done.
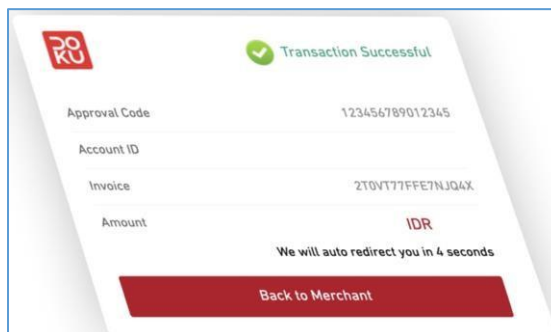
Website Feature
Guidance

Click below button to find out more website feature guidance.

Simple Guidance	Illustrated Guidance

Should you have any concerns or questions, please do not hesitate to reach us.
We want to thank you for your business and look forward to continuously serving your global transportation needs.

Best Regards,
Maersk Indonesia

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