

November 2023

머스크 재무 시스템 전환으로 인한 주요 변경사항 안내의 건 (추가 안내 사항)

고객님의 일익 번창을 기원합니다.

지난 9월 안내드린 바와 같이, 2023년 11월 7일부로 당사 내부 재무 시스템인 SAP ERP가 SAP S/4 Hana로 대체됩니다. 프로세스 개선을 위한 업그레이드임에도 불구하고, 시스템 전환으로 인해 일부 업무 지연 및 시스템 오류가 발생할 수 있는 점 관련하여 미리 양해를 구하고자 합니다. SAP S/4로의 전환 기간 동안 대량의 데이터 이동 작업이 예상되는 바, 머스크 재무 시스템이 일시적으로 중단될 예정입니다. 해당 기간 동안 MyFinance 접속을 통한 인보이스 조회/발행, 입금증 처리 등 기존 재무 업무가 불가능한 점 간곡히 양해 부탁드립니다. 관련하여 불편을 끼칠 수 있는 점 미리 사과드립니다.

기존 공문에서 누락된 추가 변경사항들을 하기와 같이 정리하여 드리오니, 원활한 시스템 전환을 위해 사전 숙지를 부탁드립니다.

- **Receipt (영수증) 발행 일시 중지 (2023년 11월 4일 00:00 ~ 7일 13:30) 및 발행 지연 (2023년 11월 7일 13:30 - 2023년 11월 19일):** 2023년 10월 13일에 안내드린 바와 같이 ([링크](#)) 11월 4일부터 7일까지 약 4일간의 시스템 전환 기간 동안에는 MyFinance 이용이 전면으로 불가능한 바, 입금증 확인 (현금 고객이실 경우) 및 화물 출고는 폐사 재무팀 KR.Payment.Ocean@maersk.com 쪽으로 문의 주셔야 합니다. 해당 프로세스가 모두 매뉴얼로 이루어지는 바, 해당 기간에는 영수증 발행이 어려운 점 참고 부탁드립니다. 해당 기간 동안의 입금내역에 대한 영수증은 11월 7일 13:30부터 일괄적으로 발행될 예정입니다만, 11월 19일까지는 시스템 이슈로 인해 다소 지연될 수 있는 점 양해 부탁드립니다.

관련하여 문의사항이 있으시다면, 재무팀 (KR.Payment.Ocean@maersk.com) 측에 문의 부탁드립니다. 시스템 전환 기간을 염두하시어 사전에 입금증을 제출하실 수 있도록 조치 부탁드립니다. 해당 전환작업으로 인해 발생할 수 있는 불편을 최소화하기 위해 최선을 다하도록 하겠습니다.

머스크를 이용해주시는 점 감사 드리며, SAP S/4 Hana를 통해 보다 나은 재무 서비스로 찾아 뵈겠습니다.

감사합니다.

머스크

November 2023

Notice for delays in payment application and freight release.

Dear customer,

As communicated earlier, we will be undergoing a financial system upgrade to SAP S/4HANA in November 2023. While we are excited about the many benefits that this new system will bring to our operations, we would like to take this opportunity to inform you about upcoming changes and challenges that you may experience during the transition. The upgrade to SAP S/4HANA is a significant change that will require us to temporarily suspend some of our financial system functions during the transition. We understand that these delays can be frustrating and apologize in advance for any inconvenience this may cause.

Please note that due to this transition, there will be a system freeze from 17:30 CET on Friday, 3 November 2023 to 05:30 CET on Tuesday, 7 November 2023, and customers may experience delays in processing payments in the system from 7 November to 12 November 2023. Subsequently, cash customers will face delays in the release of their freight during this period.

Please note that the dates and times mentioned for the freeze period are subject to change.

To ensure a timely release of the freight release during the freeze period, cash customers are requested to follow the steps described below:

- Customers are requested to download the invoices from MyFinance before **3 November 2023**, for the shipments to occur during the freeze period.
- For invoices that were not generated or in the case of advance DnD, please reach out to your regular contact person to obtain the invoice value.
- Customers are requested to make the payment well in advance (as per the regular mode of payment) and share the payment proof and remittance details with the finance team.
- Customers are requested to make full payments, so the manual processing time is reduced.
- Customers are requested to share the payment proof with remittance details through www.depositslip.com (for India only) or to their regular business address.
- The Maersk finance team, will check the remittance details and payment proofs, confirm the payment in the bank, and update the system (close the AFR task).
- Once done, the finance team will revert to the customer accordingly through the respective channel, either through www.depositslip.com (for India only) or to their regular business address.
- After confirmation from the Maersk finance team, the customer can proceed to the cargo/BL release.
- Once the system is up after business cutover (**05:30 CET on Tuesday, 7 November 2023**), the finance team will post the payment in SAP S/4HANA and issue the posting document and payment receipts.
- Customers can reach out to the Maersk finance team for payment receipts after the cutover is finished.

Please note that the dates mentioned in this advisory are related to the upcoming system Go-Live. Our teams are dedicated to making this transition as smooth as possible for the parties involved. We will keep you informed about any updates or changes related to the upgrade.

We appreciate your patience and understanding as we work to improve our financial system to better serve you.

Sincerely,
A.P. Moller – Maersk

November 2023

**MyFinance functionalities temporarily
unavailable**

Dear customer,

We are writing to inform you that we will be undergoing a financial system upgrade to SAP S/4HANA. While we are excited about the many benefits that this new system will bring to our operations, we would like to take this opportunity to inform you about some upcoming challenges that you may experience during the transition. The upgrade to SAP S/4HANA is a significant change that will require us to temporarily suspend some of our financial system functions during the transition. We understand that these delays can be frustrating, and we apologise in advance for any inconvenience this may cause.

Please be informed that due to the system migration, the MyFinance portal will be down from 17:30 CET on 3 November 2023 to 05:30 CET on 7 November 2023.

During this period, the functionalities around downloading invoices, receipts, credit notes, raising disputes, requesting refunds, and paying invoices will not be available.

Please note that for India, Malaysia, Hongkong, Singapore, Macau, Japan, Turkey, and China, e-payment functionality would be suspended from 15:00 CET on 3 November 2023.

Please note that the dates and times mentioned are subject to change. If you have any questions concerning the above, please reach out to your regular contact person. In addition, we would like to encourage you to be proactive in preparing for the transition and perform business-critical activities in advance.

Please note that the dates mentioned in this advisory are related to the upcoming system Go-Live. Our teams are dedicated to making this transition as smooth as possible for the parties involved. We will keep you informed about any updates or changes related to the upgrade.

We appreciate your patience and understanding as we work to improve our financial system to better serve you.

Sincerely,

A. P. Moller – Maersk