

## ***Customer Advisory***

May 2, 2025

*Dear Valued Customer,*

*At Maersk, we are committed to delivering an exceptional customer experience and continually seek solutions to enhance your business interactions with us. We recognize that the timely and accurate processing of your payments is crucial for your operations.*

*To assist you in streamlining your payment clearing processes and ensuring prompt release of your cargo and bills, we would like to share some valuable insights and best practices.*

**Guidelines for Effectively Sharing Remittance Advice for Prompt payment posting:**

- All payments should be processed with the Invoice/BL in the reference tab to ensure correct & effective payment posting.
- Remittance Advice should be shared as soon as the payment is Processed.
- Remittance should be shared along with the Invoice/BL number for which payments are processed.
- All remittances should be sent to [MMRELEASEDESK@maersk.com](mailto:MMRELEASEDESK@maersk.com)
- Payment will be posted, and receipt will be shared within 4 hours from the time the remittance is shared to the above-mentioned Email address.

**Note** – All payments should be sent only to **Bank Account No : MSL : 10100500005258**

**Contact / Helpdesk information:**

For Export related queries send email to - [MM.Export@maersk.com](mailto:MM.Export@maersk.com)

For Import related queries send email to - [MM.Import@maersk.com](mailto:MM.Import@maersk.com)

For any refund request send email to - [TCAPAREfunds@maersk.com](mailto:TCAPAREfunds@maersk.com)

For all Invoice/payment related queries email to - [Myanmarcollection@maersk.com](mailto:Myanmarcollection@maersk.com)

For more information visit [Myanmar Payment / Maersk](#)

**MyFinance**

*MyFinance streamlines your paperwork and reduces dependency by providing a clear overview of your invoices and accounts. With this application, you can easily download e-invoices, dispute invoices, request refunds and gain extensive visibility into your invoices and account.*

For more information about the MyFinance application, please visit - [Maersk Global Accounts](#)

*Thanks for your understanding and cooperation.*

*Sincerely,*

*Maersk Cash Apps Team - Myanmar*

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