

OVERVIEW:

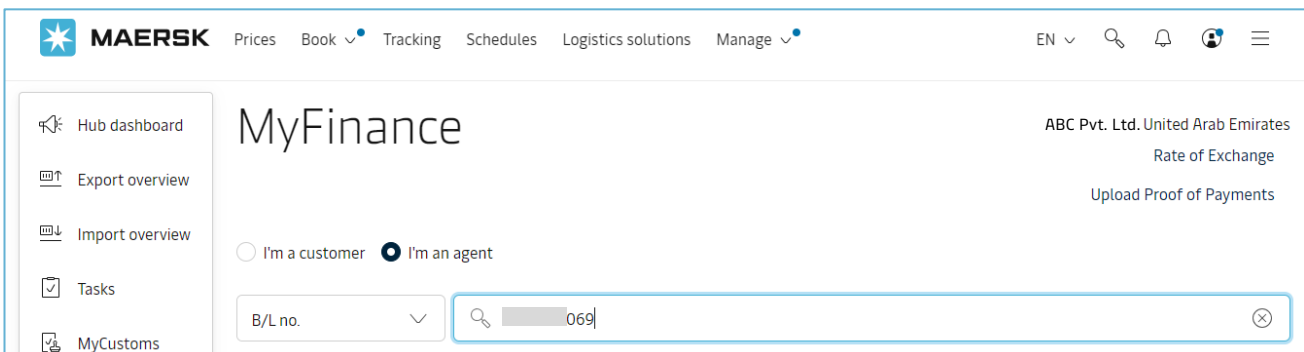
Paid to Release (P2R) solution aims at allowing customers to submit payment remittance details (payment proof) against payments made online via the MyFinance Portal. To explore the P2R functionality, you should login to the [MyFinance](#) platform. Please find below the instructions on how to login to MyFinance and navigate it. You can request for access already now, and its functionality will start on **7 November 2023**.

CUSTOMER / AGENTS OR FREIGHT FORWARDERS ACTIONS:


1. Pay invoices as per regular mode of payments – Electronic fund transfer, Bank deposit, Cheque etc.
2. Login to [MyFinance](#) portal
 - Go to www.maersk.com and click on **"Account"**.
(**First-time user?** Please go to [Register now](#) to generate the ID and password).
 - Enter your credentials (username and password).
 - Click on **"Manage"** and Select **"MyFinance"**.
3. Check the available options:
 - **"I'm a customer"** Option – Consignees will be able to submit payment remittances for their own invoices.
 - **"I'm an agent"** Option – This option enables freight forwarders or agents to submit payment remittances (payment proof) on behalf of consignees.

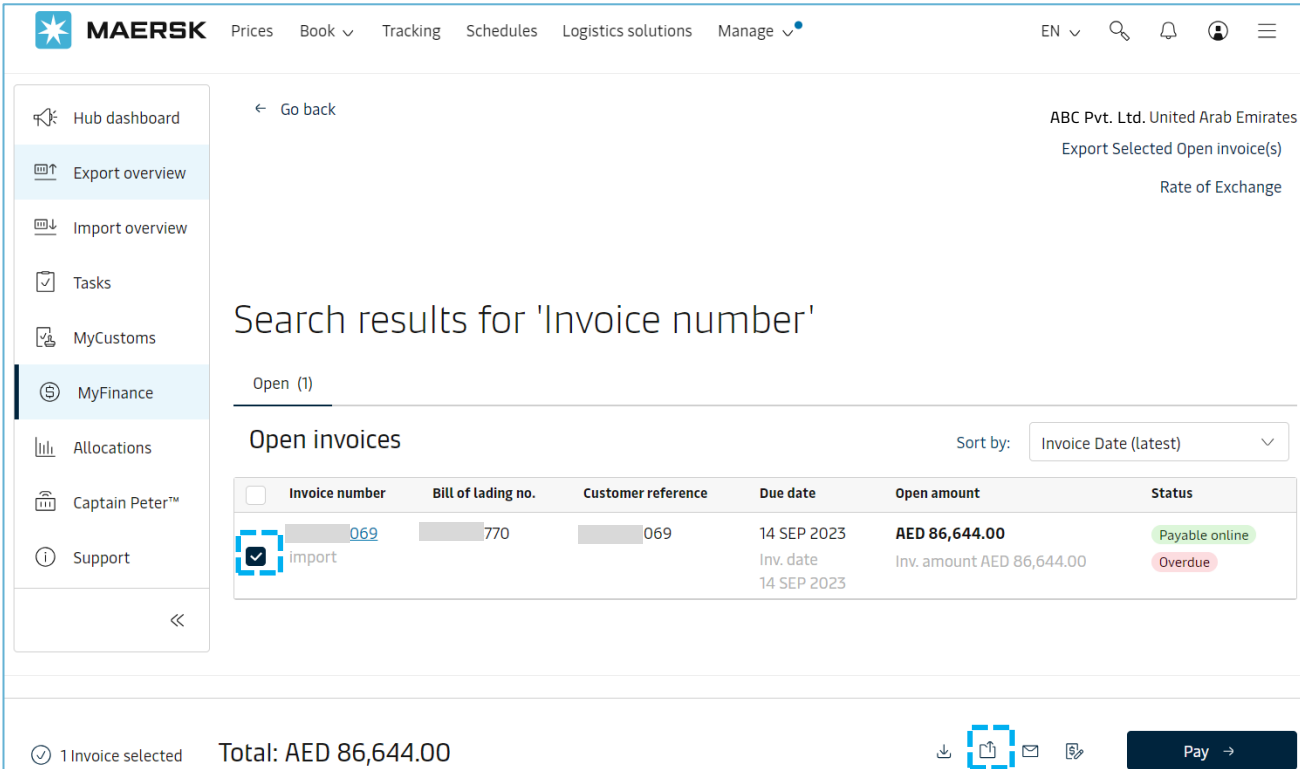
STEPS:

- a. Search for invoices or BL's using the Search option on **MyFinance**:



The screenshot shows the MyFinance portal interface. At the top, there is a navigation bar with the Maersk logo and links for Prices, Book, Tracking, Schedules, Logistics solutions, and Manage. On the right side of the navigation bar, there are icons for language (EN), search, notifications, and user profile. Below the navigation bar, the main content area is titled 'MyFinance'. On the left, there is a sidebar menu with options: Hub dashboard, Export overview, Import overview, Tasks, and MyCustoms. In the main content area, there is a user profile section for 'ABC Pvt. Ltd. United Arab Emirates' with options for 'Rate of Exchange' and 'Upload Proof of Payments'. Below the profile, there are radio buttons for 'I'm a customer' and 'I'm an agent', with 'I'm an agent' selected. At the bottom, there is a search bar labeled 'B/L no.' with a search icon and a close icon. The search bar contains the text '069'.

- b. Select invoices for which payment is done:
Click on the option -  **"Upload Proof of Payments"**



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search User Profile Menu

Hub dashboard Go back ABC Pvt. Ltd. United Arab Emirates
Export Selected Open invoice(s)
Rate of Exchange

Export overview
Import overview
Tasks
MyCustoms
MyFinance
Allocations
Captain Peter™
Support

Search results for 'Invoice number'

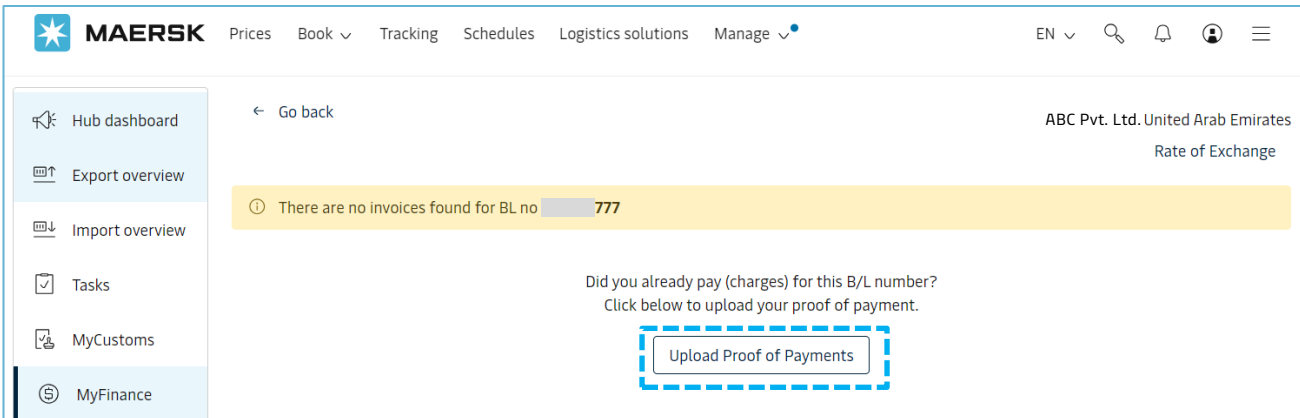
Open (1)

Open invoices Sort by: Invoice Date (latest)

<input type="checkbox"/>	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input checked="" type="checkbox"/>	069 import	770	069	14 SEP 2023 Inv. date 14 SEP 2023	AED 86,644.00 Inv. amount AED 86,644.00	Payable online Overdue

1 Invoice selected Total: AED 86,644.00 Download Print Email Copy Pay →

If invoices you have paid are not available in the search on the below screen, you may still submit payment remittances by selecting the **“Upload Proof of Payments”** button and providing the BL number.



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search User Profile Menu

Hub dashboard Go back ABC Pvt. Ltd. United Arab Emirates
Rate of Exchange

Export overview
Import overview
Tasks
MyCustoms
MyFinance

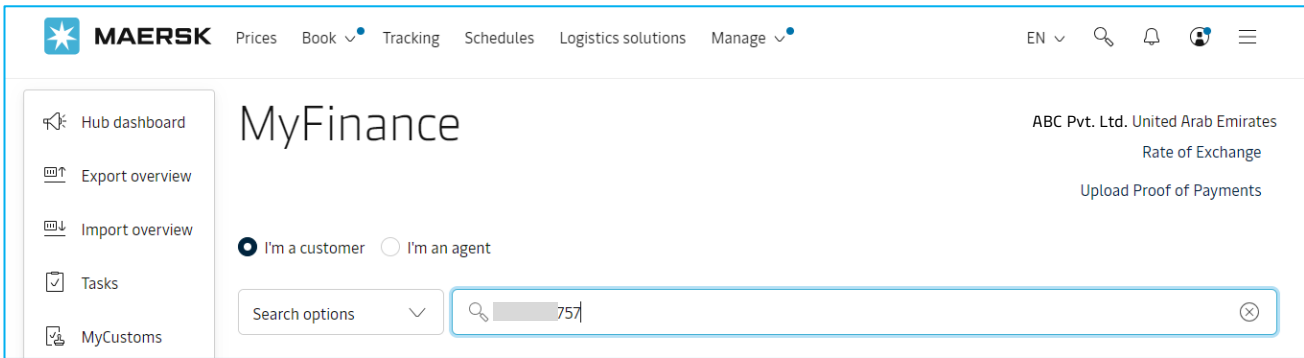
There are no invoices found for BL no 777

Did you already pay (charges) for this B/L number?
Click below to upload your proof of payment.

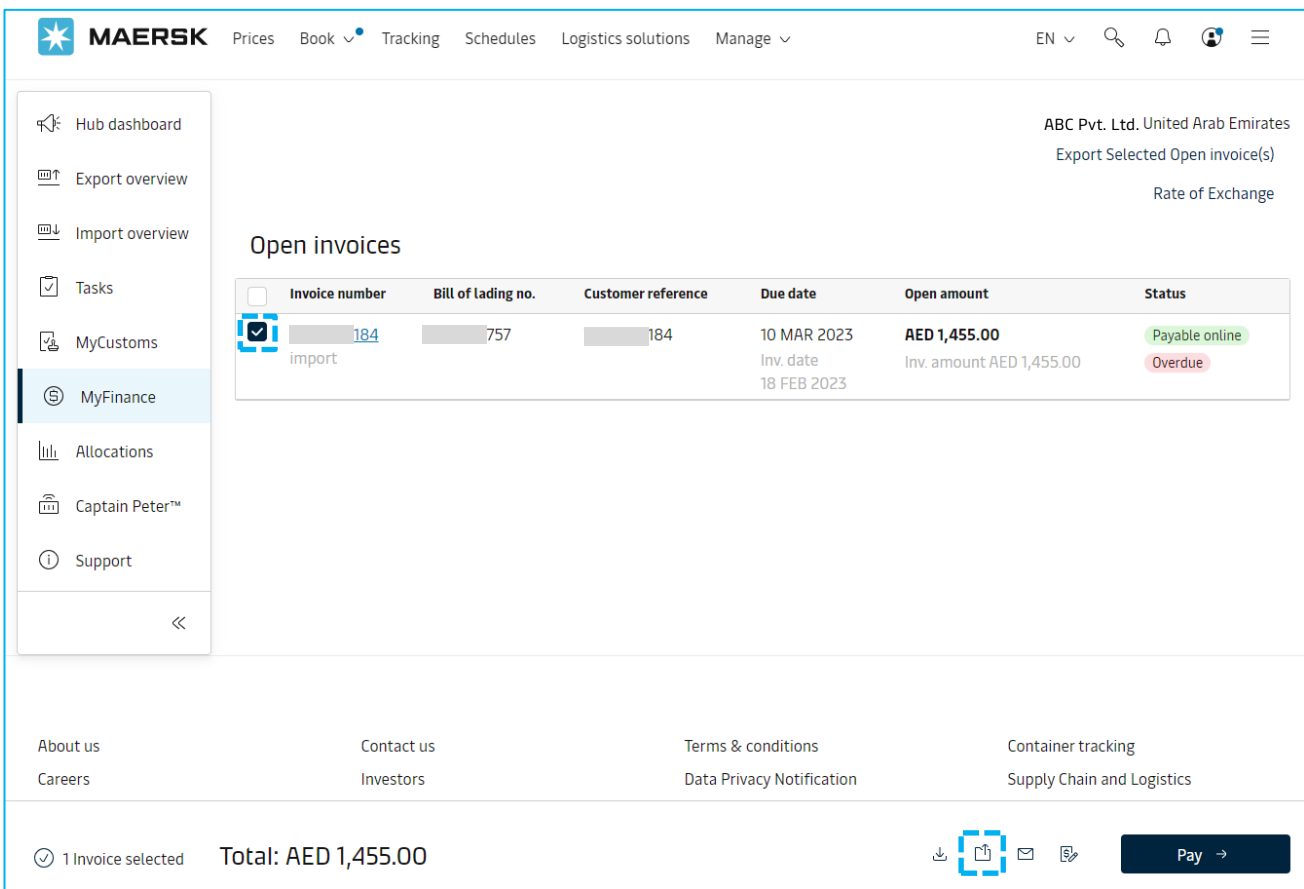
Upload Proof of Payments

- As a consignee, you can select the invoices using the **“Search option”** or go to the **“Open”** invoice page and click on the **Upload Proof of Payments** button

Option 1: “Search Option” on MyFinance – Consignees will be able to submit payment remittances for open invoices

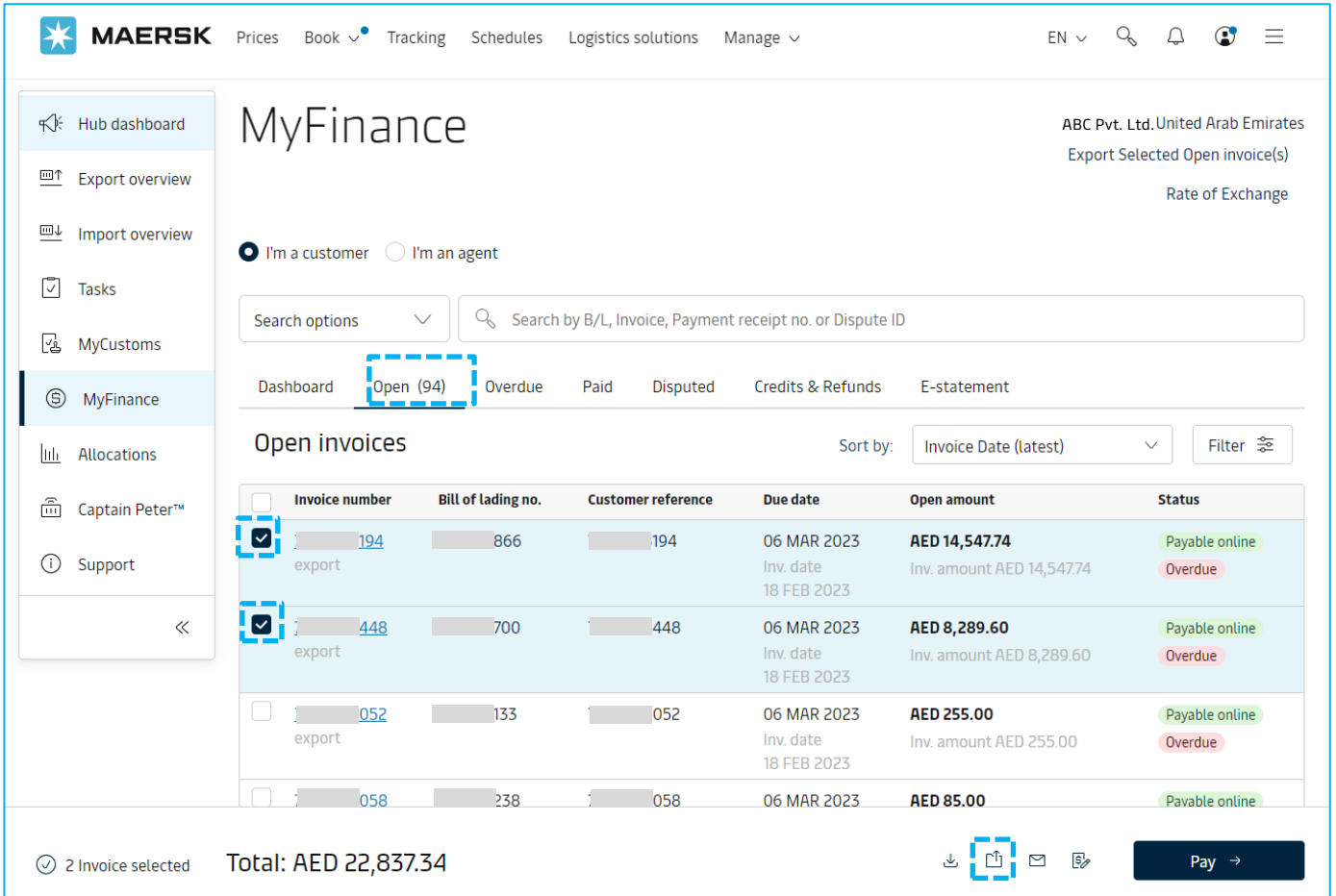


Select the invoice and click on  "Upload Proof of Payments"



Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
<input checked="" type="checkbox"/> 184 import	757	184	10 MAR 2023 Inv. date 18 FEB 2023	AED 1,455.00 Inv. amount AED 1,455.00	Payable online Overdue

Option 2 – Click on **Open** invoice tab to select invoice(s) and submit payment remittances



The screenshot shows the MAERSK MyFinance interface. The top navigation bar includes 'Prices', 'Book', 'Tracking', 'Schedules', 'Logistics solutions', and 'Manage'. The user is logged in as 'ABC Pvt. Ltd. United Arab Emirates' and is viewing 'Export Selected Open invoice(s)'. The 'Rate of Exchange' is also visible.

The left sidebar contains navigation options: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance (selected), Allocations, Captain Peter™, and Support.

The main content area is titled 'MyFinance' and includes a search bar with the text 'Search by B/L, Invoice, Payment receipt no. or Dispute ID'. Below the search bar are tabs for 'Dashboard', 'Open (94)', 'Overdue', 'Paid', 'Disputed', 'Credits & Refunds', and 'E-statement'. The 'Open (94)' tab is selected.


The 'Open invoices' section shows a table of invoices. Two invoices are selected, indicated by blue dashed boxes around their checkboxes. The table columns are: Invoice number, Bill of lading no., Customer reference, Due date, Open amount, and Status.

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
194 export	866	194	06 MAR 2023 Inv. date 18 FEB 2023	AED 14,547.74 Inv. amount AED 14,547.74	Payable online Overdue
448 export	700	448	06 MAR 2023 Inv. date 18 FEB 2023	AED 8,289.60 Inv. amount AED 8,289.60	Payable online Overdue
052 export	133	052	06 MAR 2023 Inv. date 18 FEB 2023	AED 255.00 Inv. amount AED 255.00	Payable online Overdue
058	238	058	06 MAR 2023	AED 85.00	Payable online

At the bottom of the table, it shows '2 Invoice selected' and 'Total: AED 22,837.34'. There are icons for download, print, email, and a 'Pay' button.

5. How to explore and process the multiple payment remittance scenarios (exact match, overpayment, short Payment)?

- **Exact Match** – Invoice Open amount is equal to payment amount
 - Update the remaining details for payment remittance, such as **payment method, reference number, email address, and comments**, if any
 - **Upload proof of payment** and **submit** the remittance advice


MAERSK

Prices
Book ▾
Tracking
Schedules
Logistics solutions
Manage ▾

EN ▾
🔍
🔔
👤
☰

- 🏠 Hub dashboard
- 📈 Export overview
- 📉 Import overview
- 📋 Tasks
- 🏢 MyCustoms
- 📄 MyFinance
- 📊 Allocations
- 👤 Captain Peter™
- 📞 Support

← Back
ABC Pvt. Ltd. United Arab Emirates
Rate of Exchange

Your Selected Invoices

Payment method
Bank transfer ▾

Cheque or bank reference number
TEST12345678900

Currency
AED ▾

B/L no.	Invoice number	Open amount	Paid amount	
987	065	AED 266.00	AED 266.00	🗑️
Total		AED 266.00	AED 266.00	


+ Bill of Lading ⓘ

Upload Proof of Payments

pdf, png, jpeg, jpg, bmp & tiff formats are the file types supported for the upload. Each file should be less than 5MB. Please do not add password protected files.

📄 Upload Proof of Payments

- **Overpayment** – If the paid amount is more than open invoice amount
 - You need to change the amount in “**Paid Amount**” field as per payment proof
 - Update the remaining details for payment remittance, such as **payment method, reference number, E-Mail address, and comments**, if any
 - **Upload proof of payment and submit** the remittance advice


MAERSK

Prices
Book ▾
Tracking
Schedules
Logistics solutions
Manage ▾

EN ▾
🔍
🔔
👤
☰

- 🏠 Hub dashboard
- 📈 Export overview
- 📉 Import overview
- 📋 Tasks
- 🏢 MyCustoms
- 📄 MyFinance
- 📊 Allocations
- 👤 Captain Peter™
- 📞 Support

← Back
ABC Pvt. Ltd. United Arab Emirates
Rate of Exchange

Your Selected Invoices

Payment method
Bank transfer ▾

Cheque or bank reference number
TEST12345678900

Currency
AED ▾

B/L no.	Invoice number	Open amount	Paid amount	
987	065	AED 266.00	AED 1,000.00	🗑️
Total		AED 266.00	AED 1,000.00	

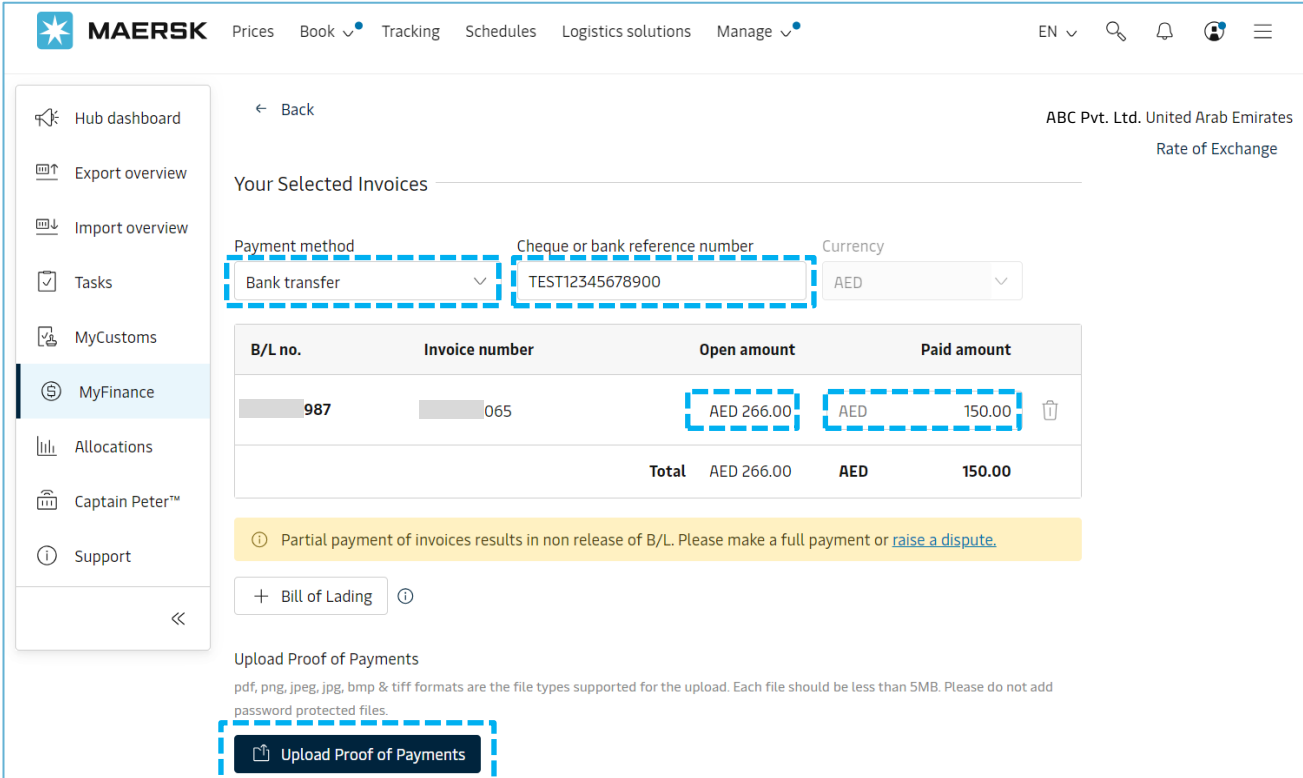
+ Bill of Lading ⓘ

Upload Proof of Payments

pdf, png, jpeg, jpg, bmp & tiff formats are the file types supported for the upload. Each file should be less than 5MB. Please do not add password protected files.

📄 Upload Proof of Payments

- **Short Payment** – If the paid amount is lower than open invoice amount
 - You need to change the amount in “**Paid Amount**” field as per payment proof
 - Update the remaining details for payment remittance, such as **payment method, reference number, E-Mail address, and comments** if any
 - **Upload proof of payment** and **submit** the remittance advice



The screenshot shows the MAERSK MyFinance interface. The top navigation bar includes 'Prices', 'Book', 'Tracking', 'Schedules', 'Logistics solutions', and 'Manage'. The user is logged in as 'ABC Pvt. Ltd. United Arab Emirates' with a 'Rate of Exchange' option.

The main section is titled 'Your Selected Invoices'. It features a form for payment details:

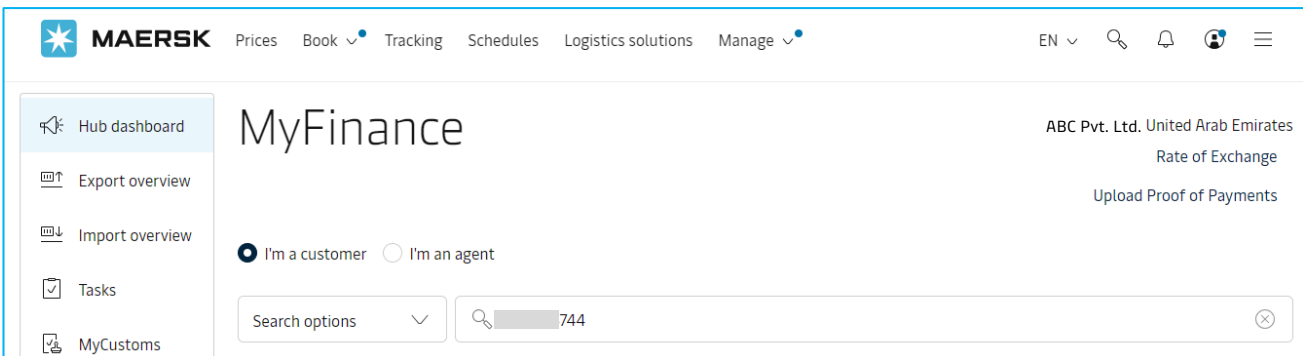
- Payment method:** Bank transfer (highlighted with a dashed blue box)
- Cheque or bank reference number:** TEST12345678900 (highlighted with a dashed blue box)
- Currency:** AED

Below the form is a table of invoices:

B/L no.	Invoice number	Open amount	Paid amount
987	065	AED 266.00 (highlighted with a dashed blue box)	AED 150.00 (highlighted with a dashed blue box)
Total		AED 266.00	AED 150.00

A yellow warning banner states: 'Partial payment of invoices results in non release of B/L. Please make a full payment or [raise a dispute](#).' Below this is a '+ Bill of Lading' button and an 'Upload Proof of Payments' section with a file upload button (highlighted with a dashed blue box). The upload instructions specify supported file types (pdf, png, jpeg, jpg, bmp & tiff) and a 5MB limit.

6. How do I submit the remittance if the **invoice is not available** in open invoice tab? (Payment scenarios without selecting an invoice - **advance payment, invoice not available, container deposit**)
- Go to “Search options” on **MyFinance**
 - Enter the Valid BL number and click the enter button



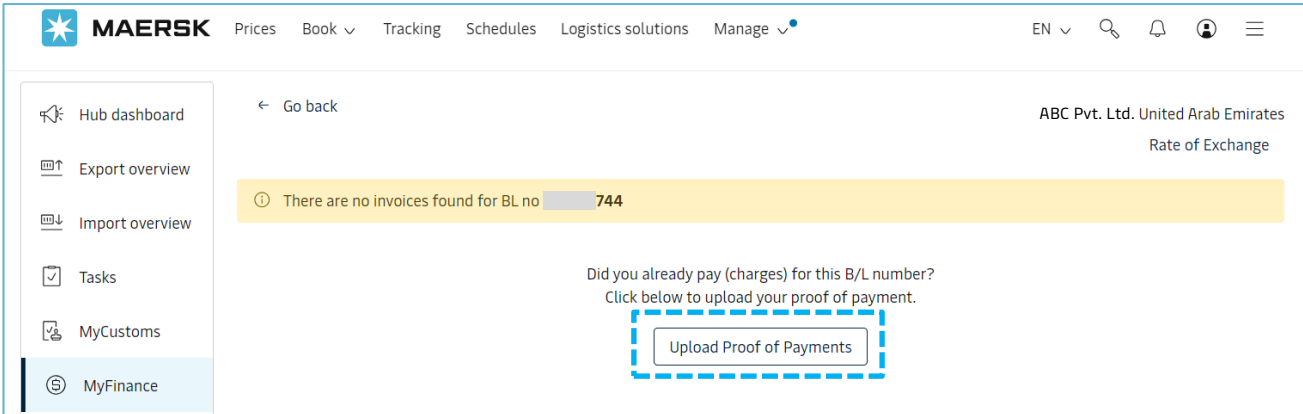
The screenshot shows the MAERSK MyFinance 'Search options' interface. The top navigation bar is the same as in the previous screenshot. The user is logged in as 'ABC Pvt. Ltd. United Arab Emirates' with a 'Rate of Exchange' option and an 'Upload Proof of Payments' button.

The main section is titled 'MyFinance'. It features a search form:

- Search options:** A dropdown menu.
- Search input:** A text field containing '744'.

Below the search form are two radio buttons: 'I'm a customer' (selected) and 'I'm an agent'.

- Click on **“Upload proof of payment”** button



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search Notifications Profile Menu

Hub dashboard Go back ABC Pvt. Ltd. United Arab Emirates Rate of Exchange

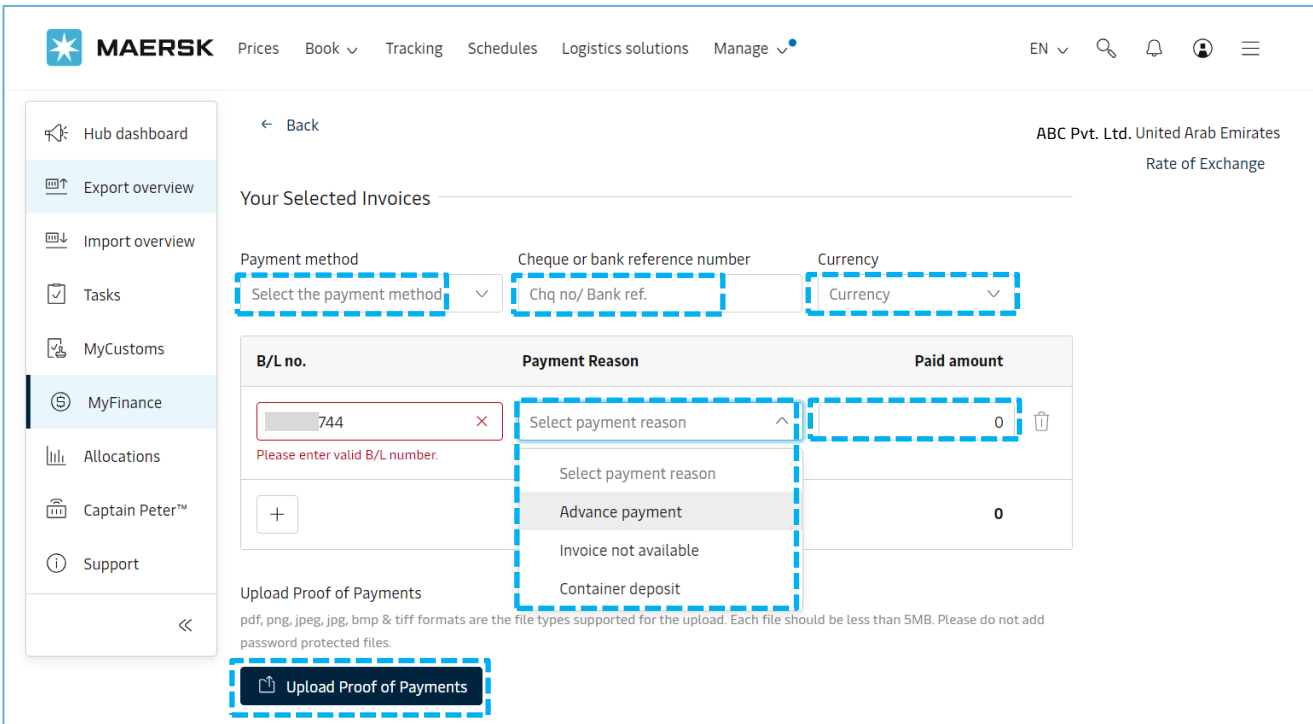
Export overview Import overview Tasks MyCustoms MyFinance

There are no invoices found for BL no 744

Did you already pay (charges) for this B/L number?
Click below to upload your proof of payment.

Upload Proof of Payments

- Update the details for payment remittance and such as **payment method, reference number, and currency**
- Select correct option (**invoice not available, advance payment, container deposit**)
- Enter **“Paid amount”**, **E-Mail address**, and **comments** if any
- **Upload proof of payment** and click on **submit**



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search Notifications Profile Menu

Hub dashboard Back ABC Pvt. Ltd. United Arab Emirates Rate of Exchange

Export overview Import overview Tasks MyCustoms MyFinance Allocations Captain Peter™ Support

Your Selected Invoices

Payment method: Select the payment method

Cheque or bank reference number: Chq no/ Bank ref.

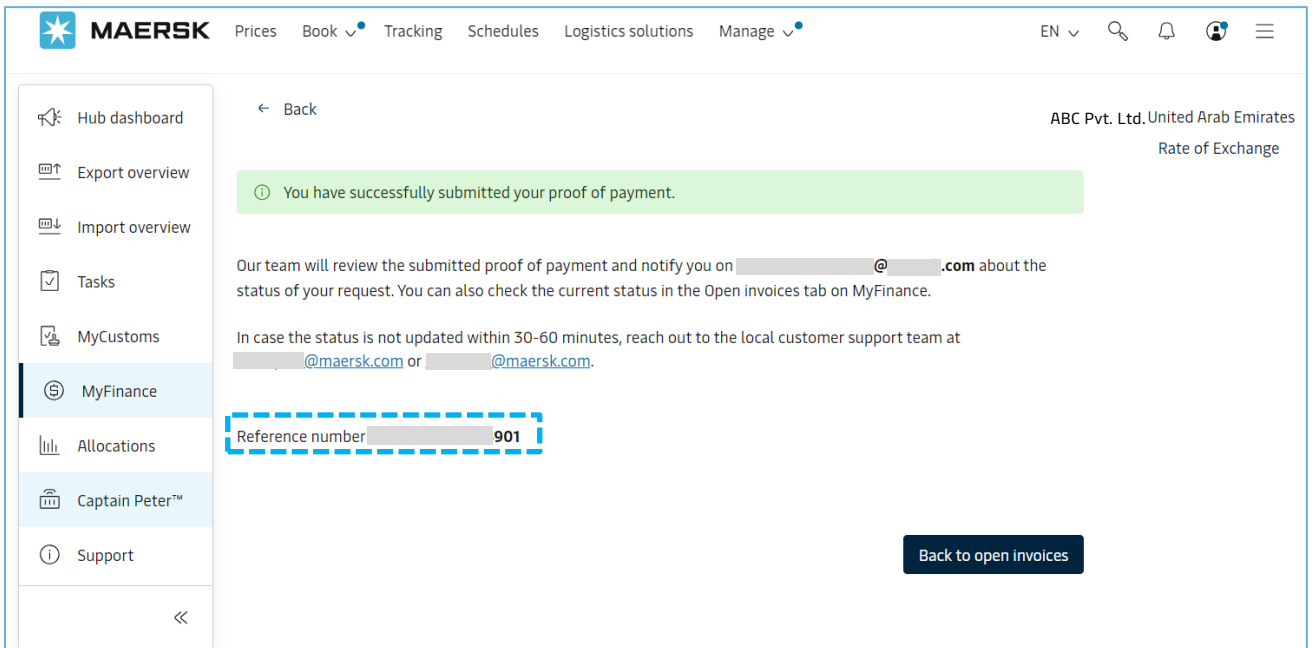
Currency: Currency

B/L no.	Payment Reason	Paid amount
744 <small>Please enter valid B/L number.</small>	Select payment reason	0
	Select payment reason	
	Advance payment	0
	Invoice not available	
	Container deposit	

Upload Proof of Payments
pdf, png, jpeg, jpg, bmp & tiff formats are the file types supported for the upload. Each file should be less than 5MB. Please do not add password protected files.

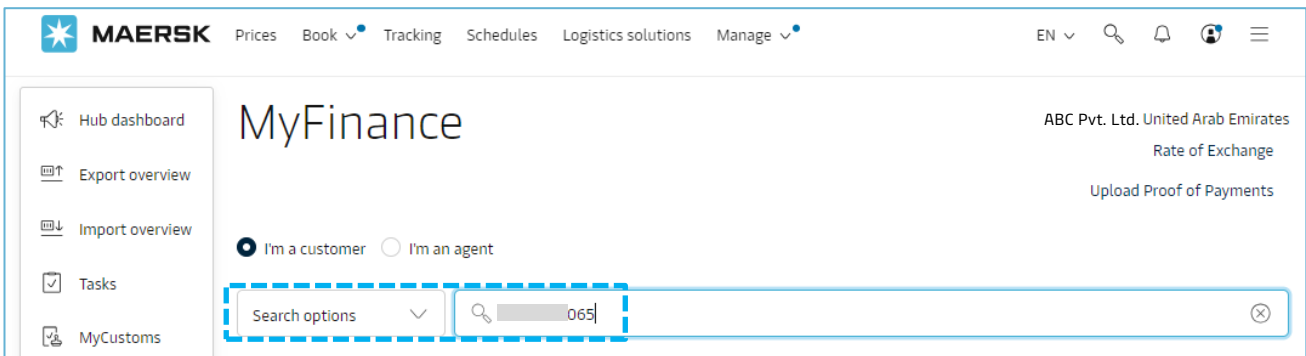
Upload Proof of Payments

- Submit the remittance:** Remittance will get submitted, and a reference (remittance advice) number will be generated



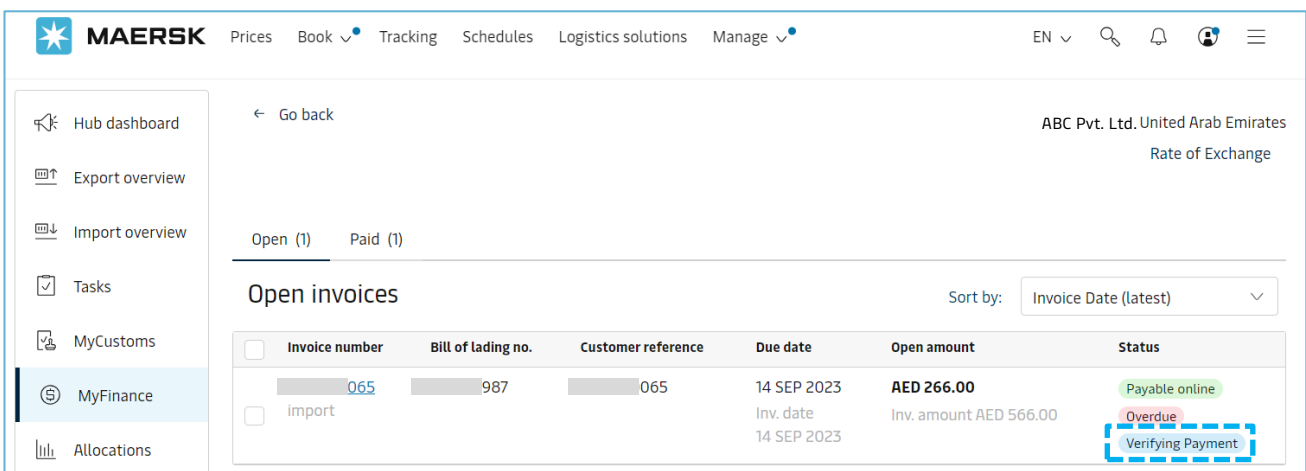
The screenshot shows the MAERSK MyFinance interface. A green notification bar at the top states: "You have successfully submitted your proof of payment." Below this, a message reads: "Our team will review the submitted proof of payment and notify you on [redacted]@[redacted].com about the status of your request. You can also check the current status in the Open invoices tab on MyFinance." A follow-up instruction says: "In case the status is not updated within 30-60 minutes, reach out to the local customer support team at [redacted]@maersk.com or [redacted]@maersk.com." A red dashed box highlights the "Reference number" field, which contains the value "901". A "Back to open invoices" button is visible at the bottom right.

- Track status for submitted remittances:
 - Go to **"Search options"** on **MyFinance**
 - Enter the invoice/ BL number and click the enter button



The screenshot shows the MAERSK MyFinance search interface. The "Search options" dropdown menu is open, and a search bar contains the text "065". The interface also shows navigation options like "Hub dashboard", "Export overview", "Import overview", "Tasks", and "MyCustoms".

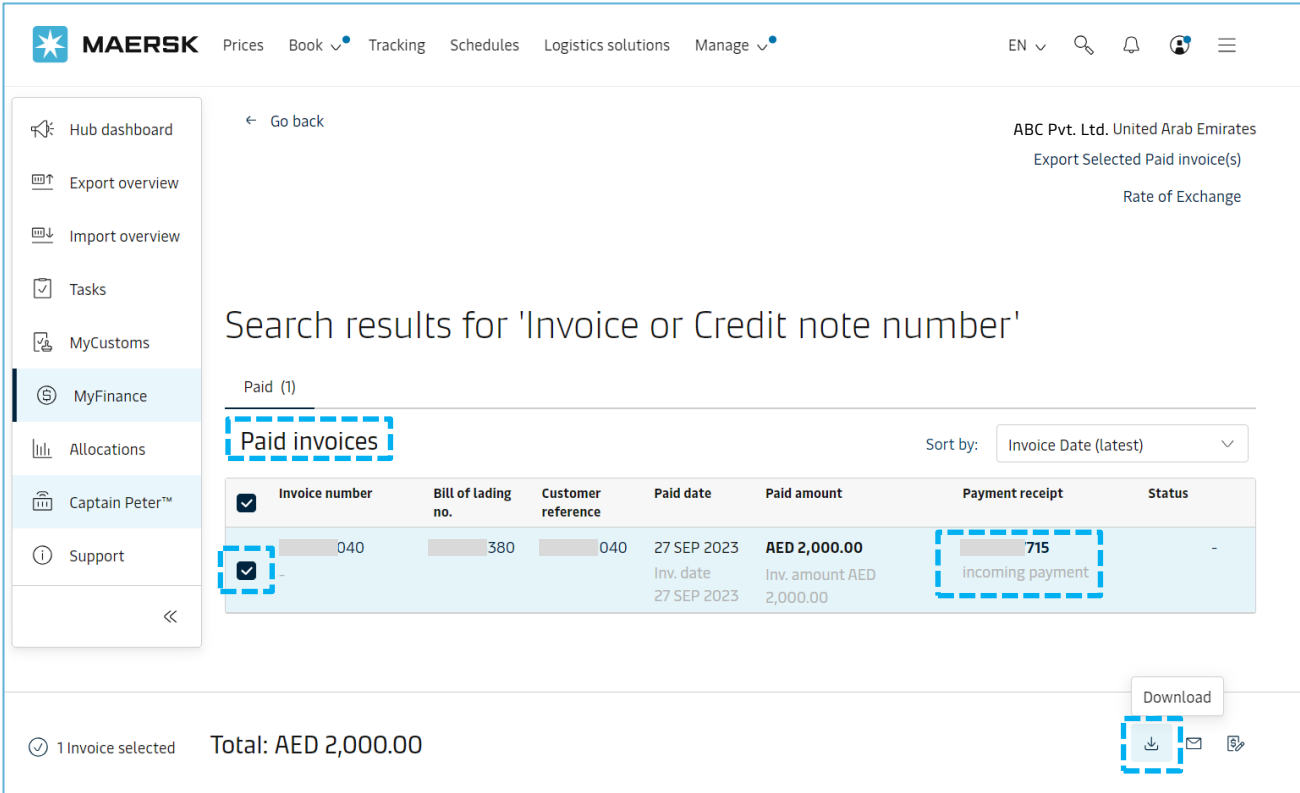
- Remittance status will be shown as **"Verifying Payment"** if remittance is not yet approved



The screenshot shows the MAERSK MyFinance "Open invoices" table. The table has columns for Invoice number, Bill of lading no., Customer reference, Due date, Open amount, and Status. The status "Verifying Payment" is highlighted with a red dashed box.

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
065	987	065	14 SEP 2023	AED 266.00	Payable online
import			Inv. date 14 SEP 2023	Inv. amount AED 566.00	Overdue Verifying Payment

- If remittance is approved, the invoice will move under **"Paid"** tab
- Payment receipt will be available, customer can download the receipts anytime



MAERSK Prices Book Tracking Schedules Logistics solutions Manage

EN Search User Profile Menu

Hub dashboard Export overview Import overview Tasks MyCustoms MyFinance Allocations Captain Peter™ Support

Go back ABC Pvt. Ltd. United Arab Emirates
Export Selected Paid invoice(s)
Rate of Exchange

Search results for 'Invoice or Credit note number'

Paid (1)

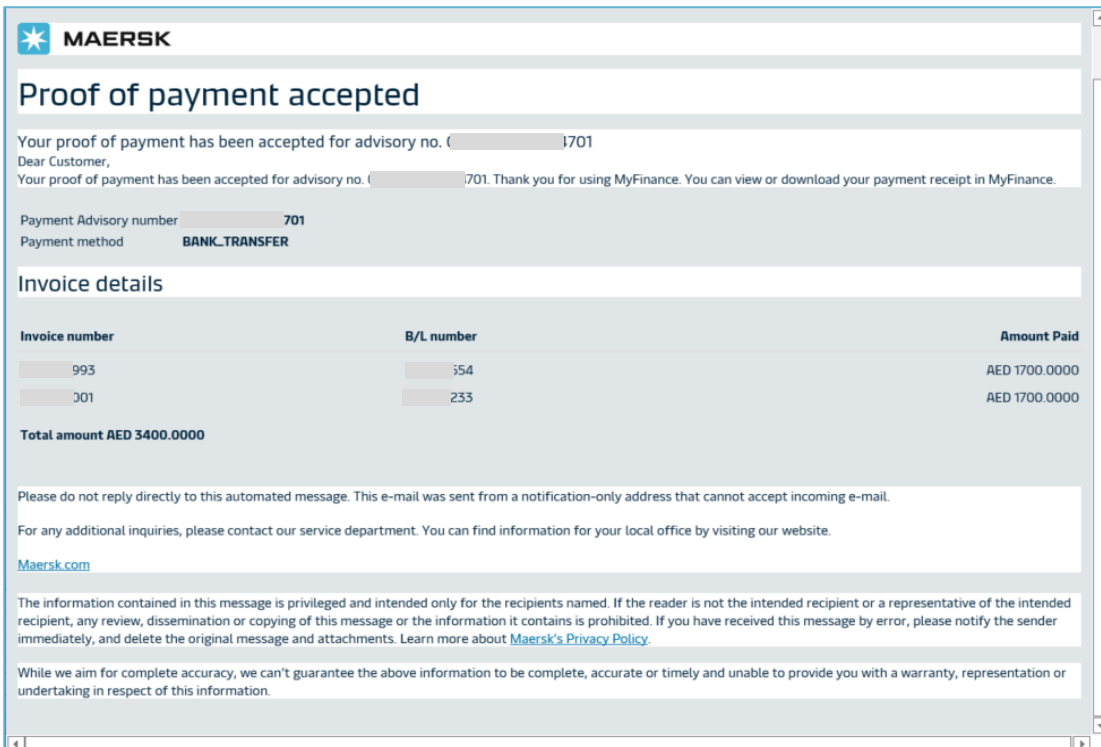
Paid invoices Sort by: Invoice Date (latest)

Invoice number	Bill of lading no.	Customer reference	Paid date	Paid amount	Payment receipt	Status
040	380	040	27 SEP 2023	AED 2,000.00	715 incoming payment	-
			Inv. date 27 SEP 2023	Inv. amount AED 2,000.00		

1 Invoice selected Total: AED 2,000.00

Download

- An E-Mail notification will be sent to customer E-Mail address that are shared while submitting the remittance after approving remittance request:



MAERSK

Proof of payment accepted

Your proof of payment has been accepted for advisory no. ()701
Dear Customer,
Your proof of payment has been accepted for advisory no. ()701. Thank you for using MyFinance. You can view or download your payment receipt in MyFinance.

Payment Advisory number 701
Payment method BANK_TRANSFER

Invoice details

Invoice number	B/L number	Amount Paid
993	54	AED 1700.0000
001	233	AED 1700.0000
Total amount AED 3400.0000		

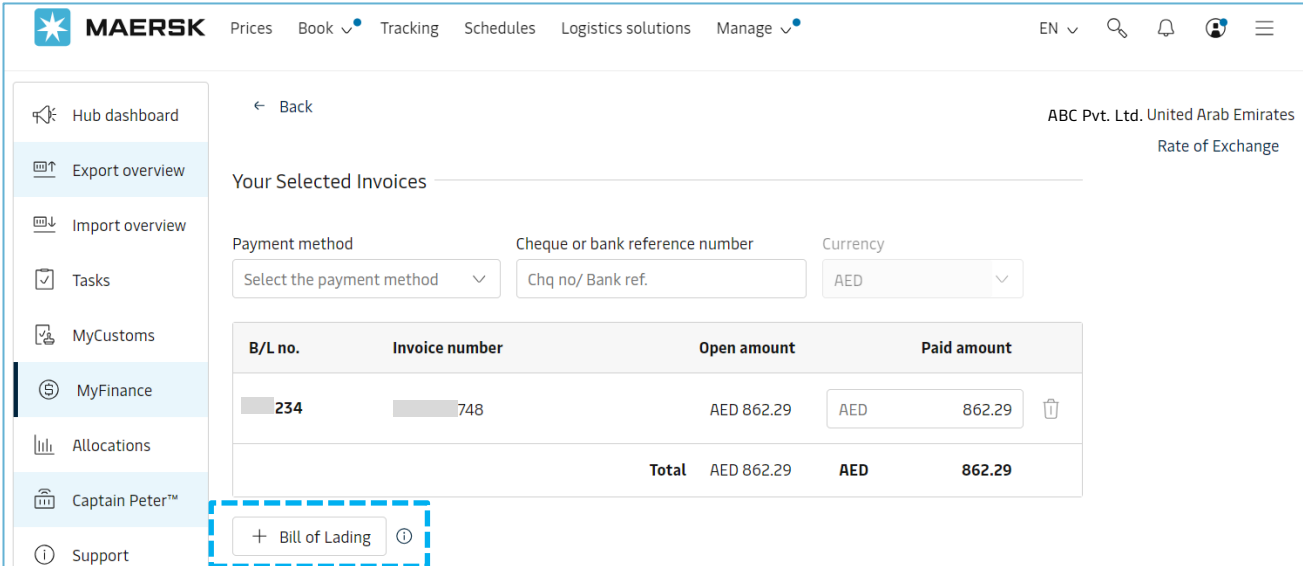
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Maersk.com

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While we aim for complete accuracy, we can't guarantee the above information to be complete, accurate or timely and unable to provide you with a warranty, representation or undertaking in respect of this information.

10. How to submit the remittance for multiple BLs:

- Click on **" + Bill of Lading "** button to submit additional remittance details

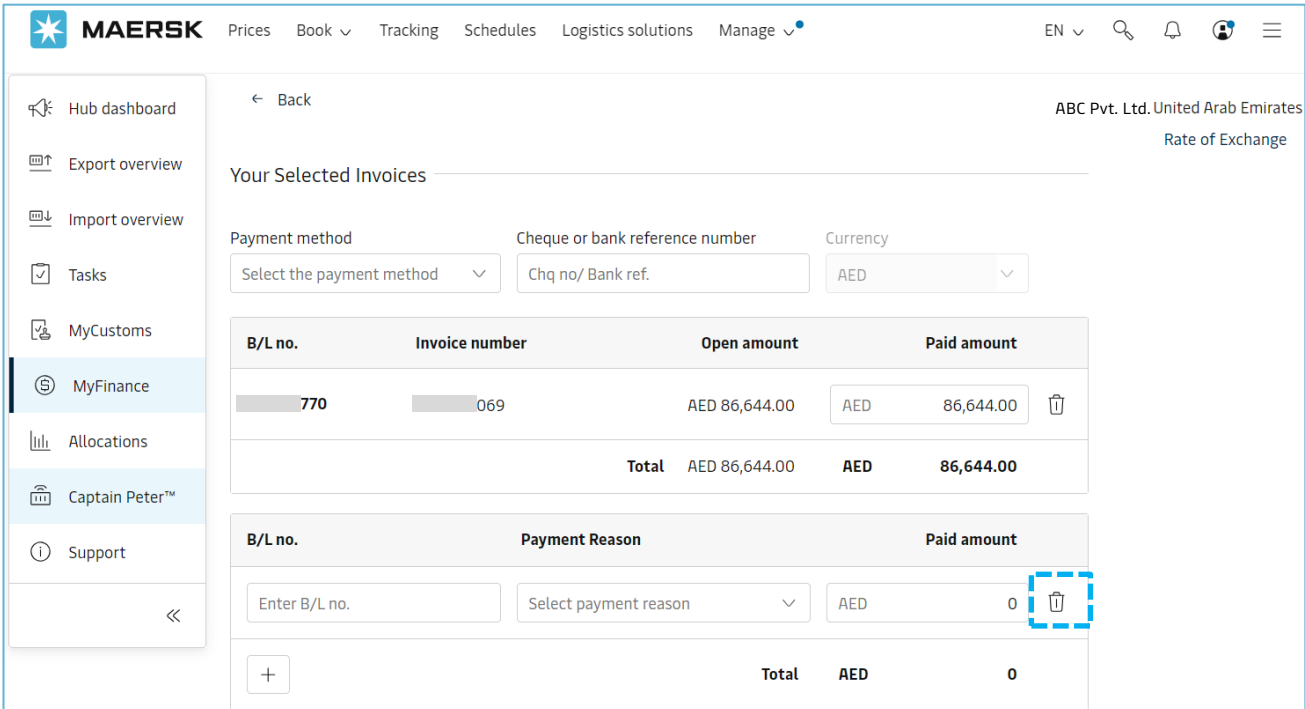


The screenshot shows the MAERSK MyFinance interface. The top navigation bar includes 'Prices', 'Book', 'Tracking', 'Schedules', 'Logistics solutions', and 'Manage'. The user is logged in as 'ABC Pvt. Ltd. United Arab Emirates' with a 'Rate of Exchange' option. The left sidebar contains navigation items: 'Hub dashboard', 'Export overview', 'Import overview', 'Tasks', 'MyCustoms', 'MyFinance' (selected), 'Allocations', 'Captain Peter™', and 'Support'. The main content area is titled 'Your Selected Invoices' and includes a 'Back' button. Below this, there are input fields for 'Payment method' (a dropdown menu), 'Cheque or bank reference number' (a text field with 'Chq no/ Bank ref.'), and 'Currency' (a dropdown menu set to 'AED'). A table displays the following data:

B/L no.	Invoice number	Open amount	Paid amount
234	748	AED 862.29	AED 862.29
Total		AED 862.29	AED 862.29

At the bottom of the table, a '+ Bill of Lading' button is highlighted with a dashed blue box.

- Use **"Delete"** icon to delete the newly added BL line item (if not required)

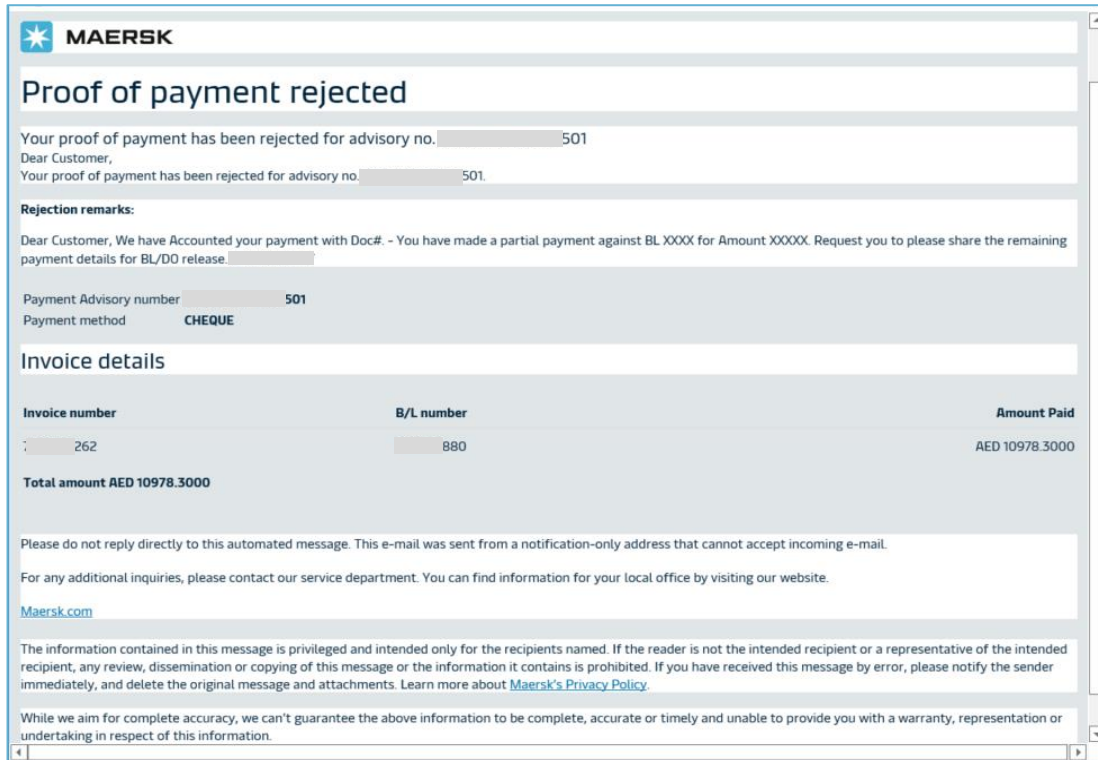
The screenshot shows the MAERSK MyFinance interface with a new BL entry form. The top navigation bar and user information are the same as in the previous screenshot. The left sidebar is also the same. The main content area is titled 'Your Selected Invoices' and includes a 'Back' button. Below this, there are input fields for 'Payment method' (a dropdown menu), 'Cheque or bank reference number' (a text field with 'Chq no/ Bank ref.'), and 'Currency' (a dropdown menu set to 'AED'). A table displays the following data:

B/L no.	Invoice number	Open amount	Paid amount
770	069	AED 86,644.00	AED 86,644.00
Total		AED 86,644.00	AED 86,644.00

Below the table, there is a form for adding a new BL entry. It includes input fields for 'B/L no.' (with placeholder 'Enter B/L no.'), 'Payment Reason' (a dropdown menu), and 'Paid amount' (with value '0'). A 'Delete' icon (trash can) is highlighted with a dashed blue box next to the 'Paid amount' field.



11. What would happen if incorrect details got updated while submitting the payment remittance
- Your submitted remittance will get **rejected** and you will get below email notification
 - Customers need to resubmit the remittance request with correct details



12. How will this **benefit** customer?

- It is a standard way of submitting payment remittances requests.
- A shorter turnaround time for payment application and AFR closure results into faster cargo release.
- Reduction in follow-up E-Mails to customers for getting required information for payment application.
- Reduced customer waiting time result in increased customer satisfaction.
- Notification to customers when request approved along with payment receipt.
- Live status of remittance submitted.

13. Who should I **contact** in case of an issue with MyFinance access

- Option 1: Please use [Live Chat](#) option on www.maersk.com
- Option 2: Please send an email to CENWWWVSVCREG@maersk.com

14. Who should I contact in case of an issue with payment posting or receipt

- Please reach out to your regular contact person with payment reference and invoice reference