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# MYFINANCE - MANUAL

Version: 06 / 2016



## MyFinance:

### Account management made easy

At Maersk Line, we are dedicated to providing you with intelligent transportation solutions that propel your ambitions each and every day. We want to be your carrier of choice by offering a host of solutions that simplifies your shipping experience. One such tool that we offer is MyFinance.

MyFinance is our free web-based ecommerce tool that makes it easier for you to manage your Maersk Line account online. MyFinance eliminates manual processes that are usually required when viewing invoices, checking the account balance or raising a dispute. MyFinance provides real time information, hence everything you need to manage your account is available online and accessible around the clock.


#### WHAT ARE THE FUNCTIONALITIES AND BENEFITS OF MYFINANCE?

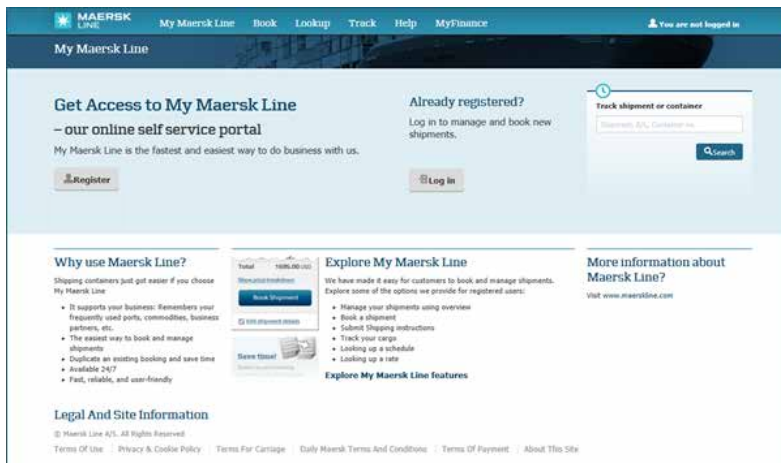
- **View your invoice**  
View all your invoices with a few clicks, eliminating the need to manually request for an invoice.
- **Raise your dispute**  
By raising your disputes in the MyFinance platform, your dispute will be logged in our system immediately.
- **Check your balance**  
MyFinance eliminates confusion about account balance by providing more visibility to your statements, which improves accounting processes and cash management.
- **Pay online**  
**Card Payment** - Pay your invoices online now using card payments in the following locations: United States, Spain, Portugal, Netherlands, Germany, Canada, United Kingdom, Ireland, France, Belgium, Italy, Australia, Japan, Hong Kong, Singapore, Macau, Malaysia, Ecuador, Peru, Bolivia, Chile, Cyprus, Greece, Slovenia, Malta, Slovakia, Finland, Latvia, Lithuania and Estonia  
**SmartPay** - SmartPay is available in the following locations: United States, Canada, United Kingdom, Spain, Italy, Ireland, France, Portugal, Australia, Netherlands, Belgium, Germany, New Zealand, Austria

MyFinance is available 24/7 and offers easy management of financial transactions, saving you time and costs. To see how simple it is to manage your Maersk Line account, register on [www.my.maerskline.com](http://www.my.maerskline.com) today!

# It's easy to register

To access MyFinance, users need to register on my.maerskline.com

**Step 1:** From the homepage of my.maerskline.com, click 



**Step 2:** Fill in your details in the form provided, accept the terms and click 

**Step 3:** You will now receive an email confirming your registration.

registration@maersk.com  
to me

Dear Cornelia Pereira

Your registration request has been forwarded to the administrator for approval

You will be informed by email when your request has been approved.

If you have general questions about Maersk Line, please go to <http://www.maerskline.com> or contact your local office.

Office name : Maersk Line Agency  
Office city : Aarhus  
Phone : 45-89348000  
Email : [pia.aggerholm@maersk.com](mailto:pia.aggerholm@maersk.com)

Thank you for using Maersk Line online services.

Yours sincerely,  
Maersk Line

Please do not reply to this email, as we are unable to respond from this email address.

# MyFinance Functionalities

## Account Profile

### What are the functionalities and benefits of MyFinance?

Choose your language from a drop down menu and click on [Change Language](#)

**Your Profile**

Select the language for MyFinance

English

- English
- Spanish
- Portuguese
- Chinese Traditional
- Chinese Simplified
- Japanese
- French
- Russian
- Italian
- Arabic

## Multiple Accounts

MyFinance allows you to manage multiple accounts in a single platform.

Search | Open Invoices | ePayment | Credits | Paid Invoices | Dispute Cases | eStatement | Switch Account | Log Off

Select your account.

Your account with us	Customer No.
<a href="#">[Account Link]</a>	1000000078179
<a href="#">[Account Link]</a>	1000420005578

Invoice No.

Bill of lading No.

Your account with us	Customer No.
<a href="#">[Account Link]</a>	1000000078179
<a href="#">[Account Link]</a>	1000420005578

Select the language for MyFinance

Select Language

You can select the customer code and if you have only the Bill of Lading No. or Invoice No., you can search on which customer code this invoice belongs to.

MAERSK LINE | My Maersk Line | Book | Lookup | Track | Help | MyFinance

MyFinance

Search | Open Invoices | ePayment | Paid Invoices | Dispute Cases | eStatement | Profile | Switch Account

Select your account.

Your account with us	Customer No.
<a href="#">[Account Link]</a>	1000000078179
<a href="#">[Account Link]</a>	1000420005578

Invoice No.

Bill of lading No.

Your account with us	Customer No.
<a href="#">[Account Link]</a>	1000000078179
<a href="#">[Account Link]</a>	1000420005578

Select the language for MyFinance

English

# Search documents

With your MyFinance account, you can search for one or multiple documents.

Simply provide **one** of the following: Invoice No., Bill of Lading No., or Customer Ref. No. Then check the tick box of the document you are searching for.

In the example below, the user provided the Invoice No.

Across the Invoice No. field, click **Add New**

Copy or paste your Invoice No. Click **OK**

After clicking on **Search** a list of documents relevant to your search parameters will appear.

Invoice No.	Bill of Lading No.	Customer Ref. No.	Due	Invoiced Amount	Open	Action
<input type="checkbox"/> 5346283221	585145799	5246283221	26/11/2012	USD 25.00	USD 25.00	
<input type="checkbox"/> 524748625	560767238	40-30-017991	17/10/2013	USD 50.00	USD 50.00	
<input type="checkbox"/> 5247522892	5288P2844	5247522892	28/10/2013	USD 312.00	USD 312.00	

# Open Invoices

With your MyFinance account, you can view all open invoices. You can print your invoices or create a dispute case.

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Date	Invoiced Amount	Open	Actions
3645042408	863095238	EXPORT	3645042408	2018-01-22	2018-01-22	980.00	980.00	[Icons]
3645050400	861483030	EXPORT	3645050400	2018-01-22	2018-01-22	980.00	980.00	[Icons]

You can select and de-select invoices by clicking **Select All** or **Deselect All**

	Invoice No.	Bill of Lading No.	Invoice Typ
<input checked="" type="checkbox"/>	3645042408	863095238	EXPORT
<input checked="" type="checkbox"/>	3645050400	861483030	EXPORT
<input checked="" type="checkbox"/>	3645050887	867575840	EXPORT
<input checked="" type="checkbox"/>	3645050954	863095238	EXPORT
<input checked="" type="checkbox"/>	3645051158	861486710	EXPORT
<input checked="" type="checkbox"/>	3645052647	861387708	EXPORT
<input checked="" type="checkbox"/>	3645052113	867565831	EXPORT
<input checked="" type="checkbox"/>	3645052823	867575840	EXPORT
<input checked="" type="checkbox"/>	3645053437	861483030	EXPORT
<input checked="" type="checkbox"/>	3645053638	861486710	EXPORT
<input checked="" type="checkbox"/>	3645053687	861505534	EXPORT
<input checked="" type="checkbox"/>	3645053873	867565831	EXPORT
<input checked="" type="checkbox"/>	3645053975	861484004	EXPORT
<input checked="" type="checkbox"/>	3645054817	861484004	EXPORT
<input checked="" type="checkbox"/>	3645054350	867565831	EXPORT
<input checked="" type="checkbox"/>	3645055113	CF6884	INVOICE

[Select All] [Deselect All] [Download Selected Entries]

You can download selected entries in either CSV or PDF format.

Downloaded Invoices

Download CSV

Download PDF

You can also export the list of invoices to Microsoft Excel by clicking **Export to Excel**

List of Open Invoices

Invoice No.	Bill of Lading No.	Invoice Type	Invoice Date	Customer Ref. No.	Date	Invoiced Amount	Country	Open	Country
3645042408	863095238	EXPORT	2018-01-22	3645042408	2018-01-22	980.00	USA	980.00	USA
3645050400	861483030	EXPORT	2018-01-22	3645050400	2018-01-22	980.00	USA	980.00	USA

You can raise a mass dispute on selected invoices by clicking **Mass Dispute**

MAERSK LLMC My Maersk Line Stock Logout Track Help MyFinance

Enter Dispute Case

To create a dispute case for the following document, enter the required data.

To cancel your inquiry please Send.

To return to the previous screen please Back.

Invoice No.	Invoice Date	Date	Amount	Open
3645042408	Tue Apr 08 2014	01-May-2014	980.000000	980.000000
3645050400	Tue Apr 08 2014	03-May-2014	980.737800	980.737800
3645053873	Thu Apr 10 2014	03-May-2014	980.270000	980.270000

3645042408

Comment:

Dispute: 3645042408

Event:

Contract Number: 451111111

Alternative Email:

Approved File Download Total Size is 1KB

Cancel

You can raise a single dispute by clicking on the bubble icon

Invoice No.	Bill of Lading No.	Invoice Type	Invoice Date	Date	Invoiced Amount	Open	Actions
3645042408	863095238	EXPORT	2018-01-22	2018-01-22	980.00	980.00	[Bubble]

Enter all the necessary information and upload a document as necessary (not mandatory) and click **SEND**. This will ensure your dispute is immediately sent to the dispute team for further processing.

To create a dispute case for the following document, enter the required data.

To cancel your inquiry please Send.

To return to the previous screen please Back.

Invoice No.	Invoice Date	Date	Invoiced	Open
3645042408	Friday, 01-22-14	Apr 8, 2014	980.000000	980.000000

3645042408

Comment:

Dispute:

Event:

Contract Number:

Alternative Email:

Approved File Download Total Size is 1KB

Click for "Attachments"

Cancel

By clicking on **Find Invoices** you can perform a search of open invoices by providing one of the following: Bill of Lading No., Invoice Date, Invoice Amount or Open Amount.

Search Open Invoices ePayment Credits Paid Invoices

Open Invoices

Search for Invoice

Hide Search

Display All Invoices

Bill of Lading No.  Add New

Invoice Date: (Day/ Month/ Year)    To

Invoice Amount  To

Open Amount  To

Find



# Paid Invoices

With your MyFinance account, you can view paid invoices. You can select and download invoices, export the list of invoices to Microsoft Excel and create a dispute case.

Search	Open Invoices	ePayments	Paid Invoices	Dispute Cases	eStatements	Switch Account	Log Off				
<b>List of Invoices Paid or Payment Arranged</b>											
To display paid invoices, select the appropriate search criteria											
Status Processed		Period Last 30 Days		Find				Extend Search			
Invoice No.	Bill of Lading No.	Invoice Type	Clearing Document	Invoice Date	Due	Invoice Amount	Paid Date	Paid Amount	Status	Payment Method	Actions
<input type="checkbox"/> 1900274526	860109621	EXPORT	3400116775	Mon Mar 15 2010	15-Mar-2010	USD 436.62	07-Apr-2010	USD 436.62	Processed	Other Payments/Settlements	
<input type="checkbox"/> 1900275718	860007997	EXPORT	3400116775	Mon Mar 15 2010	15-Mar-2010	USD 1,983.10	07-Apr-2010	USD 1,983.10	Processed	Other Payments/Settlements	
<input type="checkbox"/> 1900277707	860093872	EXPORT	3400116775	Mon Mar 15 2010	15-Mar-2010	USD 436.62	07-Apr-2010	USD 436.62	Processed	Other Payments/Settlements	
<input type="checkbox"/> 5644721562	860220654	EXPORT	3400476198	Tue May 04 2010	04-May-2010	USD 436.62	23-Jul-2010	USD 436.62	Processed	Other Payments/Settlements	
<input type="checkbox"/> 5644732683	860586913	EXPORT	3400447368	Sat Jun 19 2010	19-Jun-2010	USD 1,783.10	20-Jul-2010	USD 1,783.10	Processed	Other Payments/Settlements	
<input type="checkbox"/> 5644732684	551559234	EXPORT	3501093680	Sat Jun 19 2010	19-Jun-2010	USD 240.86	07-Sep-2010	USD 240.86	Processed	Other Payments/Settlements	
<input type="checkbox"/> 5644732685	551559216	EXPORT	3501093680	Sat Jun 19 2010	19-Jun-2010	USD 205.76	19-Dec-2011	USD 502.30	Processed	Other Payments/Settlements	

By clicking on **Extend Search** you can perform an advanced search of paid invoices according to your required criteria. You can further narrow your search by providing specific information such as the Bill of Lading No., Invoice Amount or Paid Amount.

## List of Invoices Paid or Payment Arranged

To display paid invoices, select the appropriate search criteria

**Status**

**Period**

**Search for Invoices**

**Hide Search**

**Display All Invoices**

**Bill of Lading No.**

**Invoice Amount**  **To**

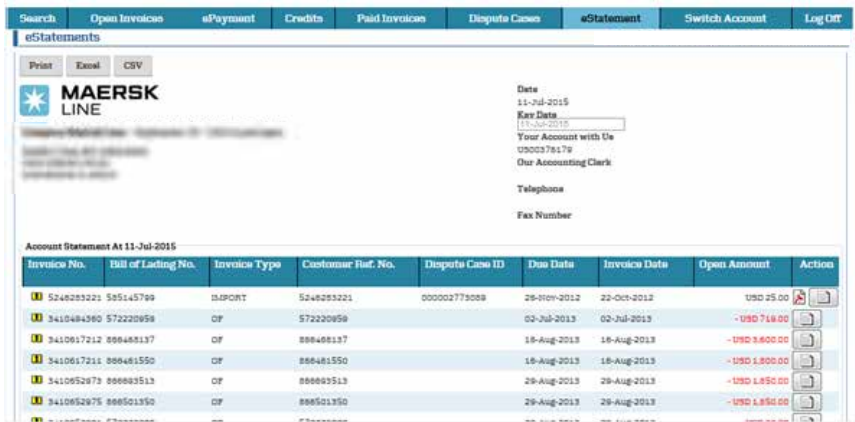
**Paid Amount**  **To**

**Text in Payment Method**

**Find**

# eStatements

With your MyFinance account, You can view or download your statement of account.

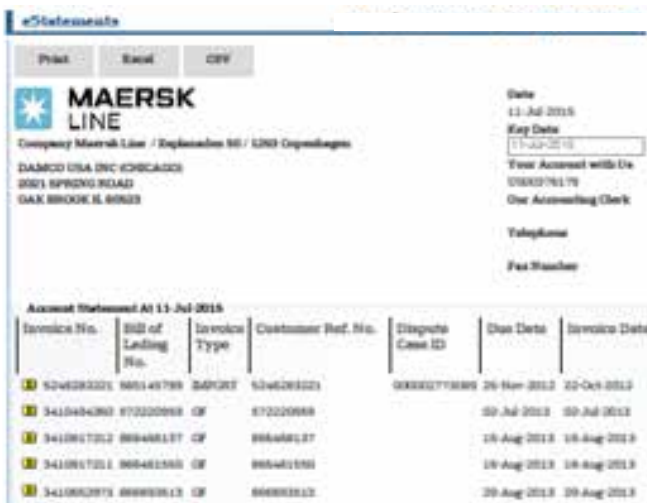


You can print your statements in PDF or export to Microsoft Excel by clicking

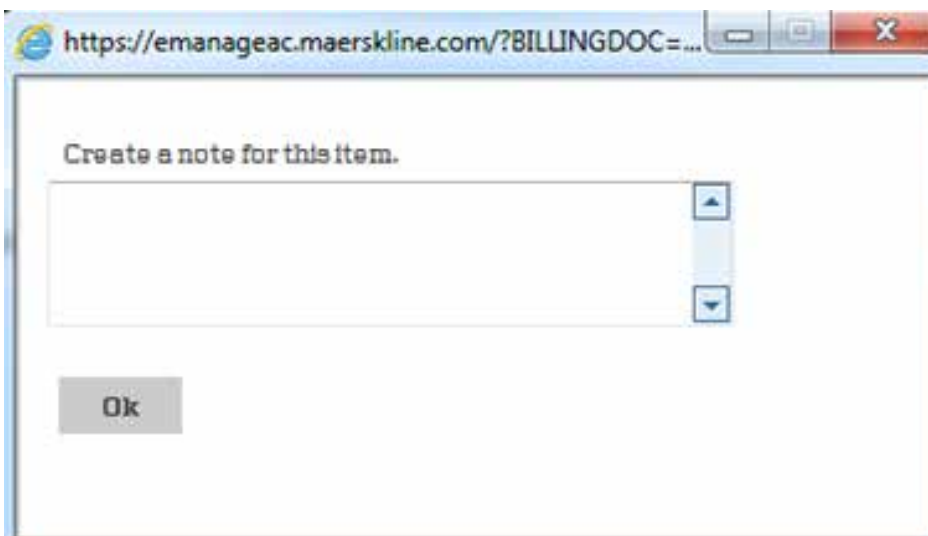
Print

or

Excel



You can add notes for your future reference.





# Dispute Cases

By raising your disputes in the MyFinance platform, you can rest assured that you will get your dispute logged on immediately.

Case ID	Invoice No.	Bill of Lading No.	Invoice Date	Invoice Type	Amount Disputed	Reason	Status	Created On
000003656648	5644733584	551559234	19-Jun-2010	EXPORT	USD 0.00	Incorrect Rates	New	09 July 2015 13:47:33
000003656655	5644917502	859959268	06-Jun-2012	EXPORT	USD 0.00	Incorrect Payer	New	09 July 2015 11:28:22
000003656654	5644986572	865163851	07-Apr-2013	EXPORT	USD 0.00	Incorrect Rates	New	09 July 2015 11:27:40
000003656653	5645048628	867482440	20-Mar-2014	EXPORT	USD 0.00	Already Paid	New	09 July 2015 11:26:12
000003656652	5645048628	562881470	20-Mar-2014	EXPORT	USD 0.00	Incorrect Payer	New	09 July 2015 11:25:20
000003656647	5644762048	859667932	10-Oct-2010	IMPORT	USD 0.00	Already Paid	New	09 July 2015 11:21:07
000003656646	5644735968	551559234	30-Jun-2010	EXPORT	USD 0.00	Missing Information	New	09 July 2015 10:56:04
000003656645	5644987051	865628423	09-Apr-2013	EXPORT	USD 0.00	Missing Information	New	09 July 2015 10:55:29

You can view your dispute cases by selecting the status and period of the dispute.

Status:    
 Period:

Case ID	Invoice No.	Bill of Lading No.	Invoice Date
000003656655	5644917502	859959268	06-Jun-
000003656654	5644986572	865163851	07-Apr-
000003656653	5645048628	867482440	20-Mar-
000003656652	5645048628	562881470	20-Mar-

By clicking on  you can perform an advanced search of dispute cases according to your required criteria. You can also search for a dispute case by providing the Case ID, Invoice No., or Bill of Lading No.

Status:    
 Period:

Search for Disputes

Case ID    
 Invoice No.    
 Bill of Lading No.

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**CARD PAYMENT**

# Card Payment (for 3DS countries)

This manual covers the following markets: Canada, United Kingdom, Ireland, France, Italy, Australia, Japan, Singapore and Malaysia.

## HOW TO GET STARTED:

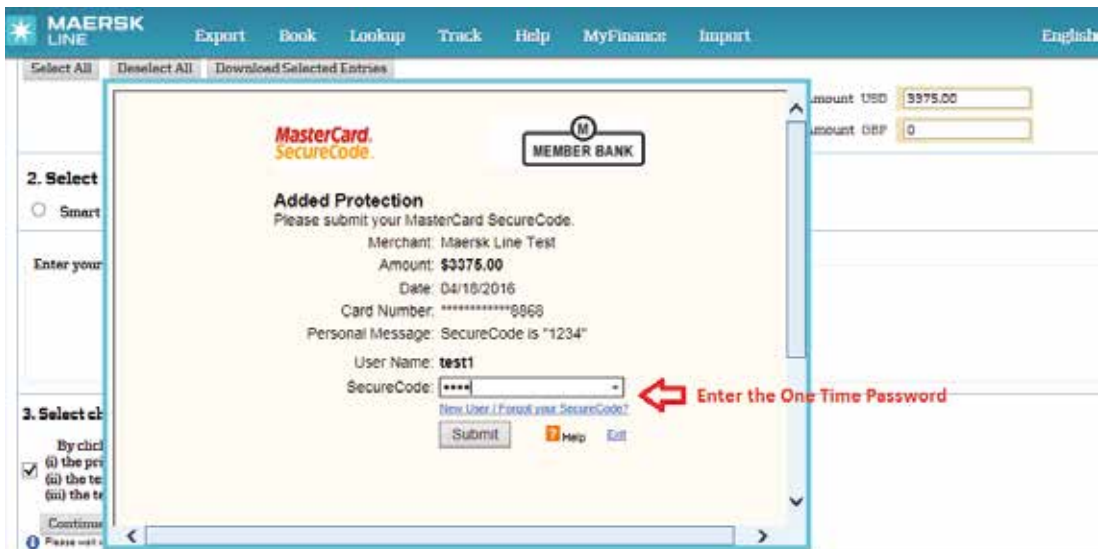
- 1) Go to 'ePayments' tab
- 2) Select the invoices to be paid. The payment amount will get highlighted.
- 3) For countries with both SmartPay and Credit card functionality, please select the payment method using the radio buttons.
- 4) Accept the Terms and Conditions
- 5) Click on 'Continue'. Please refer the screenshot below.

The screenshot displays the MAERSK LINE ePayments interface. At the top, there is a navigation bar with options like 'Export', 'Book', 'Lookup', 'Track', 'Help', 'MyFinance', and 'Import'. Below this is a table of invoices with columns for invoice ID, invoice number, invoice type, invoice date, invoice due date, invoice amount, and invoice total. A red arrow points to the 'Select Invoices' button below the table. Below the table, there are buttons for 'Select All', 'Deselect All', and 'Download Selected Entries'. A red arrow points to the 'Payment Amount' field, which shows USD 2,978.00. Below this, there are radio buttons for 'Smart Pay' and 'Credit Card', with a red arrow pointing to the 'Credit Card' option. Below the radio buttons, there is a section for entering credit card details, including fields for Cardholder Name, Card Type, Card Number, Expires (MM/YY), and Card Verification Code/Value. A red arrow points to the 'Enter Card Details' button. Below this, there is a section for accepting terms and conditions, with a red arrow pointing to the 'Accept the Disclaimer' button. The 'Continue' button is at the bottom of the form.

If a pop up screen asking for a one time password appears:

- Enter a password
- Click on 'Submit'

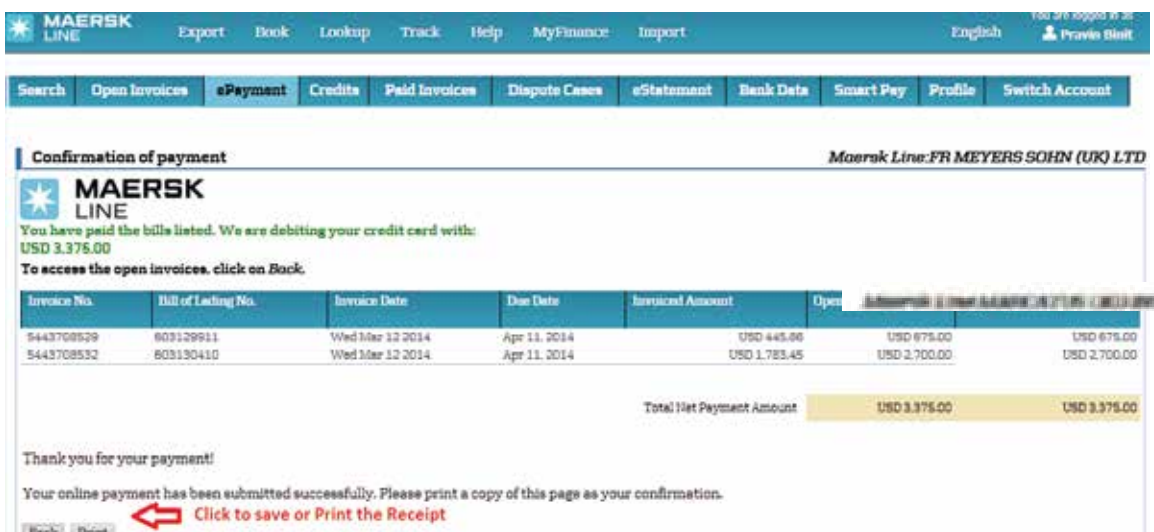
If you click on 'Exit', your transaction will be terminated and you will need to start the payment process again. Please refer to the screenshot on the next page.



6) Review card details, invoices, amount and currency from the Summary page. If correct, proceed with the payment and click on 'Pay'. Click on 'Back' if there are changes needed and you will need to start the payment again. Please refer to the screenshot below.



7) Payment gets authorised in less than 5 seconds and you can take the print receipt by clicking on 'Print'.



8) Once payment has been authorised, the invoices are moved from 'Open Invoices tab' to 'Paid Invoices' tab and will have an 'In Process' status.

9) The invoices will move to 'Processed' status within next 1 hour. You may take the Official Print receipt as well.

# Card Payment (Non 3DS countries)

This part of the manual is applicable to our Non 3DS countries - United States, Spain, Portugal, Netherlands, Germany, Belgium, Hong Kong, Macau, Ecuador, Peru, Bolivia, Chile, Cyprus, Greece, Slovenia, Malta, Slovakia, Finland, Latvia, Lithuania and Estonia.

## New Card to pay online

Select the invoice that you would like to pay. For countries with both SmartPay and Card Payment functionality, please select the payment method using the radio buttons.

Then Click Radio button 'New Credit Card', enter card details, including CVV, agree to terms and conditions and select CONTINUE to next page to PAY.

## Confirm selection and pay

Review selections for payment and select pay.

## Confirmation of successful payment

Receive confirmation of payment acceptance.

## Payment receipt

This shows successful payment, with reference to the card used and amount paid in green.

### Confirmation of payment

**You have paid the bills listed. We are debiting your credit card MC 4444 with: USD 999.00**

To access the open invoices, click on **Back**.

Invoice No.	Invoice Date	Due Date	Invoiced Amount	Open Amount	Payment Amount
3100000028	Wed Sep 16 2015	Sep 16, 2015	USD 999.00	USD 999.00	USD 999.00
<b>Total Net Payment Amount</b>				USD 999.00	USD 999.00

Thank you for your payment!

Your online payment has been submitted successfully. Please allow up to three business days for your payment to be processed. Please print a copy of this page as your confirmation.

Back
Print

## Card Registration - Advance Payment Card Registration

Customer can store card details in advance of payment to save time later on. Card number is securely stored showing only the last 4 digits of the card number.

Search
Open Invoices
ePayment
Credits
Paid Invoices
Dispute Cases
eStatement
Bank Data
Credit Cards
Profile

### Credit Cards

Card Type	Card Number	Expires (MM/YYYY)	Cardholder	Credit Card Description	Delete
New entry					
<div style="border: 1px solid #000; padding: 2px;"> <span style="font-size: 0.8em;">▼</span> Visa Card                 </div>	<div style="border: 1px solid #000; padding: 2px;">                     *****1111                 </div>	<div style="border: 1px solid #000; padding: 2px;">                     /                 </div>	<div style="border: 1px solid #000; padding: 2px;">                     /                 </div>	<div style="border: 1px solid #000; padding: 2px;">                     /                 </div>	<div style="border: 1px solid #000; padding: 2px;">                     /                 </div>
<div style="display: flex; justify-content: space-between;"> <span>Save</span> <span>Back</span> </div>					

↑ Secure Credit Card Number

Once card is registered, customer can amend details (e.g. expiry date) or delete card.

Search
Open Invoices
ePayment
Credits
Paid Invoices
Dispute Cases
eStatement
Bank Data
Credit Cards
Profile

### Credit Cards

Responsible Contact Person

Card Type	Card Number	Expires (MM/YYYY)	Cardholder	Credit Card Description	
Visa Card	*****1111	09/2015	AUTHORISED	VCA1111	<div style="border: 2px solid red; padding: 2px; font-size: 0.7em; color: red;">                             Edit                         </div>



## For payment with pre-registered cards

Select invoices of same currency, select card, enter CVV, agree to terms and conditions and select continue to next page to pay.

The screenshot shows the 'ePayment' section of the Maersk portal. It is divided into three steps:

- 1. Select all invoices that you would like to pay:** A table lists two invoices. The second invoice (3100000048) is selected. A red arrow points to the 'Select Invoice' text. Below the table, the 'Payment Amount' is set to USD 1100.
- 2. Select the payment method you want to use. You are paying with:** The 'MC 4444' card is selected. A red arrow points to 'Select Existing Card'. The 'Card Verification Code/Value' is entered as 555. A red arrow points to 'Enter CVV Number'.
- 3. Choose Continue to check and confirm your payment.** A checkbox is checked to agree to terms and conditions. A red arrow points to 'Accept Terms and Conditions'.

## One-time payment without advance card registration

Select the invoice that you would like to pay. Then, tick checkbox 'Only use for this payment transaction', enter card details, CVV, agree to terms and conditions and select continue to pay.

The screenshot shows the 'Open Invoices' section of the Maersk portal. It is divided into three steps:

- 1. Select all invoices that you would like to pay:** The first invoice (3100000028) is selected. A red arrow points to 'Select Invoices'. Below the table, the 'Payment Amount' is set to USD 999.
- 2. Select the payment method you want to use. You are paying with:** The 'Payment Method not yet known' dropdown is selected. A red arrow points to 'Select New Card' and 'New Credit Card'. The 'Enter your credit card data' section is highlighted with a red box. It includes fields for Card Type (Master Euro Card), Card Number, Expires (09/2015), and Card Verification Code/Value (555). A checkbox 'Only use for this payment transaction' is checked. A red arrow points to 'Tick Box'. The 'Credit Card Description' is 'MCW4444' and the 'Cardholder' is 'ALDI-KRUSEID'. A red arrow points to 'Enter Card Details'.
- 3. Choose Continue to check and confirm your payment.** A checkbox is checked to agree to terms and conditions. A red arrow points to 'Accept Terms and Conditions'. The 'Continue' button is highlighted with a red box.

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**SMARTPAY**

# SmartPay

Smart Pay is available in United States, Canada, United Kingdom, Spain, Italy, Ireland, France, Portugal, Australia, Netherlands, Belgium, Germany, New Zealand and Austria

## Registration to SmartPay

Registration and sign up to SmartPay, is done at the "SmartPay" tab. There are three sections on this tab:

- (1) Top - Existing accounts already setup with Maersk and authorized to be used for SmartPay payments.
- (2) Middle - Existing accounts setup with Maersk, but not yet authorized for SmartPay use
- (3) Bottom - New account setup and "SmartPay" authorization for use.

Top section is informational only. While middle and bottom sections are where the customer takes action and is described below.

## Authorizing use of an existing bank account (Middle)

In the "SmartPay" tab, all existing bank accounts that are maintained with Maersk will be displayed. An existing account can be chosen for SmartPay usage.

After clicking on the "SmartPay" tab, simply select the existing account to be authorized for SmartPay use.

The screenshot shows the Maersk MyFinance interface. The top navigation bar includes 'Export', 'Book', 'Lookup', 'Track', 'Help', 'MyFinance', and 'Import'. The 'Smart Pay' tab is highlighted in the top navigation bar. Below the navigation bar, the 'Grant or change automatic debit authorization' section is visible. A table lists existing bank accounts with a 'tick mark' in the 'Automatic Debit Authorization' column, indicating selection. A red arrow points to the 'tick mark' with the text 'Select an existing account, by "tick mark"'. Another red arrow points to the 'Smart Pay' tab with the text 'Choose "SmartPay" tab'.

Automatic Debit Authorization	Country	Bank Number	Account Number	IBAN	BIC/SWIFT	Account Holder	Account Description
<input checked="" type="checkbox"/>	CA	001610292	126131070		NRCCATT	MARACATUS QUES /INC	

A pop up box containing terms and conditions will appear. Confirm to terms and conditions, and press "Save".

The screenshot shows the 'Grant or change automatic debit authorization' page in the MyFinance system. A modal window titled 'Smart Pay - Terms and Conditions' is displayed, containing the following text:

By clicking here you agree to  
 (i) The privacy and cookie policy (<http://terms.maerskline.com/privacy>),  
 (ii) The terms of use (<http://my.maerskline.com/terms-of-use>) and  
 (iii) In case of European payments, the SEPA rules governed by the European payment council (<http://www.europeanpaymentcouncil.eu/index.cfm/sepa-direct-debit/sepa-direct-debit-core-scheme-odd-core>)  
 (iv) If you pay in UK in GBP currency you agree to the terms as defined by BACS (<http://www.bacs.co.uk/Bacs/Businesses/BacsDirectCredit/Pages/BacsDirectCredit.aspx>)  
 (v) Ensure that your account has sufficient funds, that your account is unblocked, and that your bank will accept electronic payment requests. Failure to do so could result in a service fee being assessed on your account for any failed payments.

The 'Save' button and the 'Agree' checkbox in the modal are highlighted with red boxes and red arrows.

Click "Agree" to the terms and conditions, and press "Save".

## Using a new bank account (Bottom)

If a bank account is not maintained already with Maersk, or a new bank account should be created for SmartPay usage only – a request for creation of a new bank account can be done at the bottom section of "SmartPay" tab.

The screenshot shows the 'Grant or change automatic debit authorization' page. The 'Automatic Debit Authorization for New Bank Details' section is highlighted with a red box. This section contains the following fields:

- Account Description
- Bank Number
- Account Holder
- Country
- BIC/SWIFT
- Account Number

An arrow points to this section with the instruction: "Fill out the required fields, and attach supporting documentation - which can be a copy of a cheque or copy of a statement of account, as a proof of ownership of the bank account."

A mail will be sent for confirmation of the bank account creation, or decline of the request.

## Using a new bank account – in United Kingdom

For a bank account to be created for SmartPay usage in United Kingdom in GBP currency, it is required to upload a Direct Debit Instruction (DDI), when raising the request for a new bank account.

**Grant or change automatic debit authorization**

Your Automatic Debit Authorizations

Bank Details Name

Until further notice, I hereby instruct you to collect the amount of the invoices selected for payment via Smart Pay. Collection will be done via the account selected for Smart Pay. I confirm to have ensured that the account selected has sufficient funds to cover the amount of the selected invoices, and that my account is unblocked for collection.

Automatic Debit Authorization for Existing Bank Details

Automatic Debit Authorization	Country	Bank Number	Account Number	IBAN	BIC/SWIFT	Account Holder	Account Description
<input checked="" type="checkbox"/>	CA	001610292	126131070				

Automatic Debit Authorization for New Bank Details:

Account Description:

Bank Number:

Account Holder:

Country: **Great Britain** (dropdown menu)

BIC/SWIFT:

IBAN:

Upload Files:

BACS Account?

Authorize for smart way?

Save Back

Confirm to terms and conditions, and press “Ok”. Then upload a signed copy of a instruction, and press “Save”.

**Grant or change automatic debit authorization**

Your Automatic Debit Authorizations

Bank Details Name

Until further notice, I hereby instruct you to collect the amount of the invoices selected for payment via Smart Pay. Collection will be done via the account selected for Smart Pay. I confirm to have ensured that the account selected has sufficient funds to cover the amount of the selected invoices, and that my account is unblocked for collection.

Automatic Debit Authorization for Existing Bank Details

Automatic Debit Authorization	Country	Bank Number	Account Number	IBAN	BIC/SWIFT	Account Holder	Account Description
<input checked="" type="checkbox"/>	CA	001610292	126131070				

Automatic Debit Authorization for New Bank Details:

Account Description:

Bank Number:

Account Holder:

Country: **Great Britain** (dropdown menu)

BIC/SWIFT:

IBAN:

Upload Files:

BACS Account?

Authorize for smart way?

Save Back

**BACS Account- Terms and Conditions**

To allow for a BACS Direct Debit, we need an attached and confirmed DDI or Authority given to the paying bank to allow Direct Debit collections from the selected account. The service user name must be clearly shown on the DDI (Direct Debit Instructions) and where collection of Direct Debits is being made in a different trading name this name must also be reflected on the DDI. The payer is required to complete the following information on the DDI:

1. Name and full postal address of the bank or building society of his account holding branch;
2. Name(s) of the account holder(s);
3. The sort code number of his account holding branch;
4. Bank account number;
5. Date and account holder signature

DDI

A mail will be sent for confirmation of the bank account creation, or decline of the request. As per BAC's regulations a 10 day period is required before the created bank account can be used for SmartPay payments.



## Executing a SmartPay payment

All payments are done in the “ePayment” tab, by choosing the invoices to pay, select payment method, select bank account (if multiple registered for SmartPay usage), agree to the terms and conditions and press “continue”.

The screenshot shows the Maersk MyFinance interface. At the top, there is a navigation bar with 'MAERSK LINE' logo and menu items: Export, Book, Lookup, Track, Help, MyFinance, Import. The user is logged in as 'Pravin Bhat'. Below the navigation bar, there are tabs for 'Search', 'Open Invoices', 'ePayment', 'Credits', 'Paid Invoices', 'Dispute Cases', 'eStatement', 'Bank Data', 'Smart Pay', 'Profile', and 'Switch Account'. The 'ePayment' tab is active, displaying a table of invoices. The third row is selected, and the 'Payment Amount' is shown as USD 2,845.00. Below the table, there are instructions for selecting a payment method and bank account. The 'Smart Pay' radio button is selected, and a dropdown menu shows the selected bank account. Below that, there are terms and conditions to agree to, and a 'Continue' button is highlighted.

**2. Select the payment method you want to use. You are paying with**  
 Smart Pay  Credit Card ← Select payment method

[Bank Account] ← Select bank account

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

By clicking here you agree to  
 (i) The privacy and cookie policy [https://terms.maerskline.com/privacy].  
 (ii) The terms of use [https://www.maerskline.com/terms-of-use] and  
 (iii) If you pay in UK in GBP currency you agree to the terms as defined by BACS [https://www.bacs.co.uk/bacs/business/bacs-direct-credit/pages/bacs-direct-credit.aspx]  
 (iv) Ensure that your account has sufficient funds, that your account is unblocked, and that your bank will accept electronic payment requests. Failure to do so could result in a service fee being assessed on your account for any failed payments.

← Press "Continue"

← Agree to terms and conditions

## Mandate creation for European customers

When executing the first SmartPay payment for European customers, a “Mandate” needs to be created. A “Mandate” is a unique ID between Maersk and customers. The “Mandate” will be sent to banks with each payment.

The screenshot shows the Maersk MyFinance interface with a pop-up window for Mandate creation. The pop-up window contains the following text:

At the time of the first payment execution for all European customers – a pop up will appear for “Mandate” creation.

The background interface shows the same steps as the previous screenshot, but with a focus on the 'Continue' button and the terms and conditions section.



## Confirm selection and pay

Review selections and press pay

The screenshot shows the MAERSK LINE MyFinance interface. At the top, there is a navigation bar with the MAERSK LINE logo and menu items: Export, Book, Lookup, Track, Help, MyFinance, Import. On the right, it says 'You are logged in as Pravin Binit' with an English language selector. Below the navigation bar is a secondary menu with buttons: Search, Open Invoices, ePayment, Credits, Paid Invoices, Dispute Cases, eStatement, Bank Data, Smart Pay, Profile, Switch Account. The main content area is titled 'List of Invoices Selected for Payment'. It contains a table with the following data:

Invoice No.	Bill of Lading No.	Invoice Date	Due Date	Invoiced Amount	Open Amount	Payment Amount
527606651	667500202	Fri Apr 11 2014	May 12, 2014	USD 3,775.05	USD 2,845.00	USD 2,845.00

Below the table, there is a summary row: 'Total Net Payment Amount' with 'USD 2,845.00' and 'USD 2,845.00'. At the bottom left, there are two buttons: 'Back' and 'Pay'. A red arrow points to the 'Pay' button with the text 'Select "Pay"'. The 'Pay' button is highlighted with a red box.

## Confirm selection and pay

Receive confirmation of payments acceptance

The screenshot shows the MAERSK LINE MyFinance interface. At the top, there is a navigation bar with the MAERSK LINE logo and menu items: Export, Book, Lookup, Track, Help, MyFinance, Import. On the right, it says 'You are logged in as Pravin Binit' with an English language selector. Below the navigation bar is a secondary menu with buttons: Search, Open Invoices, ePayment, Credits, Paid Invoices, Dispute Cases, eStatement, Bank Data, Smart Pay, Profile, Switch Account. The main content area is titled 'Confirmation of payment'. It contains the following text:

**MAERSK LINE**  
You have paid the bills listed. We are debiting your bank account Account XXXXX1070 HSBC BANK CANADA by: USD 2,845.00  
To access the open invoices, click on Back.

A red arrow points to the text 'Confirmation of payment' with the label 'Confirmation of payment'. Below this text is a table with the same data as in the previous screenshot:

Invoice No.	Bill of Lading No.	Invoice Date	Due Date	Invoiced Amount	Open Amount	Payment Amount
527606651	667500202	Fri Apr 11 2014	May 12, 2014	USD 3,775.05	USD 2,845.00	USD 2,845.00

Below the table, there is a summary row: 'Total Net Payment Amount' with 'USD 2,845.00' and 'USD 2,845.00'. At the bottom, there is a message: 'Thank you for your payment! Your online payment has been submitted successfully. Please print a copy of this page as your confirmation.' Below this message are two buttons: 'Back' and 'Print'. A red arrow points to the 'Print' button with the text 'Ability to print confirmation'.



**Your Promise. Delivered.**