



MYFINANCE - MANUAL

Version: 05/2016



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?

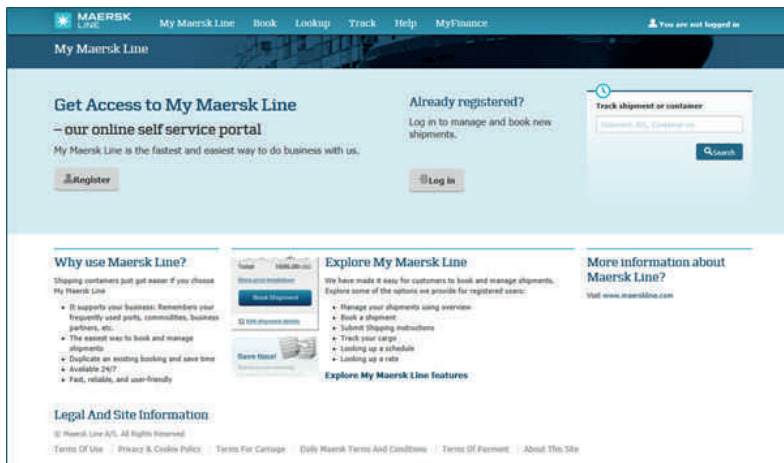
- **View your invoice**
View all your invoices with a few clicks, eliminating the need to manually request for an invoice.
- **Raise your dispute**
By raising your disputes in the MyFinance platform, your dispute will be logged in our system immediately.
- **Check your balance**
MyFinance eliminates confusion about account balance by providing more visibility to your statements, which improves accounting processes and cash management.
- **Pay online**
Coming soon to MyFinance!

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.maerskline.com today!

It's easy to register

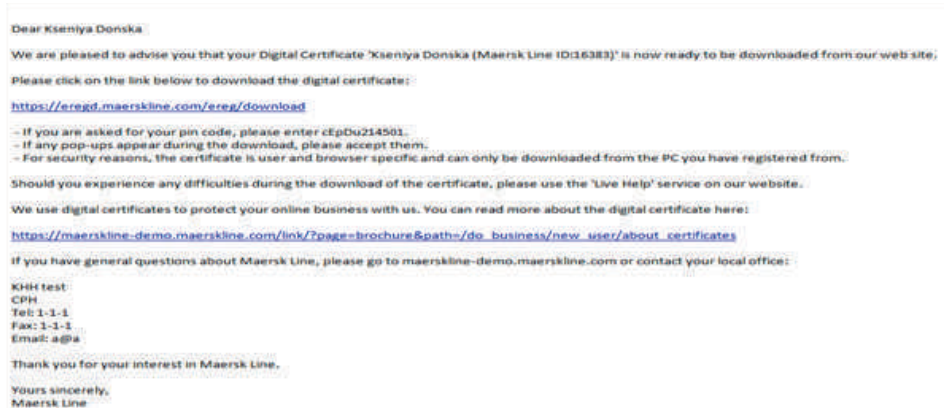
To access MyFinance, users need a Maersk Line digital certificate which can be obtained by registering on our website.

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 details. Click the link within this email to download your digital certificate.

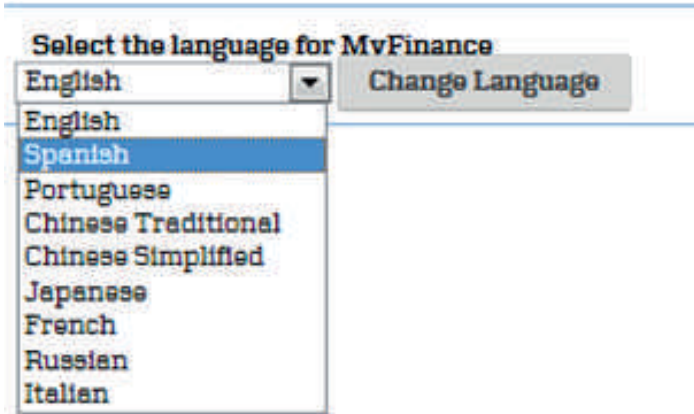


MyFinance Functionalities

Account Profile

What are the functionalities and benefits of MyFinance?

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

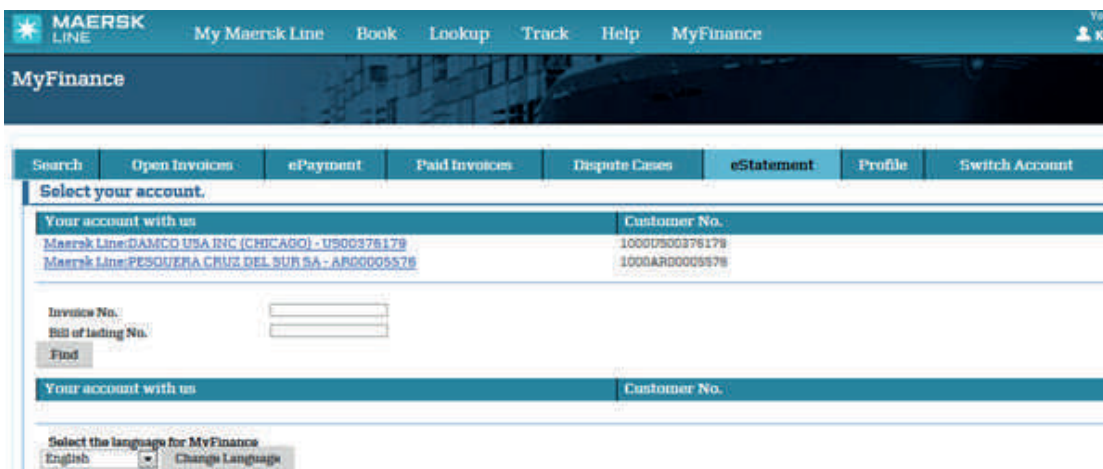


Multiple Accounts

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



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.



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
5248285221	585145788	5248285221	26/11/2012	USD 25.00	USD 25.00	[Icons]
5247486225	580767238	40-30-017901	17/10/2013	USD 50.00	USD 50.00	[Icons]
5247522992	5248285221	5247522992	28/10/2013	USD 312.00		[Icons]

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	Due	Invoice Amount	Open	Action
5645052321	565143786	EXPORT	5645052321	20-Oct-2013	28-Nov-2013	1920.25.00	1920.25.00	[Icons]
5645052325	565178295	EXPORT	40-10-101961	17-Sep-2013	17-Oct-2013	1980.50.00	1980.50.00	[Icons]
5645052382	526892844	EXPORT	5247523892	28-Sep-2013	28-Oct-2013	1980.512.00	1980.512.00	[Icons]
5645052398	56311021	EXPORT	5647891039	18-Oct-2013	14-Nov-2013	1920.1470.00	1920.1470.00	[Icons]
5645052398	563110217	EXPORT	5247523902	18-Oct-2013	18-Jan-2014	1920.3,262.78	1920.438.78	[Icons]
5645052427	529776485	EXPORT	5247895202	18-Dec-2013	15-Jan-2014	1920.224.30	1920.224.30	[Icons]
5645052483	529976444	EXPORT	5247895202	18-Dec-2013	12-Jan-2014	1920.212.00	1920.212.00	[Icons]
5645052429	563176426	EXPORT	5247776429	04-Dec-2013	17-Jan-2014	1920.4,618.00	1920.130.00	[Icons]
5645052443	563784474	EXPORT	5247895243	18-Dec-2013	29-Jan-2014	1920.6,476.00	1920.1,700.00	[Icons]
5645052448	563784412	EXPORT	5247895248	18-Dec-2013	29-Jan-2014	1920.1,825.00	1920.1,780.00	[Icons]
5645052489	563784472	EXPORT	5247895249	18-Dec-2013	27-Jan-2014	1920.1,825.00	1920.1,780.00	[Icons]
5645052495	563784410	EXPORT	52996270	23-Dec-2013	23-Jan-2014	1920.437.00	1920.421.22	[Icons]
5645052527	481205282	EXPORT	5247891287	18-Dec-2013	25-Dec-2013	1920.15,700.00	1920.3,140.00	[Icons]

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

Invoice No.	Bill of Lading No.	Invoice Type
5645052448	563784412	EXPORT
5645052412	5631483221	EXPORT
5645052487	5637776442	EXPORT
5645052494	5639952398	EXPORT
5645052138	5631486712	EXPORT
5645052547	5631387928	EXPORT
5645052112	5637848231	EXPORT
5645052323	5637776442	EXPORT
5645052437	5631483221	EXPORT
5645052388	5631486712	EXPORT
5645052487	5631483221	EXPORT
5645052373	5637848231	EXPORT
5645052375	5631484004	EXPORT
5645054817	5631484004	EXPORT
5645054892	5637848231	EXPORT
5645052112	CT6004	IF INVOICE

Select All **Deselect All** **Download Selected Entries**

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

Download of Invoices

Choose the Format for Downloading the Invoices

To process the invoice overview in a spreadsheet program, use the CSV download.

If you require a printable version of the invoices, use this download.

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.	Due	Invoice Amount	Currency	Open	Currency
5645054892	5637848231	EXPORT	19-Mar-14	5645054892	19-Mar-14	815.00	USD	815.00	USD
5645054923	561482023	EXPORT	29-Mar-14	5645054923	29-Mar-14	2,886.00	USD	2,886.00	USD
5645050697	563776442	EXPORT	31-Mar-14	5645050697	31-Mar-14	490.00	USD	490.00	USD
5645050664	563092628	EXPORT	01-Apr-14	5645050664	01-Apr-14	80.00	USD	80.00	USD
5645051105	561486712	EXPORT	02-Apr-14	5645051105	02-Apr-14	2,999.00	USD	2,999.00	USD
5645052047	561397326	EXPORT	07-Apr-14	5645052047	07-Apr-14	300.00	USD	300.00	USD
5645052113	5637848231	EXPORT	08-Apr-14	5645052113	08-Apr-14	490.00	USD	490.00	USD
5645052823	563776442	EXPORT	11-Apr-14	5645052823	11-Apr-14	90.00	USD	90.00	USD
5645052437	561482023	EXPORT	14-Apr-14	5645052437	14-Apr-14	300.00	USD	300.00	USD
5645052488	561486712	EXPORT	15-Apr-14	5645052488	15-Apr-14	200.00	USD	200.00	USD
5645050697	561505524	EXPORT	15-Apr-14	5645050697	15-Apr-14	490.00	USD	490.00	USD
5645052873	5637848231	EXPORT	15-Apr-14	5645052873	15-Apr-14	80.00	USD	80.00	USD
5645052075	561482023	EXPORT	15-Apr-14	5645052075	15-Apr-14	80.00	USD	80.00	USD
5645054917	561486204	EXPORT	21-Apr-14	5645054917	21-Apr-14	80.00	USD	80.00	USD

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

MAERSK My Maersk Line Book Locking Track Help MyFinance

Mass Dispute Case

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

By email your request, please send:
To: [mailto:dispute@maersk.com](#)

Invoice No.	Invoice Date	Due	Amount	Open
5645052448	Tue Apr 08 2014	07-May-2014	1920.2,886.00	1920.2,886.00
5645052412	Tue Apr 08 2014	08-May-2014	1920.1,780.00	1920.1,780.00
5645052487	Tue Apr 08 2014	09-May-2014	1920.1,780.00	1920.1,780.00

Comment:

Phone: 5645054892 ✓
 Email: ✓
 Contact Number: 5611111111 ✓
 Attention: ✓

Approved File (Maximum Total Size 4 MB): [Upload]

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 Invoice**

Open Invoices

Search for Invoices Hide Search

Display All Invoices

Bill of Lading No. Add New

Invoice Date: (Day/ Month/ Year) To

Invoice Amount To

Open Amount To

Online Payment - for card payment

This part of the manual covers the following markets: Canada, Singapore, Great Britain, Ireland, Malaysia, Japan, Italy, France and Australia.

HOW TO GET STARTED:

- 1) Go to 'ePayments' tab
- 2) Select the invoices to be paid. The payment amount will get highlighted.
- 3) Select the payment method as 'Credit Card' and enter the Card Details
- 4) Accept the Terms and Conditions
- 5) Click on 'Continue'. Please refer the screenshot below.

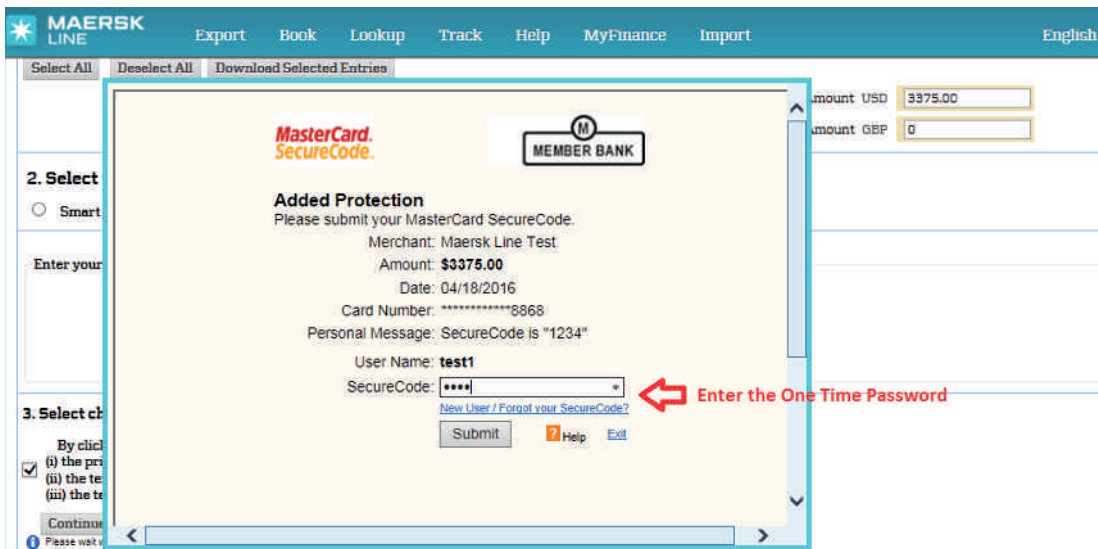
The screenshot displays the MAERSK LINE online payment interface. At the top, there is a navigation bar with options like 'Export', 'Book', 'Lookup', 'Track', 'Help', 'MyFinance', and 'Import'. The user is logged in as 'Pravin Binit'. Below the navigation bar is a table of invoices with columns for invoice ID, invoice number, invoice type, invoice date, invoice amount, and invoice status. The table shows several invoices, with the last two selected. 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'. The 'Payment Amount' section shows 'Payment Amount USD 3975.00' and 'Payment Amount GBP 0'. Below this, there is a section for selecting the payment method, with 'Credit Card' selected. A red arrow points to the 'Select Payment Method' button. Below the payment method selection, there is a section for entering credit card details, including fields for Cardholder Name, Card Type, Card Number, Expires (MM/YYYY), and Card Verification Code/Value. A red arrow points to the 'Enter Card Details' button. Below the card details section, there is a section for selecting a checkbox and choosing 'Continue' to confirm the payment. A red arrow points to the 'Accept the Disclaimer' button.

Invoice ID	Invoice Number	Invoice Type	Invoice Date	Invoice Amount	Invoice Status
5443707474	603138524	EXPORT	FE 17461	USD 6,780.00	USD 6,780.00
5443707478	603140288	EXPORT	FE 17508	USD 1,350.00	USD 1,350.00
5443707480	603145178	EXPORT	FE 17351	USD 675.00	USD 675.00
5443708529	603129911	EXPORT	S443708529	USD 675.00	USD 675.00
5443708532	603130410	EXPORT	FE 17349	USD 2,700.00	USD 2,700.00

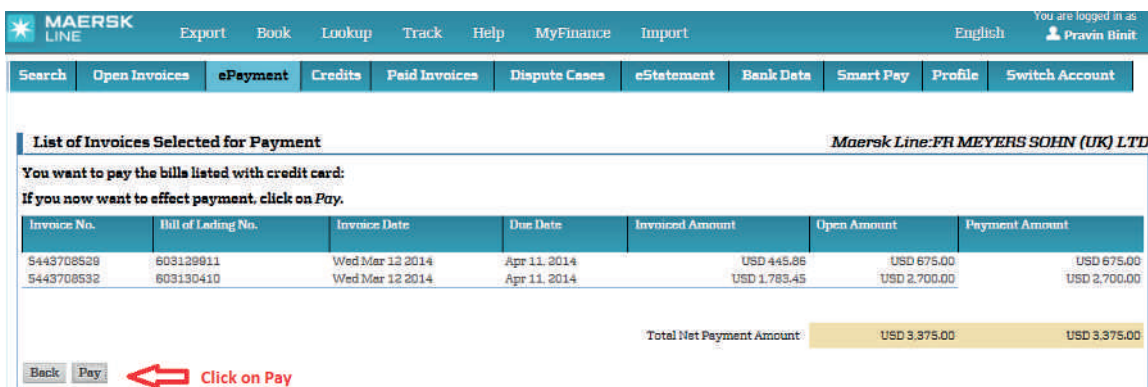
If a pop up screen asking for a one time password appears:

- Enter a password
- Click on 'Submit'

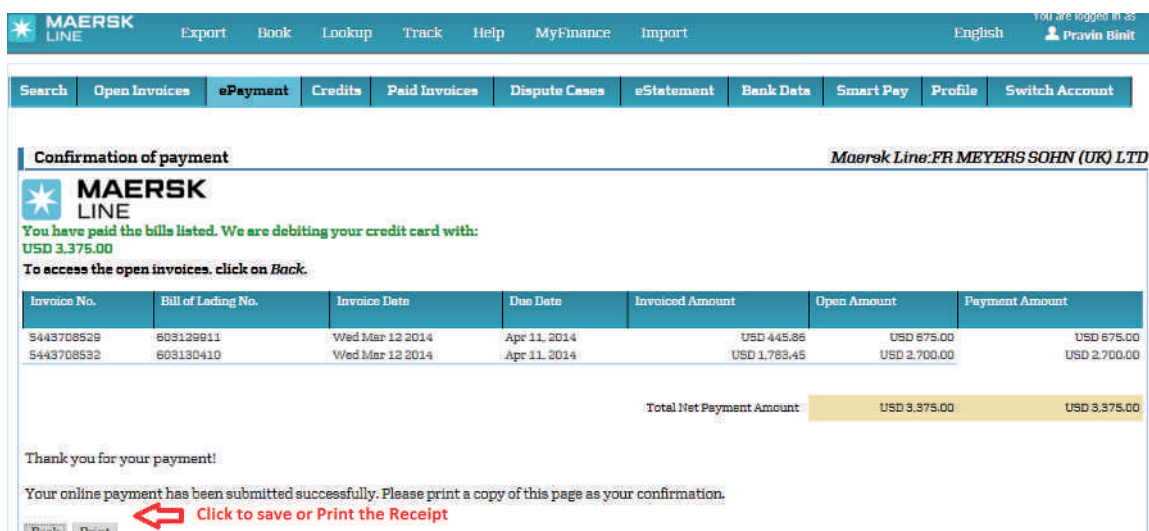
If you click on 'Exit', your transaction will be terminated and you will need to start the payment process again. Please refer to the screenshot on the next page.



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. Please refer below screenshot.



Online Payment

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

New card to pay online

Select the invoice that you would like to pay. Click radio button 'New Credit Card', enter card details, including CVV, agree to terms and conditions and select Continue to next page to pay.

Open Invoices Safmarine Container Lines-NORDMILCH EG

1. Select all invoices that you would like to pay: Find Invoices

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due	Invoiced Amount	Open	Payment Amount	Action
<input checked="" type="checkbox"/> 3100000028				Sep 16, 2015	Sep 16, 2015	USD 999.00	USD 999.00	999.00	

Select All Deselect All Download Selected Entries

Payment Amount USD

2. Select the payment method you want to use. You are paying with

Payment Method not yet Known Select New Card → New Credit Card

Enter your credit card data:

Card Type: Master-Euro Card (for example, current account, company credit card, ...)

Card Number

Expires (MM/YYYY) Only use for this payment transaction

Card Verification Code/Value See Glossary ← Enter Card Details

3. Choose Continue to check and confirm your payment.

By clicking here you agree that

- (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) the terms and conditions for payment with credit cards between you and your credit card issuer apply.

← Accept Terms and Conditions

Continue New Customer Search

Confirm selection and pay

Review selections for payment and select pay.

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

List of Invoices Selected for Payment

You want to pay the bills listed with credit card: MC#4444

If you now want to effect payment, click on Pay.

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
			Total Net Payment Amount	USD 999.00	USD 999.00

Back Pay ← Select Pay

Confirmation of successful payment

Receive confirmation of payment acceptance.

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

Confirmation of payment Safmarine Container Lines-NORDMILCH EG

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
			Total Net Payment Amount	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

Online Payment

Payment receipt

This shows successful payment, with token 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
Total Net Payment Amount				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: Visa Card	*****1111				

Save Back

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	VCR1111

Edit

Online Payment

Card was advance registered

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 online portal. It features a navigation bar with options like 'Search', 'Open Invoices', 'ePayment', 'Credits', 'Paid Invoices', 'Dispute Cases', 'eStatement', 'Bank Data', 'Credit Cards', and 'Profile'. The main content area is divided into three steps:

- 1. Select all invoices that you would like to pay:** A table lists invoices with columns for Invoice No., Bill of Lading No., Invoice Type, Customer Ref. No., Invoice Date, Due, Invoiced Amount, Open, and Payment Amount. Two invoices are selected, with a red arrow pointing to the 'Select Invoice' button. Below the table are buttons for 'Select All', 'Deselect All', and 'Download Selected Entries'. A 'Payment Amount USD' field is set to 1100.
- 2. Select the payment method you want to use. You are paying with:** A dropdown menu shows 'MC 4444' with a red arrow pointing to 'Select Existing Card'. A 'New Credit Card' option is also visible. Below, there is a field for 'Card Verification Code/Value' with '555' entered and a red arrow pointing to 'Enter CVV Number'.
- 3. Choose Continue to check and confirm your payment:** A checkbox is checked, with a red arrow pointing to 'Accept Terms and Conditions'. Below are 'Continue' and 'New Customer Search' buttons.

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 online portal. It features a navigation bar with options like 'Search', 'Open Invoices', 'ePayment', 'Credits', 'Paid Invoices', 'Dispute Cases', 'eStatement', 'Bank Data', 'Credit Cards', and 'Profile'. The main content area is divided into three steps:

- 1. Select all invoices that you would like to pay:** A table lists invoices with columns for Invoice No., Bill of Lading No., Invoice Type, Customer Ref. No., Invoice Date, Due, Invoiced Amount, Open, and Payment Amount. One invoice is selected, with a red arrow pointing to 'Select Invoices'. Below the table are buttons for 'Select All', 'Deselect All', and 'Download Selected Entries'. A 'Payment Amount USD' field is set to 999.
- 2. Select the payment method you want to use. You are paying with:** A dropdown menu shows 'Payment Method not yet Known'. A red arrow points to 'Select New Card' and 'New Credit Card'. Below, there is a section for 'Enter your credit card data' with fields for Card Type (Master-Euro Card), Card Number, Expires (MM/YYYY), and Card Verification Code/Value (555). A checkbox 'Only use for this payment transaction' is checked, with a red arrow pointing to 'Tick Box'. A 'Credit Card Description' field contains 'MCF4444'. A red arrow points to 'Enter Card Details'.
- 3. Choose Continue to check and confirm your payment:** A checkbox is checked, with a red arrow pointing to 'Accept Terms and Conditions'. Below are 'Continue' and 'New Customer Search' buttons.

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.

Invoice No.	Bill of Lading No.	Invoice Type	Clearing Document	Invoice Date	Due	Invoice Amount	Paid Date	Paid Amount	Status	Payment Method	Action
<input type="checkbox"/> 1900274636	860109621	EXPORT	3400116776	Mon Mar 15 2010	15-Mar-2010	USD 436.62	07-Apr-2010	USD 436.62	Processed	Other Payments/Settlements	
<input type="checkbox"/> 1900275716	860007987	EXPORT	3400116776	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	860063871	EXPORT	3400116776	Mon Mar 15 2010	15-Mar-2010	USD 436.62	07-Apr-2010	USD 436.62	Processed	Other Payments/Settlements	
<input type="checkbox"/> 9644721662	860209694	EXPORT	3400475106	Tue May 04 2010	04-May-2010	USD 436.62	29-Jul-2010	USD 436.62	Processed	Other Payments/Settlements	
<input type="checkbox"/> 9644733523	860688913	EXPORT	3400447868	Sat Jul 18 2010	18-Jul-2010	USD 1,783.10	20-Jul-2010	USD 1,783.10	Processed	Other Payments/Settlements	
<input type="checkbox"/> 9644733584	861558234	EXPORT	3001093680	Sat Jun 19 2010	19-Jun-2010	USD 240.86	07-Sep-2010	USD 240.86	Processed	Other Payments/Settlements	
<input type="checkbox"/> 9644733585	861558216	EXPORT	3001093680	Sat Jun 19 2010	19-Jun-2010	USD 205.76	19-Dec-2011	USD 205.76	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
Processed ▾

Period
Last 5 Years ▾

Search for Invoices

Hide Search

Display All Invoices

Bill of Lading No.

Invoice Amount **To**

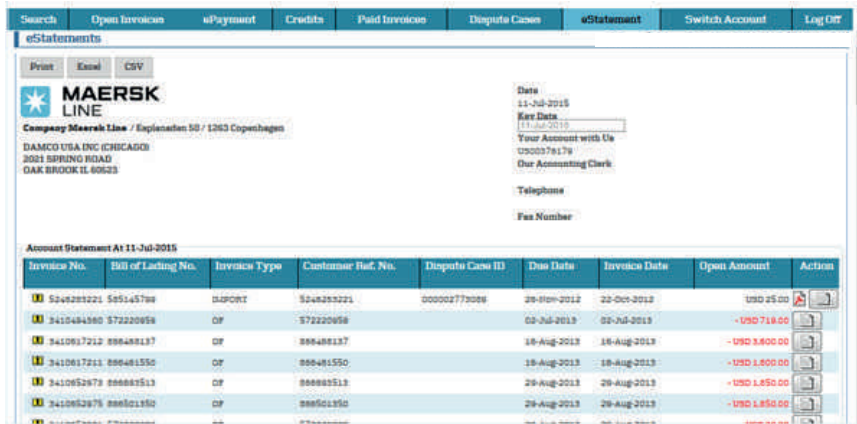
Paid Amount **To**

Text in Payment Method

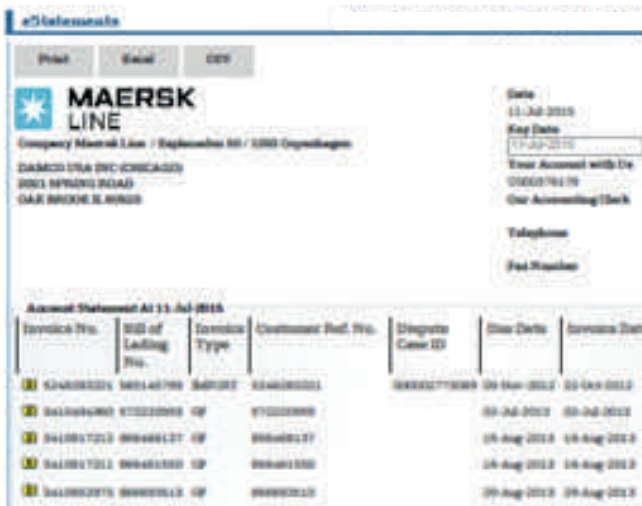
Find

eStatements

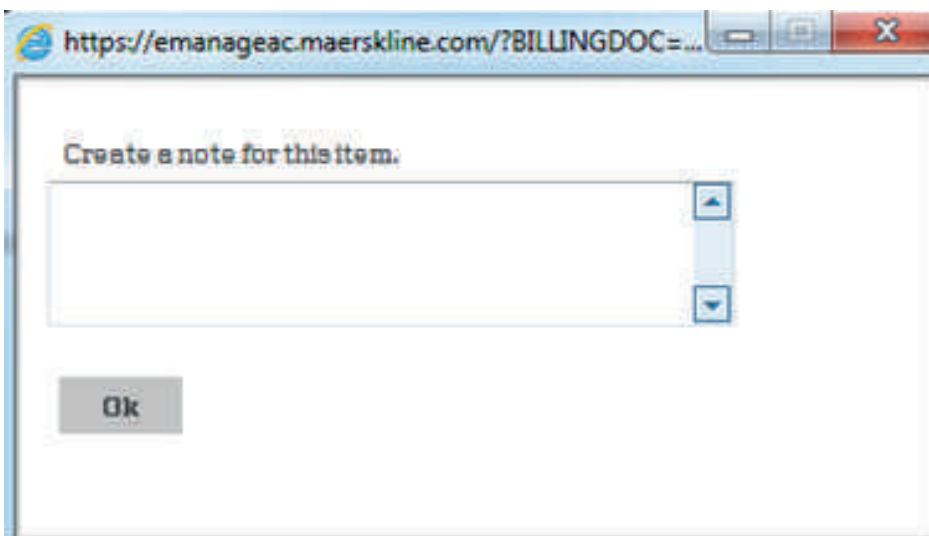
With your MyFinance account, you can view paid invoices. You can select and download invoices, export the list of invoices to Microsoft Excel and create a dispute case.



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



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	5644733184	851598234	19-Jun-2010	EXPORT	USD 0.00	Incorrect Rates	New	09 July 2015 13:47:33
000003656655	5644817502	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	5645048629	867482440	20-Mar-2014	EXPORT	USD 0.00	Already Paid	New	09 July 2015 11:28:17
000003656652	5645048628	562881470	20-Mar-2014	EXPORT	USD 0.00	Incorrect Payer	New	09 July 2015 11:28:20
000003656647	5644762048	859667932	10-Oct-2010	EXPORT	USD 0.00	Already Paid	New	09 July 2015 11:21:07
000003656646	5644733183	851598234	30-Jun-2010	EXPORT	USD 0.00	Missing Information	New	09 July 2015 10:56:04
000003656645	5644937061	866628423	09-Apr-2013	EXPORT	USD 0.00	Missing Information	New	09 July 2015 10:56:29

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
000003656654	5644986572	865163851	07-Jun-
000003656655	5644917502	859959268	06-Jun-
000003656653	5645048629	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.:

Online Payment - SmartPay

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 Smart Pay payments.
- (2) Middle - Existing accounts setup with Maersk, but not yet authorized for Smart Pay use
- (3) Bottom - New account setup and "Smart Pay" 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 "Smart Pay" tab, simply select the existing account to be authorized for Smart Pay use.

The screenshot displays the Maersk MyFinance interface. At the top, there is a navigation bar with the Maersk Line logo and various menu items: Export, Book, Lookup, Track, Help, MyFinance, and Import. On the right, it indicates the user is logged in as 'Pravin Bhatt' in English. Below the navigation bar, a secondary menu contains 'Search', 'Open Invoices', 'ePayment', 'Credits', 'Paid Invoices', 'Dispatch Cases', 'eStatement', 'Bank Data', 'Smart Pay', 'Profile', and 'Switch Account'. The 'Smart Pay' tab is highlighted with a red box. Below this menu, the main content area is titled 'Grant or change automatic debit authorization' and shows 'Maersk Line MARCATUS QED INC'. A section titled 'Automatic Debit Authorization for Existing Bank Details' contains a table with the following data:

Automatic Debit Authorization	Country	Bank Number	Account Number	BIAN	BIC/SWIFT	Account Holder	Account Description
<input checked="" type="checkbox"/>	CA	001810292	128131070		HSBCCATT	MARCATUS QED INC	

Below the table, there is a section for 'Automatic Debit Authorization for New Bank Details' with input fields for Account Description, Bank Number, Account Holder, Country, BIC/SWIFT, IBAN, and Upload Files. A red arrow points to the 'Account Number' field with the text 'Select an existing account, by "tick mark"'. Another red arrow points to the 'Smart Pay' tab in the navigation menu with the text 'Choose "SmartPay" tab'.

Online Payment - SmartPay

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 Maersk MyFinance system. A modal window titled 'Smart Pay - Terms and Conditions' is displayed over the form. The modal contains the following text: 'By clicking here you agree to (i) The privacy and cookie policy (<https://terms.maerskline.com/privacy>), (ii) The terms of use (<https://my.maerskline.com/terms-of-use/>) and (iii) In case of European payments, the SEPA rules governed by the European payment council (<https://www.european-council.europa.eu/media/e0601010-1234-4b32-9111-400000000000/default.aspx?lang=en>) (iv) If you pay in UK in GBP currency you agree to the terms as defined by BACS (<https://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.' Below the text are 'Agree' and 'Disagree' buttons. In the background form, the 'Save' button is highlighted with a red box and an arrow, and the 'Agree' button in the modal is also highlighted with a red box and an arrow.

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 Number', 'Account Holder', 'Country', and 'BIC/SWIFT'. There is also a 'Upload File' button. 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.

Online Payment - SmartPay

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 Maersk Line: MARCATUS OED INC

Your Automatic Debit Authorizations

Bank Details Name

- Account 126131070 HSBC BANK CANADA

With 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	001810292	126131070		HSBCCATT	MARCATUS OED/INC	

Automatic Debit Authorization for New Bank Details:

Account Description:

Bank Number:

Account Holder:

Country:

BIC/SWIFT:

IBAN:

Upload File:

BACS Account?

Authorize for Smart Pay?

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

Grant or change automatic debit authorization Maersk Line: MARCATUS OED INC

Your Automatic Debit Authorizations

Bank Details Name

- Account 126131070 HSBC BANK CANADA

With 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	001810292	126131070		HSBCCATT	MARCATUS OED/INC	

Automatic Debit Authorization for New Bank Details:

Account Description:

Bank Number:

Account Holder:

Country:

BIC/SWIFT:

IBAN:

Upload File:

BACS Account?

Authorize for Smart Pay?

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 the account holding branch
2. Name(s) of the account holder(s)
3. The sort code number of the account holding branch
4. Bank account number
5. Date and account holder signature

OK

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.

Pay Online via SmartPay

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's 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's a 'MyFinance' header and a series of tabs: Search, Open Invoices, ePayment (selected), Credits, Paid Invoices, Dispute Cases, eStatement, Bank Data, Smart Pay, Profile, Switch Account.

The main content area shows a table of invoices with columns for selection, invoice number, amount, and dates. The third row is selected. Below the table, there are buttons for 'Select All', 'Deselect All', and 'Download Selected Entries'. A 'Payment Amount' field shows 'USD 2,845.00'.

Step 2: '2. Select the payment method you want to use. You are paying with'. There are radio buttons for 'Smart Pay' (selected) and 'Credit Card'. A dropdown menu shows 'Account XXXXXX1070 HSBC BANK CANADA'. A 'Continue' button is at the bottom.

Step 3: '3. Select check box and choose Continue to confirm your payment.' A large red box highlights the terms and conditions section, which includes links to privacy and terms of use. A 'Continue' button is at the bottom.

Red arrows point to the 'Smart Pay' radio button, the bank account dropdown, the 'Continue' button in step 2, and the 'Continue' button in step 3.

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.

This screenshot shows the same ePayment interface as above, but with a pop-up window overlaid. The pop-up window is titled 'Mandate creation' and contains a form with a 'Continue' button. A red arrow points to the 'Continue' button in the pop-up. Below the pop-up, there is a text box that reads: 'At the time of the first payment execution for all European customers – a pop up will appear for “Mandate” creation.'

Pay Online via SmartPay

Confirm selection and pay

Review selections and press pay

List of Invoices Selected for Payment Maersk Line: MARCATUS OED INC

You want to pay the invoices listed with bank details:
Account XXXXX1070 HSBC BANK CANADA
If you now want to effect payment, click on **Pay**.

Invoice No.	Bill of Lading No.	Invoice Date	Due Date	Invoiced Amount	Open Amount	Payment Amount
5276088851	887500202	Fri Apr 11 2014	May 12, 2014	USD 3,775.05	USD 2,845.00	USD 2,845.00
Total Net Payment Amount					USD 2,845.00	USD 2,845.00

Select "Pay"

Confirm selection and pay

Receive confirmation of payments acceptance

Confirmation of payment Maersk Line: MARCATUS OED INC

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

Invoice No.	Bill of Lading No.	Invoice Date	Due Date	Invoiced Amount	Open Amount	Payment Amount
5276088851	887500202	Fri Apr 11 2014	May 12, 2014	USD 3,775.05	USD 2,845.00	USD 2,845.00
Total Net Payment Amount					USD 2,845.00	USD 2,845.00

Thank you for your payment!

Your online payment has been submitted successfully. Please print a copy of this page as your confirmation.

Ability to print confirmation



Your Promise. Delivered.