User Manual – "Paid to Release Project"

Overview – Paid to Release solution aims at allowing Liner brand customers to submit remittance details (Payment Proof) against payments made online via MyFinance Portal. Intention is to have a common platform for all customers to navigate and submit relevant details for payments made to Liner brands.

Customer / Agents or Freight Forwarders Actions –

1. Pay invoices as per regular mode of payments – Electronic fund transfer, Bank Deposit, Cheque

2. Login in to MyFinance portal – Find below the website details for different brands

- ✓ **Maersk Line – www.maersk.com**
- ✓ **Safmarine – www.safmarine.com**
- ✓ **SeaLand – www.sealandmaersk.com**

Steps: -
- ❖ *Click on "**Account**"
- ❖ *Enter your "**Username**" & "**Password**"
- ❖ *Click on "**MANAGE**" and then "**MYFINANCE**"
- ❖ *Click on "**See More**"
- ❖ *Select "**Paid To Release**" option from drop down list
- ❖ *Click on "**REDIRECT**"
- ❖ *For new user, please do the registration here (Maersk / Safmarine / Sealand) before processing the next step

3. Click on "Search" Tab –

- • "**I am an Agent Option**" – This option enables Freight Forwarders / Agents to submit payment remittances (Payment Proof) on behalf of consignees

- • "**I am a Customer Option**" – Consignees will be able to submit payment remittances for their own invoices

    Steps -

    a. Search for invoices / BL's using one of the option button -

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Search	Open Invoices	ePayment	Credits	Paid Invoices	Dispute Cases	eStatement

Search for Your Documents

○ I'm a Customer   ⊙ I'm an Agent

Bill of Lading No.   [   ]

[Add New]

OR

Invoice No.   [   ] [2019 ▼]

[Add New]

[Search]

        b.   Select invoices for which payment is done –

If invoices you have paid are not available in the search in below screen, you may still choose to submit payment remittances by selecting create payment remittance tab providing BL number.

Search	Open Invoices	ePayment	Credits	Paid Invoices	Dispute Cases	eStatement	Account Statement	Refunds	Profile

                     Utd.Arab Emir.

Approved Invoice

Select	Invoice No.	Bill of Lading No.	Customer Name	Due Date	Invoice Amount	Open Amount	Invoice Type	Invoice Status	Business Area	Business Area Description	Action
☐	5498438067	605558682	AGILITY LOGISTICS UAE	Dec 6, 2017	4,315.25 AED	4,315.25 AED	FREIGHT	Open	AE00	United Arab Emirates	📄
☐	5498439235	605558504	AGILITY LOGISTICS UAE	Dec 6, 2017	3,066.12 AED	3,066.12 AED	FREIGHT	Open	AE00	United Arab Emirates	📄
☐	5498439238	605558504	AGILITY LOGISTICS UAE	Dec 6, 2017	39,870.00 AED	39,870.00 AED	LOCAL	Open	AE00	United Arab Emirates	📄
☐	5498465248	605561306	AGILITY LOGISTICS UAE	Jan 2, 2018	1,707.00 AED	1,707.00 AED	LOCAL	Open	AE00	United Arab Emirates	📄
☐	5604277945	605558682	AGILITY EGYPT FOR SHIPPING AND FREI	Dec 15, 2017	384.00 USD	384.00 USD	DND	Open	EG00	Egypt	📄

[Select Displayed Items] [Deselect Selected Items] [Download Selected Entries] [Pay] [Email]

[Create Payment Remittance] If invoices you have paid are not available here, you may still choose to submit payment remittance by selecting 'Create Payment remittance' tab providing BL number.

    4.   As a consignee you can select the invoices from search tab or open invoice tab and click on create remittance advice button

           Option 1- "I am a Customer" – Consignees will be able to submit payment remittances for open invoices

Option 2 – Click on Open invoice tab to select invoices and submit payment remittances

5. Update the details for payment remittance (Exact match, Overpayment and Short Payment) & attach remittance proof

- **Exact Match** – Invoice Open amount is equal to Payment amount

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Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due Date	Original Invoice Amount	Open Amount	Payment Amount
5498456376	605111323	IMPORT	5498456376	Nov 24, 2017	Nov 24, 2017	AED 1,277.00	AED 1,277.00	1,277.00

Add BL
Total Amount   AED 1,277.00   AED 1,277.00

Total Invoice Amount	AED 1,277.00	Payment Method *	Cheque ▼	Comments
Difference	AED 0.00	Chq No/Bank Ref. *	123456	
Paid Amount	1,277.00	Currency * AED - Unit ▼	Agent Name	
Email ID *	ABCDEF@maersk.com	Add New		

Append Files (Permitted Total Size: 4 MB)

Payment Proof to process payment * | Choose File | No file chosen | Upload   Payment Proof-Demo.pdf 🗑

Submit   Back

- **Overpayment** – If paid amount is more than open invoice amount

  - Need to change the amount in payment amount field as per payment Proof

  - Update the remaining details for payment remittance

  - Submit the remittance advice

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due Date	Original Invoice Amount	Open Amount	Payment Amount	Reason C
5498456376	605111323	IMPORT	5498456376	Nov 24, 2017	Nov 24, 2017	AED 1,277.00	AED 1,277.00	2,000.00	

Add BL
Total Amount   AED 1,277.00   AED 2,000.00

Total Invoice Amount	AED 1,277.00	Payment Method *	Cheque ▼	Comments *	Over payment
Difference	AED -723.00	Chq No/Bank Ref. *	123456	
Paid Amount	2000	Currency * AED - Unit ▼	Agent Name	
Email ID *	ABCDEF@maersk.com	Add New ✓		

Append Files (Permitted Total Size: 4 MB)

Payment Proof to process payment * | Choose File | No file chosen | Upload   Payment Proof-Demo.pdf 🗑

Submit   Back

- **Short Payment** – If Paid amount is lower than open invoice amount

  - Need to change the amount in payment amount field as per payment Proof

  - Update the remaining details for payment remittance

  - Submit the remittance advice

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due Date	Original Invoice Amount	Open Amount	Payment Amount	Reason C
5498456376	605111323	IMPORT	5498456376	Nov 24, 2017	Nov 24, 2017	AED 1,277.00	AED 1,277.00	1,000.00	

Add BL
Total Amount   AED 1,277.00   AED 1,000.00

Please Note - Short Payment of invoices will result in non release of B/L. Please make full payment or raise a dispute as per the case

Total Invoice Amount	AED 1,277.00	Payment Method *	Cheque ▼	Comments *	Short payment
Difference	AED 277.00	Chq No/Bank Ref. *	123456	
Paid Amount	1000	Currency * AED - Unit ▼	Agent Name	
Email ID *	ABCDEF@maersk.com	Add New ✓		

Append Files (Permitted Total Size: 4 MB)

Payment Proof to process payment * | Choose File | No file chosen | Upload   Payment Proof-Demo.pdf 🗑

Submit   Back

6. Submit the remittance – Remittance will get submit and Remittance advice number will get generated

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due Date	Original Invoice Amount
5498456376	605111323	IMPORT	5498456376	Nov 24, 2017	Nov 24, 2017	AED 1,277.00

Enter Payment Remittance Details

Payment Remittance created successfully with Advice Number: 0919072510142801

Thanks for the submission. We will process the request as soon as possible. You can find Payment status in Paid Tab.

Back

7. **Track status** for submitted status under Paid Invoice tab

- Click on Paid invoice tab

- Select Status – In progress and click on find

- Remittance details will show with invoice details if remittance is not yet approved

List of Invoices Paid or Payment Arranged   *Maersk*

To display paid invoices, select the appropriate search criteria

Status: In Process   Period: Last 30 Days   Find   Extend Search

Invoice No.	Bill of Lading No.	Invoice Type	Clearing Document No.	Invoice Date	Due	Invoiced Amount	Payment Arranged Date	Arranged	Status	Payment Method
5498152194	604681487	IMPORT		Jan 4, 2017	Feb 3, 2017	AED 2,934.00		AED 2,934.00	Web Payment Arranged	Other Payments/Settlements
5498456376	605111323	IMPORT		Nov 24, 2017	Nov 24, 2017	AED 1,277.00		AED 1,277.00	Web Payment Arranged	Other Payments/Settlements
						AED 4,211.00				

New Customer Search   Download   Select All   Deselect All   Create Dispute   Export to Excel

- If remittance is approved, the invoice will show under processed status

- Payment receipt will be available under Action column

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| | Search | Open Invoices | ePayment | Credits | Paid Invoices | Dispute Cases | eStatement | Account Statement |

List of Invoices Paid or Payment Arranged

To display paid invoices, select the appropriate search criteria

Status	Period		Month / Day / Year		Month / Day / Year		
Processed ▼	From/To ▼		6 / 25 / 2019	To	9 / 23 / 2019	Find	

	Invoice No.	Bill of Lading No.	Invoice Type	Clearing Document No.	Invoice Date	Due ⬍	Invoiced Amount	Paid Date	Paid Amount	Status	Payment Method
☐	5498445488	962044196	DET-INV	3400002690	Nov 13, 2017	Jun 25, 2019	AED 150.00	Jun 25, 2019	AED 150.00	Processed	Other Payments/Settlements
☐	5498464486	605607689	EXPORT	3400002689	Dec 4, 2017	Jun 25, 2019	AED 4,131.00	Jun 25, 2019	AED 4,131.00	Processed	Other Payments/Settlements
							AED 4,281.00				

| New Customer Search | Download | Select All | Deselect All | Create Dispute | Export to Excel |

8. Email notification with payment receipts –

   • Email notification will be send to customer with payment original receipt

RA No : 0918052216584001 Has been Approved.

Created   Workflow System

Dear Customer,

Your Payment Remittance 0918052216584001 has been approved.
Please find below details .
Customer No   :
Customer Name   :
Payemnt Adv no   :
Total Paid Amount :
Total Inv Amount :
Agent name   :
Payemnt Method   : CHEQUE
Chq no/ Ref   : 123456
Email   :

Approved

Regards,
Maersk Line

Official Receipt

Test for: RR1 - 500

Receipt Number : [_____]

Receipt Date : 22.May.2018
Issued   : 22.May.2018 17:00

Payer :

[_____]
[_____]
LIGHT IND EST MILE 5 1/2OF JLN TURAN
88450 Kota Kinabalu

Payer Code : [_____]

Payment Method	Cheque Number/ Bank Reference	Amount	Cur
CHEQUE	123456	[_____]	MYR

Receipt acknowledged for amounts relating to document(s) as follows:

Document	Reference Number	Amount	Cur
[_____]	[_____]	[_____]	MYR
		TOTAL : [_____]	MYR

9. How to submit the remittance for **multiple BL** or **Invoices**

- Click on Add new BL button to submit additional remittance details.

Use cross "X" icon to delete the newly added BL line item (If not required)

10. How do I submit the remittance if **invoice is not available** in open invoice tab?

   • Click on payment remittance tab without selecting invoice

   • Select correct option (**Correct Invoice not available, Advance Payment, Container Deposit**)

   • Update the details for payment remittance and click on submit

11. How to submit payment remittance if the invoice currency is different than payment currency.

- Select **Correct Payment currency** while submitting the payment proof

12. What will happen if incorrect details got updated while submitting the payment remittance

- Your submitted remittance will get rejected and you will get below email notification

RA No : 0918052216525001 Has been Rejected

Created   Workflow System

Dear Customer,

Your Payment Remittance 0918052216525001 has been rejected.
Please find below rejection remarks:

Customer No   :
Customer Name :
Payemnt Adv no : 0918052216525001
Total Paid Amount : 800.00
Total Inv Amount :
Agent name   :
Payemnt Method : CHEQUE
Chq no/ Ref   :
Email   :

Your case rejected as payment proof is not correct

Regards,
Maersk Line

13. How will this benefit customer.

- Shorter turnaround time for payment application and AFR closure results into faster cargo release

- Reduction in follow-up emails to customers for getting required information for payment application

- Reduced customer waiting time resulting in increased customer satisfaction

- Notification to customers when request approved along with payment receipt

- Live status of remittance submitted

14. Who should I contact in case issue with MyFinance Access

- Option 1 - Please use live chat option on portal from Help tab

- Option 2 - Please send an email to CENWWWSVCREG@maersk.com (All Brands)

15. Who Should I contact in case issue with payment posting or Receipt

- Please contact your local Maersk Line representative