

Une fois que le client s'est connecté au site Web, accédez à Myfinance ----cliquez sur Voir les factures impayées--- et sélectionnez les factures que vous recherchez (les factures seront ouvertes sur une nouvelle page)

Bienvenue dans votre Hub

Tableau de bord éclatement

- Aperçu Exportation
- Aperçu Importation
- Tâches
- MyCustoms
- MyFinance**

Entreposage et distribution

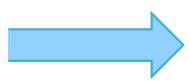
Peu importe vos besoins en termes d'entreposage, nous avons LA solution ; et ce aux quatre coins du globe.

Tâches en attente

Tâches d'exportation les 7 jours

0

Soumettre les instructions de connaissance



MyFinance

My invoices My business area

Options de recherche Rechercher par connaissance

Tableau de bord Ouverte En retard Payée

Bon retour, Lydie MBONDJI

Factures impayées

1 factures impayées Voir



- to email the invoice
- to view and download invoices
- to dispute an invoice

1

Tasks MyCustoms MyFinance Allocations Captain Peter™

Dashboard **Open (45)** Overdue Paid Disputed Credits E-statement See more

OPEN INVOICES SORT BY: Invoice Date (latest) Filter

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Dispute status
<input checked="" type="checkbox"/> 5145887709	217433582	5145887709	10 JUN 2022	XAF 138,216	Payable offline
Import			Inv. date 05 JUN 2022	Inv. amount XAF 138,216	
<input type="checkbox"/> 5145887321	291384955	-	02 JUN 2022	Overdue XAF 553,320	Payable offline

1 Invoice selected Total: XAF 138,216

to dispute an invoice



Le transitaire peut aussi obtenir les factures dans Myfinance pour le client à partir de son compte

Une fois connecté, dans la page Myfinance, cliquez sur le bouton **Voir plus** puis **recherche de facture de tiers**

MyFinance

My invoices My business area

Options de recherche ▾

Rechercher par connaissance, facture, n° de reçu de paiement ou ID de litige

Tableau de bord

Ouverte

En retard

Payée

Litige en cours

Crédits

Relevé électronique

Voir plus ▾

Recherche de factures de tiers

Remboursements

Bon retour, Djos Makaba

Vous recevrez ce message pop. Cliquez sur rediriger pour aller sur l'ancien portail Myfinance

Les fonctions ci-dessous sont en cours de développement

Veillez cliquer sur le bouton Rediriger pour naviguer vers l'ancien portail MyFinance afin d'accéder aux fonctions énumérées ci-dessous, ou cliquez sur le bouton Rester ici pour rester sur le nouveau portail MyFinance.

- Recherche de factures de tiers
- Remboursements
- Relevé de compte personnalisé

Rester ici

Rediriger

Une fois dans l'ancien portail Myfinance, cliquez sur **Rechercher**

MyFinance

Rechercher Factures impayées Avoirs Factures payées Cas litigieux Relevé électronique remboursement Profil

Congo
Maersk A/S:SHIPPING GLDRC SARL

Factures impayées

Elargir recherche

Numéro facture	Numéro connaissance	Type de facture	Numéro référence client	Date de facture	Echu	Montant facturé	Non soldé	Business Area	Business Area Description	Action
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Sur la page suivante, le client doit être identifié ***en tant qu'agent*** Entrez ensuite le **numéro BI** ou le **numéro de facture** (vous pouvez mentionner plus de BL ou de numéro de facture si nécessaire) Et le clic sur **rechercher** pour voir la facture

MyFinance

Rechercher Factures impayées Avoirs

Rechercher vos documents

Je suis un client Je suis un agent

Numéro connaissance

Ajouter Nouveau

OU

Numéro facture 2022 ▼

Ajouter Nouveau

rechercher

MyFinance

Search options

Step 1: Click "See More" and Select "Refunds"

- Dashboard
- Open
- Overdue
- Paid
- Disputed
- Credits
- E-statement
- See more

- 3rd Party Invoice search
- Refunds
- Statement Of Account

Outstanding invoices

2

Invoices are overdue



0

Invoices due today



0

Invoices due this week



3

Invoices due until this month



The screenshot shows the Maersk MyFinance portal interface. At the top, the Maersk logo is on the left, and navigation links for 'Prices', 'Book', 'Tracking', 'Schedules', 'Supply chain', and 'Manage' are on the right. Below the navigation, the 'MyFinance' title is displayed. A search bar and a 'Dashboard' link are visible. A white notification box is overlaid on the dashboard, containing the following text: 'You will be redirected to old myFinance portal', 'Refunds feature is under construction. You will be redirected to the old MyFinance portal to access Refunds.', and two buttons: 'NO, THANKS' and 'YES'. A blue callout box points to the 'YES' button with the text: 'Step 2: Click "Yes" to redirect to the Old My Finance screen and select "Refunds" tab'. The background dashboard shows a section for 'Outstanding Invoice' with four metrics: '2 Invoices are overdue', '0 Invoices due today', '0 Invoices due this week', and '3 Invoices due until this month'.



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

Refund **Kenya**

Find Refunds

Refund Type: Over-Payment Container Refund

	Invoice No./ Payment Receipt No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due	Invoiced Amount	Open	Action
<input checked="" type="checkbox"/>	3500428760		OVERPAYMENT		9 Mar, 2020	9 Mar, 2020	USD 62.00	- USD 62.00	
<input checked="" type="checkbox"/>	3500516642		OVERPAYMENT		24 Mar, 2020	24 Mar, 2020	USD 13.00	- USD 13.00	
<input type="checkbox"/>	3500525293		OVERPAYMENT		25 Mar, 2020	25 Mar, 2020	USD 75.00	- USD 75.00	
<input type="checkbox"/>	3500572263		OVERPAYMENT		2 Apr, 2020	2 Apr, 2020	USD 14.00	- USD 14.00	
<input type="checkbox"/>	500604837		OVERPAYMENT		8 Apr, 2020	8 Apr, 2020	USD 7.00	- USD 7.00	

Deselect All Download Selected Entries Export to Excel Create Refund

Step 3: Select Overpayment(Duplicate included) or Container Deposit

Step 4: Select the cases to request refund

Step 5: Click "Create Refund"

Chat

Raise Refund Request

To create a refund request
To send your inquiry,
To return to the overview

Step 6: Select among a) Bank b) Cheque & c) Manual(cash)
* Country level restriction applicable

Step 7: If Bank selected, the dropdown will list down the bank's mapped in Maersk Master data

Step 7a: To include an new bank account, select this and provide the details required

Invoice No./ Payment Receipt No.	INVOICE NO.	INVOICE DATE	Date	CURRENCY	AMOUNT	STATUS	Currency	Open
3500428760		Mon Mar 09 2020	9 Mar, 2020	USD	62.00	✓	USD	USD 62.00
3500516642		Tue Mar 24 2020	24 Mar, 2020	USD	13.00	✓	USD	USD 13.00

Please select USD currency bank account to receive refunds and to avoid Rate of Exchange charges if any by your bank.

Customer Data:

Payment Method:

Refund Party:

Customer Email:

Alternate Email:

Step 8:
a) If refund to be sent to Different customer code use this button
b) Once selected the bank account of the other customer code will be listed in Step 5
c) NOC (in letterhead signed by proper authorised signatory) to send the fund to the other customer code to be attached

Step 9: Communication regarding registration and Approval/Rejection will be communicated



Customer Data:

Payment Method: Bank New Bank Create New Bank

Refund Party:

Customer Email:

Alternate Email:

Step 10: Update comments to Maersk Processor/Approver

Instruction to Approver:

Step 11: Attach Documents, to support the Request
If Other customer Id updated in Step 6, NOC is Mandatory to be uploaded, If valid document not uploaded, request would be rejected
Note: Each document should not exceed 4MB

Document Upload:

Append File (Permitted Total Size: 4 MB) Files to be Attached:

Browse... Upload

Send Back

Step 12 :Select "Send" request will be submitted

Search 0

eStatement

Account Statement

Refunds

Profile

Step 1: Select Container Deposit or Overpayment(Duplicate included)

Madagascar

Refund

Find Refunds

Refund Type: Over-Payment Container Refund

	Invoice No./ Payment Receipt No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due =	Invoiced Amount	Open	Action
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]			14 Nov, 2019	14 Nov, 2019	MGA 800,000.00	- MGA 800,000.00	

Customer Search

Step 3: Click "Create Refund"

Step 2: Select the cases to request refund

Raise Refund Request

To create a refund request
To send your inquiry, click here
To return to the overview page, click here

Step 4: Select among a) Bank b) Cheque & c) Manual(cash)
* Country level restriction applicable

Step 5: If Bank selected, the dropdown will list down the bank's mapped in Maersk Master data

Step 5a: To include a new bank account, select this and provide the details required

Invoice No./ Payment Receipt No.	Invoice Date	Date	Refund Amount	Currency	Open
	Thu Nov 14 2019	14 Nov, 2019	MGA 800,000.00	MGA	MGA 800,000.00

Please select MGA currency bank account to receive refunds and to avoid Rate of Exchange charged by your bank.

Customer Data:

Payment Method: Bank

New Bank Create New Bank

Refund Party:

Refund Party Search

Customer Email:

Alternate Email:

Step 6:
a) If refund to be sent to Different customer code use this button
b) Once selected the bank account of the other customer code will be listed in Step 5
c) NOC (in letterhead signed by proper authorised signatory) to send the fund to the other customer code to be attached

Step 7: Communication regarding registration and Approval/Rejection will be communicated

Instruction to Approver:

Instruction to Approver: [Empty text area]

Customer Data:

Payment Method: Bank
Refund Party:
Customer Email:
Alternate Email:

Step 8: Update comments to Maersk Processor/Approver

Instruction to Approver:

Step 9: Attach Documents, to support the Request

If Other customer Id updated in Step 6, No Objection Certificate is Mandatory to be uploaded, If valid document not uploaded, request would be rejected

Note: Each document should not exceed 4MB

Document Upload:

Append File (Permitted Total Size: 4 MB) files to be Attached:

Step 10 :Select "Send" request will be submitted