

ePayment

Easier payments
begin here

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Enhanced Payment Experience on our www.Maersk.com

We are glad to introduce an enhanced payment experience to you effective since 16 March 2020.

This will enable easier & faster way to pay your invoices.

How would this benefit you?



No waiting in line to make payments



Easier & faster payment transaction



Instant online B/L release with minimal paperwork (for e-BL customers)



View invoices & check your account on one platform



Do not need to send Payment Proof anymore



Automatically get payment confirmation (Official Receipt) in your Mail Inbox or MyFinance once payment settled

All you need to do is register yourself one-time for your individual login credentials on www.maersk.com

Note: Only once registered you will be able to access MyFinance options directly

FIND OUT MORE

how to utilize ePayment feature in the next page!



For further information, you can contact us via

id.export@maersk.com for export matters, or
id.import@maersk.com for import matters, or

call us in ☎ +6221 30065444 ; ☎ +6221 50837911

in Maersk Indonesia business hours
(Monday – Friday, 08.00 – 12.00 & 13.00 – 17.00 WIB)



Out of Maersk business hours

DOKU CS (care@doku.com) for payment status, or

dial in ☎ [1500963](tel:1500963)



MAERSK

1

Login to MyFinance

MAERSK QUOTE BOOK MANAGE TRACK Support English Login / Register Settings

SOLUTIONS SCHEDULES GLOBAL PRESENCE LOCAL INFORMATION

Login

Username

[Forgot username?](#)

Password

[Forgot password?](#)

Remember my username

LOG IN

New User? [Please register here](#)

If you have difficulty when LOG IN, easily CHAT technical support [here](#).

MAERSK QUOTE BOOK MANAGE TRACK

Documentation
Submit Shipping Instructions
Approve Verify Copy
Print Bill Of Lading
Print Waybill
Submit VGM
Order Bill of Lading Form
Tasks
Payer Standing Instructions

Shipments
Shipment Overview - Export
ETA Changes
Notifications
Remote Container Management
Shipment Overview - Import
All Inbound

MyFinance
Make payments electronically and view your invoices and accounts

GO TO MYFINANCE

Dashboard Open (98) Overdue Paid Disputed Credits E-statement **See more**

Indonesia ePayment

3rd Party Invoice search

Click if
YOU ARE A CUSTOMER

Click if
YOU ARE AN AGENT



2

Click ePayment tab

2

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

Indonesia

Maersk A/S:PT ASIA COCOA INDONESIA

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

Find Invoices

3

Select invoice you want to pay

3

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due	Invoiced Amount	Open	Payment Amount	Action
<input type="checkbox"/>	5520537200	959018345	IMPORT	5520537200	Feb 24, 2017	Feb 6, 2017	IDR 26,183,693	IDR 26,183,693	
<input checked="" type="checkbox"/>	5520588873	960889074	IMPORT	5520588873	Jul 24, 2017	Jul 29, 2017	IDR 300,000	IDR 300,000	
<input type="checkbox"/>	5520593519	96082596A	IMPORT	5520593519	Aug 2, 2017	Aug 2, 2017	IDR 1,100,000	IDR 1,100,000	
<input type="checkbox"/>	5520593520	96082596A	IMPORT	5520593520	Aug 2, 2017	Aug 2, 2017	IDR 53,411,670	IDR 53,411,670	
<input type="checkbox"/>	5520602881	573197176	EXPORT	5520602881	Aug 24, 2017	Aug 24, 2017	IDR 350,000	IDR 350,000	
<input type="checkbox"/>	5520608782	960685335	IMPORT	5520608782	Sep 7, 2017	Sep 7, 2017	IDR 300,000	IDR 300,000	
<input type="checkbox"/>		961472961	IMPORT	5520609310	Sep 9, 2017	Sep 14, 2017	IDR 400,000	IDR 400,000	
<input type="checkbox"/>		961632787	IMPORT	5520609311	Sep 9, 2017	Sep 14, 2017	IDR 400,000	IDR 400,000	
<input type="checkbox"/>		962101119	EXPORT	S16-055 / B	Oct 14, 2017	Oct 15, 2017	IDR 67,378,912	IDR 67,378,912	
<input type="checkbox"/>		961497958	IMPORT	5520624737	Oct 15, 2017	Oct 20, 2017	IDR 500,000	IDR 500,000	
<input type="checkbox"/>	5520625677	961409977	IMPORT	5520625677	Oct 17, 2017	Oct 22, 2017	IDR 700,000	IDR 700,000	
<input type="checkbox"/>	5520636977	962237106	IMPORT	5520636977	Nov 14, 2017	Nov 17, 2017	IDR 38,071,250	IDR 38,071,250	
<input type="checkbox"/>	5520649102	961721941	DET-INV		Dec 15, 2017	Dec 15, 2017	IDR 31,925,010	IDR 31,925,010	
<input type="checkbox"/>	5520649104	962175123	DET-INV		Dec 15, 2017	Dec 15, 2017	IDR 11,139,791	IDR 11,139,791	
<input type="checkbox"/>	5520649106	962247687	DET-INV		Dec 15, 2017	Dec 15, 2017	IDR 19,019,154	IDR 19,019,154	
<input type="checkbox"/>	5520649123	962247687	DET-INV		Dec 15, 2017	Dec 15, 2017	IDR 2,717,022	IDR 2,717,022	

Select All Deselect All Download Selected Entries

Payment Amount IDR 300000.00

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Input Company Name & Email

4

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

Payment Gateway - Doku

XXXXXXXXXXXX5069

Customer Name **Company Name**

Email **Email***

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

**Email that will receive the payment confirmation mail (Official Receipt)*

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Confirm & Continue

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By clicking here you agree to
 i) The privacy and cookie policy [<https://www.maersk.com/privacy-and-cookie-policy>],
 ii) The terms of use [<https://terms.maersk.com>]
 iii) The terms and condition for payment between you and your bank shall apply.
 iv) Ensure that your account is operational as per your terms with your Bank, before executing the electronic payment transactions.

Continue

New Customer Search

Note:

You can click double arrow button to sort the open invoice based on nearest / farrest Due Date
 If you find the invoice has wrong information such as Incorrect Rates, Incorrect Payer, Already Paid, Missing Information, others, you can raise dispute easily via website – see the guidance [here](#)



Check the summary of your payment (Invoice, BL number, total amount)

Search	Open Invoices	ePayment	Credits	Paid Invoices	Dispute Cases	eStatement	Account Statement	Profile
Indonesia								Maersk A/S:PT ASIA COCOA INDONESIA
List of Invoices Selected for Payment								
You want to pay the invoices listed with bank details: XXXXXXXX5069								
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		
5520588873	960889074	Jul 24, 2017	Jul 29, 2017	IDR 300,000	IDR 300,000	IDR 300,000		
						Total Net Payment Amount	IDR 300,000	IDR 300,000
Back		Pay						


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Click Pay

6

7

Choose Payment Option
INTERNET BANKING or BANK TRANSFER






Maersk
Total Payment
IDR 10,000.00
ID Invoice : f1Cs4wiPgNxO
1 Items [View](#)


[Internet Banking](#)

[Bank Transfer](#)

[Back to Merchant](#)

Payment using internet banking will be processed on the bank's website. Please ensure that your internet banking service has been activated with sufficient fund for the transaction. Click on Bank Image to complete payment.






Maersk
Total Payment
IDR 300,000.00
ID Invoice : 7218492929300692
1 Items [View](#)

[Internet Banking](#)


[Bank Transfer](#)

[Back to Merchant](#)






Click the **Get Payment Code** button and note down the code that appears, in order to make payment at the nearest ATM or Internet/Mobile Banking (except for BCA Internet Banking)




The payment code will expire after a certain period set by your merchant. Your purchase will be cancelled if payment is made after that period.




[Get Payment Code](#)




[Get Payment Code](#)

Powered by PermataBank



[Get Payment Code](#)



[Get Payment Code](#)

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7

If you choose **INTERNET BANKING** it will divert you to your choose Internet Banking page, & you can proceed your payment depend your Internet Banking procedure/steps

8 If you choose **BANK TRANSFER** it will divert to Virtual Account creation page as per below

Payment Code
8902238800000008

Amount IDR 30427155.00

Invoice Number 9993381368527828

Via Mandiri ATM:

1. Insert Mandiri ATM card, then enter ATM PIN.
2. Choose menu "Bayar/Beli"
3. Choose menu "Lainnya" then another "Lainnya"
4. Choose menu "Multi Payment"
5. Input the first 5 digits from Mandiri VA number (e.g. 89022)
6. Input the full VA number **8902238800000008**
7. Input the amount
8. VA number, Name, and Amount will appear on screen

8

- VA is valid for **48 hours**
 - You can recreate VA for same invoice
- Scroll down**
- follow instruction based on your payment method whether via ATM or online payment
 - Click **PRINT** to save as PDF/print the VA number & payment instruction steps

pay.doku.com/Suite/ProcessPayment?MALLID=8940&CHAINMERCHANT=0&INV=gMuTO3QfcTIN

How to Pay at the ATM

1. Enter P
2. Choose then "Tra
3. Choose
4. Enter the payment then choo
5. Enter the transfer a
6. Confirm amount is
7. Done

How to Pay Using Internet Banking

1. Login to
2. Choose bank code (Permat
3. Enter the exact amount as your transaction value
4. Enter the destination amount using your 16 digit payment code 8856135000000048
5. Confirm that the bank code, payment code, and transaction amount is correct, then choose "Correct"
6. Done

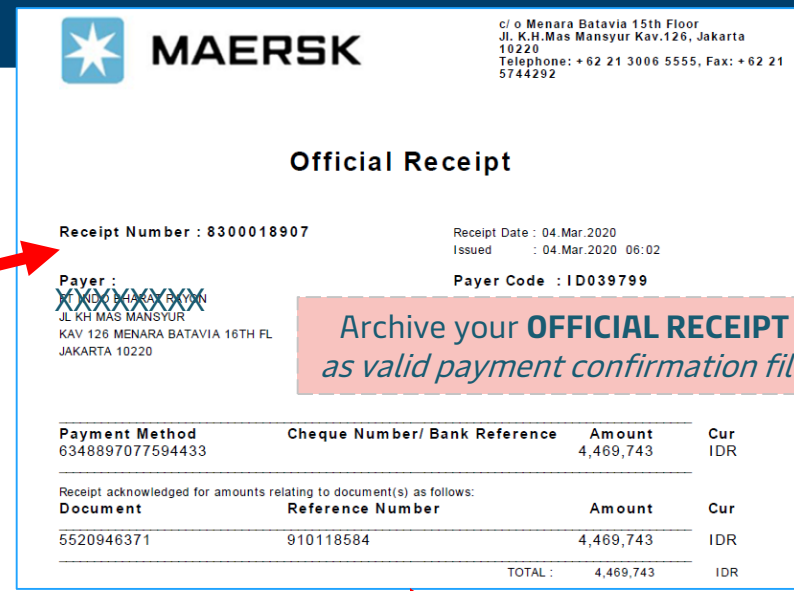
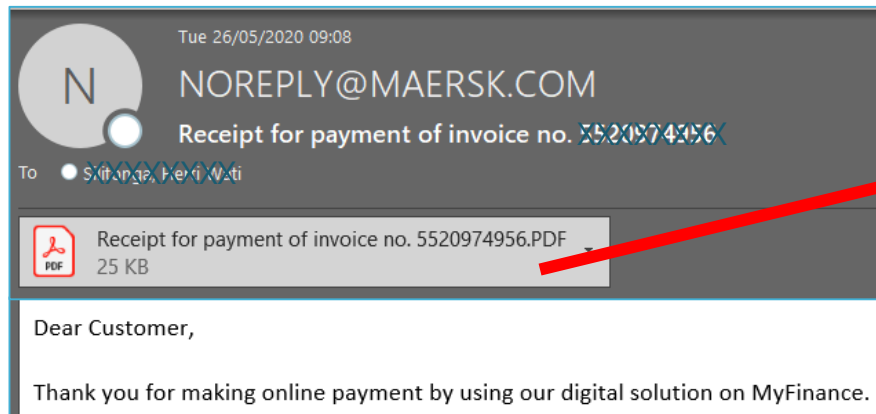
Print

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Once you made payment,
 → check your **MAILBOX (INBOX/SPAM)**,
 → you will get **Payment Confirmation mail**
 from us **INSTANTLY!** from
noreply@maersk.com.
If you paid 10 invoice, you will get 10 mails

→ no need send payment proof to Maersk anymore

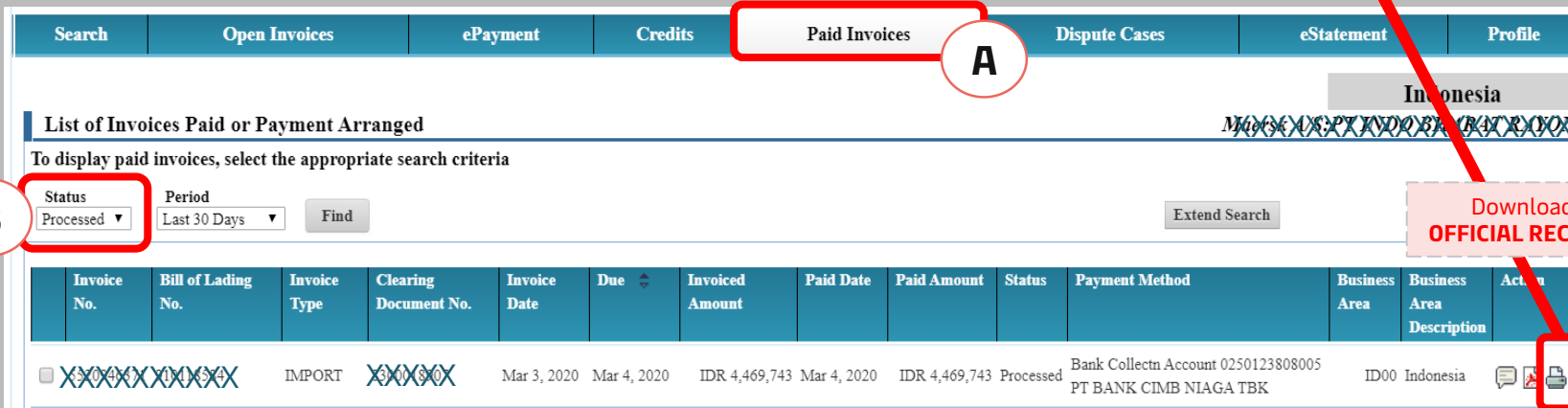
Click if YOU ARE AN AGENT



Archive your **OFFICIAL RECEIPT**
 as valid payment confirmation file

Note:
 If in case you **did not receive Payment Confirmation mail**, you can download the Official Receipt.

- A. click **PAID INVOICE** tab →
- B. choose **PROCESSED** →
- C. Download your **OFFICIAL RECEIPT**

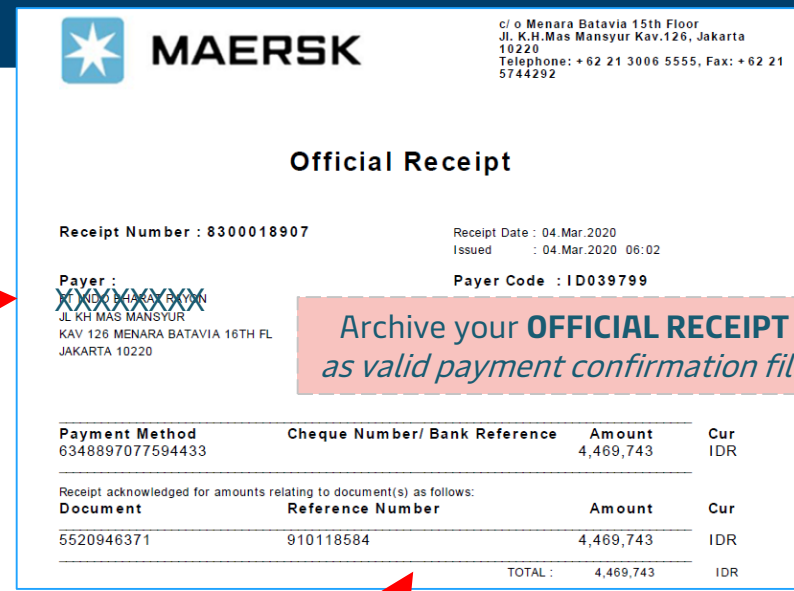
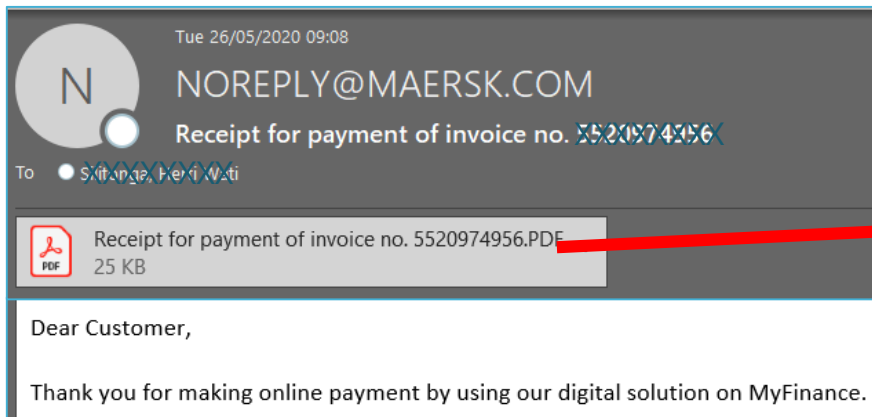


Download **OFFICIAL RECEIPT**

If YOU ARE AN AGENT

Once you made payment, → check your MAILBOX (INBOX/SPAM), → you will get Payment Confirmation mail from us INSTANTLY! from noreply@maersk.com. If you paid 10 invoice, you will get 10 mails

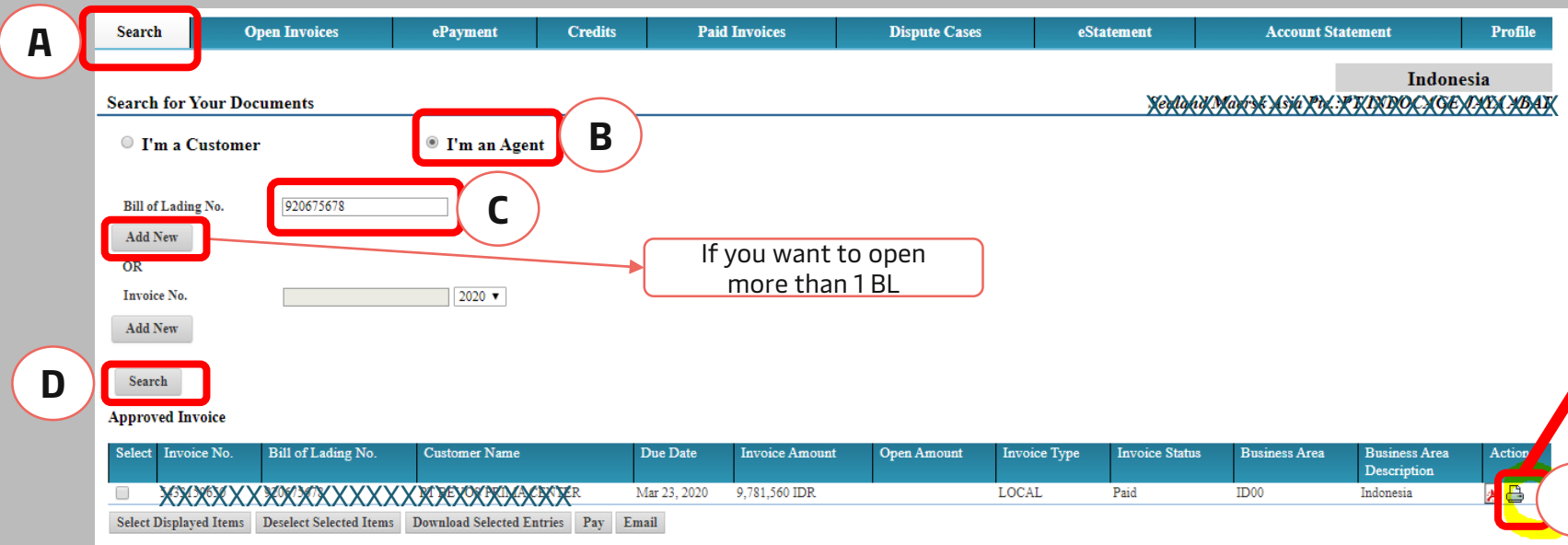
→ no need send payment proof to Maersk anymore



Archive your OFFICIAL RECEIPT as valid payment confirmation file

Note: If in case you did not receive Payment Confirmation mail, you can download the Official Receipt.

- A. click SEARCH tab → B. choose I'M AN AGENT → C / D. input BL NUMBER or INVOICE NUMBER → E. Download your OFFICIAL RECEIPT



If you want to open more than 1 BL

Payer's Bank - Bank Penyetor/ Pembayar/ Customer	Payment via Bank Transfer - pembayaran via Bank Transfer (VIRTUAL ACCOUNT)	CAN be paid Via
Mandiri	Mandiri	Setor Tunai/to Teller (Multi Payment form)
	Mandiri	ATM
	Mandiri	Internet Banking
	Mandiri	M-Banking
	Mandiri	MCM (Mandiri Cash Management)
	Mandiri	MIB (Mandiri Internet Business)
CIMB	CIMB	CIMB Clicks
	CIMB	ATM
Permata	Permata	Permata Net
	Permata	ATM
Danamon	Danamon	ATM
	Danamon	D-Bank
	Danamon	Online Banking
Maybank	Maybank	ATM
	Maybank	Maybank2U
BCA*	Mandiri	Klik BCA - Online Transfer
	Permata	Klik BCA - Online Transfer
UOB*	Mandiri	Online Transfer to Mandiri
	Permata	Online Transfer to Permata
OCBC*	ATM Bersama/PRIMA/ALTO	ATM Bersama
	Mandiri	OCBC Online Business
BNI*	ATM Bersama/PRIMA/ALTO	ATM Bersama
	Mandiri	ATM Bersama
BRI*	ATM Bersama/PRIMA/ALTO	ATM Bersama
	Mandiri	Mbanking - Bank Transfer
HSBC*	ATM Bersama/PRIMA/ALTO	ATM Bersama
	Mandiri	BIB - Online payment
	Mandiri	HSBC Net (transfer via SKN, as per batch BI)
Citibank*	ATM Bersama/PRIMA/ALTO	ATM Bersama
Victoria*	ATM Bersama/PRIMA/ALTO	ATM Bersama

*for all banks: If over the ATM limit, you can transfer through SKN Mandiri VA

(update 11 June 2020)

- If you have an account with Mandiri, CIMB, Danamon, Maybank, Permata, please choose the same bank below.
- If you **do not have** an account in any of these banks, please choose **Mandiri** and **pay via online transfer**
- For transactions above **25 million Rupiah**, please choose **Mandiri**.
- For transfer via **SKN** (Sistem Kliring Nasional)/**RTGS** (Real Time Gross Settlement), please choose **Mandiri**. *Make sure the beneficiary name is the same as MyFinance name.*
- For transfer via **teller**, please choose **Mandiri** and go to **Bank Mandiri Teller**.

Click [HERE](#) to see payment guideline from various bank.

Feel free to contact us to get more information for another bank.



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[MAERSK.COM](https://www.maersk.com)



THANK YOU