

Invoicing

Where can I find my invoice, credit note, or statement?

You can find your invoice documents by logging into the [Maersk website](#) and navigating to MyFinance.

When can I expect to receive my invoice?

You may receive one or multiple invoices, depending on the charges applicable to your booking.

- Export charge invoices are usually issued five working days before vessel departure.
- Destination charge invoices are generally issued seven to five days before vessel arrival.

Depending on local regulations or operational setup, separate invoices may also be issued for:

- Inland haulage
- Customs clearance
- Other value-added services requested during the booking or shipment process

What should I do if I cannot find my invoice?

Invoice PDF documents are generated as soon as they become available and can be accessed through MyFinance on the [Maersk website](#).

If your invoice is visible in MyFinance but you are unable to download the PDF document, please contact us through the chat function to report the issue.

How can I make a payment?

The most convenient payment method is through MyFinance, where payments can be made using a bank account or credit card.

Alternatively, we also accept payments via:

- Cheque
- Direct debit
- Bank transfer
- Smartpay (not applicable for Poland & Switzerland)

How to pay invoice online?

<https://www.maersk.com/support/faqs/how-to-pay-invoice-online>

View & download invoices?

[How can I view, download and share invoices? | Support | Maersk](#)

How to submit your proof of payment?

[How to submit a Proof of Payment to ensure speedy cargo release? | Support | Maersk](#)

How to raise a dispute?

[How to raise a dispute? | Support | Maersk](#)

How to receive a refund?

[How can I receive a refund of my credit note? | Support | Maersk](#)

Finance FAQ

[MyFinance – Features | Online Payment Solutions | Maersk](#)

If you have any further questions, please do not hesitate to contact your usual Maersk representative. We trust this information is helpful.