

## 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](http://www.maersk.com)
  - ✓ **Safmarine** – [www.safmarine.com](http://www.safmarine.com)
  - ✓ **SeaLand** – [www.sealandmaersk.com](http://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](http://www.maersk.com) / [Safmarine](http://www.safmarine.com) / [Sealand](http://www.sealandmaersk.com)) 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 -

### 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.

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#### 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
<input type="checkbox"/>	5498438067	605558682	AGILITY LOGISTICS UAE	Dec 6, 2017	4,315.25 AED	4,315.25 AED	FREIGHT	Open	AE00	United Arab Emirates	
<input type="checkbox"/>	5498439235	605558504	AGILITY LOGISTICS UAE	Dec 6, 2017	3,066.12 AED	3,066.12 AED	FREIGHT	Open	AE00	United Arab Emirates	
<input type="checkbox"/>	5498439238	605558504	AGILITY LOGISTICS UAE	Dec 6, 2017	39,870.00 AED	39,870.00 AED	LOCAL	Open	AE00	United Arab Emirates	
<input type="checkbox"/>	5498465248	605561306	AGILITY LOGISTICS UAE	Jan 2, 2018	1,707.00 AED	1,707.00 AED	LOCAL	Open	AE00	United Arab Emirates	
<input type="checkbox"/>	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

### Search for Your Documents

I'm a Customer

I'm an Agent

Invoice No.

Bill of Lading No.

Customer Ref. No.

Invoice Creation Date (dd/mm/yyyy)  <

Document Types: Open  Paid  Credits  Disputes

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

	Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due
<input type="checkbox"/>	5498276709	605189340	IMPORT	5498276709	May 12, 2017	Jun 14, 2017
<input type="checkbox"/>	5498328728	572641663	DET-INV		Jul 17, 2017	Aug 16, 2017
<input type="checkbox"/>	5498336410	572641663	DET-INV		Jul 25, 2017	Aug 24, 2017
<input checked="" type="checkbox"/>	5498456376	605111323	IMPORT	5498456376	Nov 24, 2017	Nov 24, 2017
<input type="checkbox"/>	5498428798	573805835	DET-INV		Oct 26, 2017	Nov 25, 2017
<input type="checkbox"/>	5498459723	604795259	MANUAL	604795259	Nov 28, 2017	Dec 28, 2017
<input type="checkbox"/>	5498470376	596320368	IMPORT	5498470376	Dec 10, 2017	Jan 10, 2018
<input type="checkbox"/>	5498474120	604795259	INVOICE	5498474120	Dec 14, 2017	Jan 13, 2018

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.

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

TOTAL INVOICES SELECTED : 1

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due Date	Original Invoice Amount	Open Amount	Payment Amount	Reason
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

Total Invoice Amount AED 1,277.00 Payment Method \* Cheque

Difference AED 0.00 Chq No/Bank Ref. \* 123456

Paid Amount 1,277.00 Currency \* AED - Unit

Email ID \* ABCDEF@maersk.com Agent Name

Append Files ( Permitted Total Size: 4 MB)

Payment Proof to process payment \*  No file chosen  Payment Proof-Demo.pdf

- **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
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

Total Invoice Amount AED 1,277.00 Payment Method \* Cheque

Difference AED -723.00 Chq No/Bank Ref. \* 123456

Paid Amount 2000 Currency \* AED - Unit

Email ID \* ABCDEF@maersk.com Agent Name

Append Files ( Permitted Total Size: 4 MB)

Payment Proof to process payment \*  No file chosen  Payment Proof-Demo.pdf

- **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
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

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

Difference AED 277.00 Chq No/Bank Ref. \* 123456

Paid Amount 1000 Currency \* AED - Unit

Email ID \* ABCDEF@maersk.com Agent Name

Append Files ( Permitted Total Size: 4 MB)

Payment Proof to process payment \*  No file chosen  Payment Proof-Demo.pdf




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

Search   Open Invoices   ePayment   Credits   **Paid Invoices**   Dispute Cases   eStatement

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**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.

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

[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

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

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**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
<input type="checkbox"/> 5498152194	604681487	IMPORT		Jan 4, 2017	Feb 3, 2017	AED 2,934.00		AED 2,934.00	Web Payment Arranged	Other Payments/Settlements
<input checked="" type="checkbox"/> 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

List of Invoices Paid or Payment Arranged Mac

To display paid invoices, select the appropriate search criteria

Status: 
 Period: 
 Month / Day / Year:  To

Invoice No.	Bill of Lading No.	Invoice Type	Clearing Document No.	Invoice Date	Due	Invoiced Amount	Paid Date	Paid Amount	Status	Payment Method
<input type="checkbox"/> 5498445488	962044196	DET-INV	3400002690	Nov 13, 2017	Jun 25, 2019	AED 150.00	Jun 25, 2019	AED 150.00	Processed	Other Payments/Settlements
<input type="checkbox"/> 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

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: RRI : 600

Receipt Number :

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

Payer :  
  
  
LIGHT IND EST MILE 5 1/2 OF JLN TURAN  
88450 Kota Kinabalu

Payer Code :

Payment Method	Cheque Number/ Bank Reference	Amount	Cur
CHEQUE	123456	<input type="text"/>	MYR

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

Document	Reference Number	Amount	Cur
<input type="text"/>	<input type="text"/>	<input type="text"/>	MYR
TOTAL		<input type="text"/>	MYR

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

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

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

Utd  
Maersk Line:At

#### Enter Payment Remittance Details

To Upload Payment Remittance enter the required data.  
To send Payment Remittance, click on Submit.  
To return to overview, choose Back.

Total Invoices Selected :1

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due Date	Original Invoice Amount	Open Amount	Payment Amount	
5498470376	596320368	IMPORT	5498470376	Dec 10, 2017	Jan 10, 2018	AED 1,277.00	AED 1,277.00	1,277.00	
<b>Add BL</b>							<b>Total Amount</b>	AED 1,277.00	AED 1,277.00

Total Invoice Amount	AED 1,277.00	Payment Method *	<input type="text"/>	Comments	<input type="text"/>
Difference	AED 0.00	Chq No/Bank Ref. *	<input type="text"/>		
Paid Amount	<input type="text" value="1,277.00"/>	Agent Name	<input type="text"/>		
Email ID *	<input type="text"/>	Currency *	<input type="text"/>		

Append Files ( Permitted Total Size: 4 MB)

Payment Proof to process payment \*  No file chosen

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



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

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### Enter Payment Remittance Details

To Upload Payment Remittance enter the required data.  
To send Payment Remittance, click on Submit.  
To return to overview, choose Back.

Total Invoices Selected :1

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due Date	Original Invoice Amount	Open Amount	Payment Amount	Remun Code	Action
5498470376	596320368	IMPORT	5498470376	Dec 10, 2017	Jan 10, 2018	AED 1,277.00	AED 1,277.00	1,277.00		Correct Invo <input type="checkbox"/> <input checked="" type="checkbox"/>

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

Total Invoice Amount: AED 1,277.00  
 Difference: AED 0.00  
 Paid Amount: 1,277.00  
 Email ID:

Payment Method:   
 Chq No Bank Ref:   
 Agent Name:

Append Files ( Permitted Total Size: 4 MB)  
 Payment Proof to process payment:  No file chosen

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

- Click on payment remittance tab without selecting invoice

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.

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

Search | Open Invoices | ePayment | Credits | Paid Invoices | Dispute Cases

### Open Invoices

Only selected bills are displayed

Selection of invoices will enable us accelerated cargo B/L release

**Correct Invoice not available**
 This is a deposit/advance
  Container Deposit

	Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date
<input type="checkbox"/>	5498276709	605189340	IMPORT	5498276709	May 12, 2017
<input type="checkbox"/>	5498328728	572641663	DET-INV		Jul 17, 2017
<input type="checkbox"/>	5498336410	572641663	DET-INV		Jul 25, 2017
<input type="checkbox"/>	5498428798	573805835	DET-INV		Oct 26, 2017
<input type="checkbox"/>	5498459723	604795259	MANUAL	604795259	Nov 28, 2017
<input type="checkbox"/>	5498470376	596320368	IMPORT	5498470376	Dec 10, 2017

- Update the details for payment remittance and click on submit



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

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Maersk Line:AGILITY LOGISTICS UAE

### Enter Payment Remittance Details

To Upload Payment Remittance enter the required data.  
To send Payment Remittance, click on Submit.  
To return to overview, choose Back.

Bill of Lading No.  Payment Amount

[Add New](#)

Total Payment Amount 0.00 Currency

Agent Name  Payment Method

Email ID  [Add New](#) Chq No Bank Ref.

Comments:

Append Files ( Permitted Total Size: 4 MB)  
Payment Proof to process payment \*

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

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

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

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Maersk Line:AGILITY LOGISTICS UAE

### Enter Payment Remittance Details

To Upload Payment Remittance enter the required data.  
To send Payment Remittance, click on Submit.  
To return to overview, choose Back.

Total Invoices Selected :1

Invoice No.	Bill of Lading No.	Invoice Type	Customer Ref. No.	Invoice Date	Due Date	Original Invoice Amount	Open Amount	Payment Amount	Reason Code	Action
5495439238	605558504	EXPORT	EA0142434	Nov 7, 2017	Dec 6, 2017	AED 39,870.00	AED 39,870.00	39,870.00		

[Add BL](#) Total Amount AED 39,870.00 AED 39,870.00

Total Invoice Amount AED 39,870.00  
Difference AED 0.00  
Paid Amount 39,870.00

Email ID  [Add New](#)

Append Files ( Permitted Total Size: 4 MB)  
Payment Proof to process payment \*

Currency  Agent Name

- ADP - Andoran peseta
- AED - United Arab Emirates Dirham
- AFA - Afghani
- AFN - Afghanistan Afghani
- ALL - Albanian Lek
- AMD - Armenian Dram
- ANG - West Indian Guilder
- AOA - Angolan Kwanza
- AON - Angolan New Kwanza
- AOR - Angolan Kwanza Reajustado (expired)
- ARS - Argentine Peso
- ATS - Austrian Schilling (expired)
- AUD - Australian Dollar
- AWG - Aruban Guilder
- AZM - Azerbaijan Manat (expired)
- AZN - Azerbaijan Manat (1 Jan 2006)
- BAM - Bosnia and Herzegovina Convertible Mark
- BBD - Barbados Dollar
- BDT - Bangladesh Taka

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

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 [CENWWWVCREG@maersk.com](mailto:CENWWWVCREG@maersk.com) (All Brands)

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

- Please contact your local Maersk Line representative