

OVERVIEW:

Refund solution aims at allowing customers to submit their refund request on available Refundable credits vide MyFinance portal.

Advance, Duplicate, Overpayment and Container Deposits will be flagged as refundable credits in MyFinance under "Credits and Refunds" tab. You will be able to submit hassle-free refund request and do not have to redirect to Biller Direct Page for raising Refund.

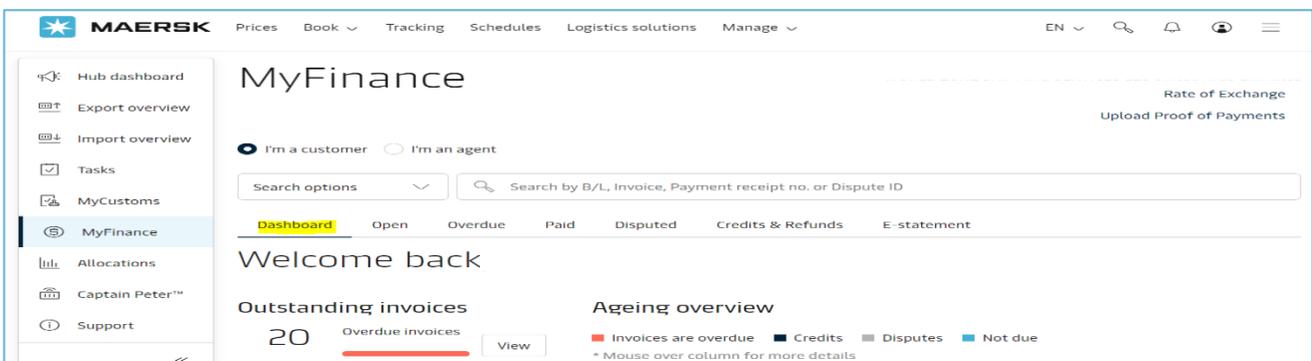
To explore the Refund functionality, you should login to the [MyFinance](#) platform. Please find below the instructions on how to identify refundable credits and raise refund request.

Process Steps for raising Refund request:

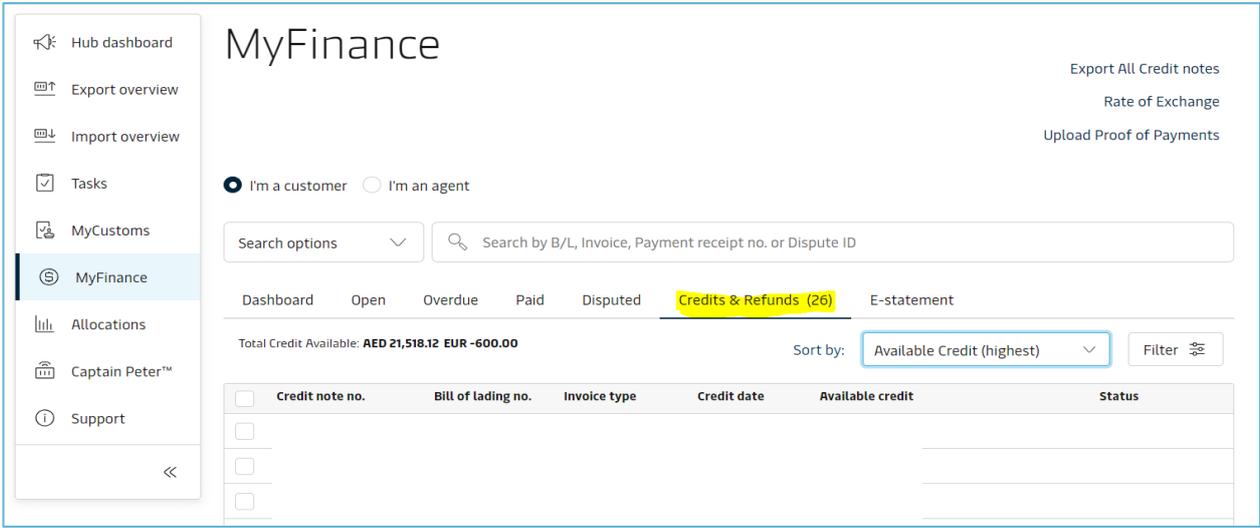
- Go to www.maersk.com and click on "**Manage**" and select "**MyFinance**"
- Click on "**Credits and Refunds**" tab for refundable credits (Advance/Duplicate/Over Payment & Container deposits would be flagged as "Refundable")
- Refund request can be raised only on flagged credits
- Select the refund payment method (cheque or bank) option according to your requirement
- Click on submit refund request

Steps:

- Customer Login to MyFinance, they will land up on dashboard page:

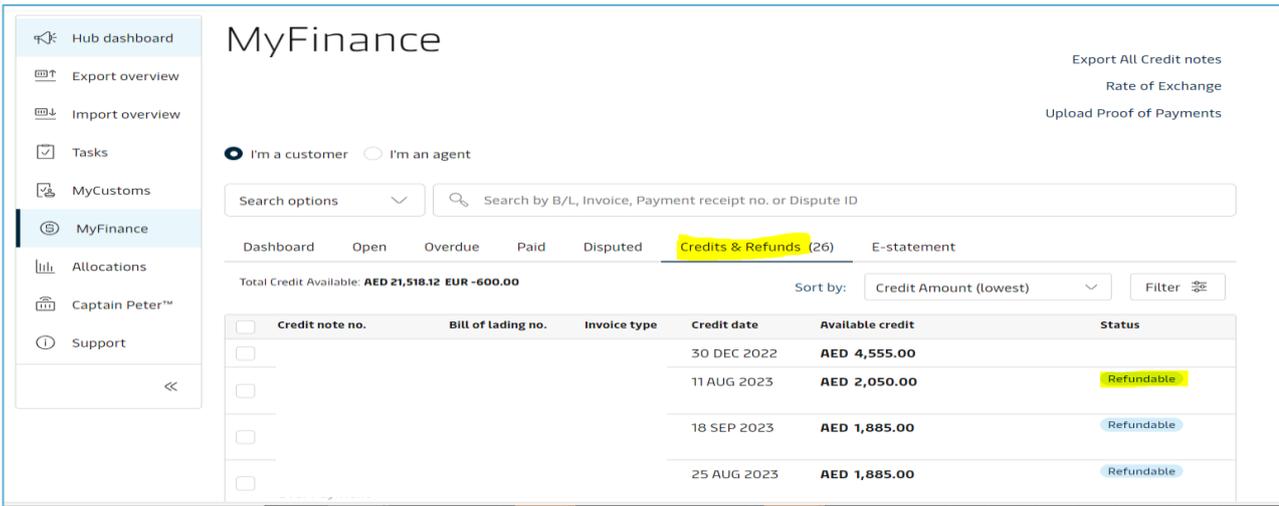


b. To find Refundable credit, they need to click on **"Credits & Refunds"** tab:



The screenshot shows the MyFinance interface. The left sidebar contains navigation options: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance (selected), Allocations, Captain Peter™, and Support. The main area displays the 'Credits & Refunds' tab, which is highlighted in yellow. The total credit available is AED 21,518.12 EUR -600.00. The 'Sort by' dropdown is set to 'Available Credit (highest)'. The table below shows columns for Credit note no., Bill of lading no., Invoice type, Credit date, Available credit, and Status.

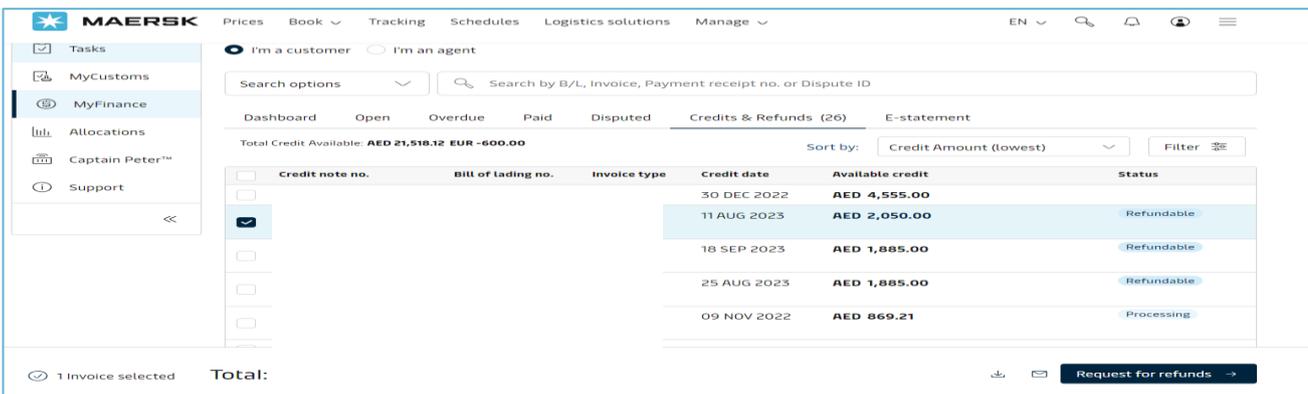
c. Advance, duplicate, overpayment, and container deposits are flagged as **"Refundable"** under status:



The screenshot shows the MyFinance interface with the 'Credits & Refunds' tab selected. The 'Sort by' dropdown is set to 'Credit Amount (lowest)'. The table below shows columns for Credit note no., Bill of lading no., Invoice type, Credit date, Available credit, and Status. The status 'Refundable' is highlighted in yellow for the items listed.

Credit note no.	Bill of lading no.	Invoice type	Credit date	Available credit	Status
			30 DEC 2022	AED 4,555.00	
			11 AUG 2023	AED 2,050.00	Refundable
			18 SEP 2023	AED 1,885.00	Refundable
			25 AUG 2023	AED 1,885.00	Refundable

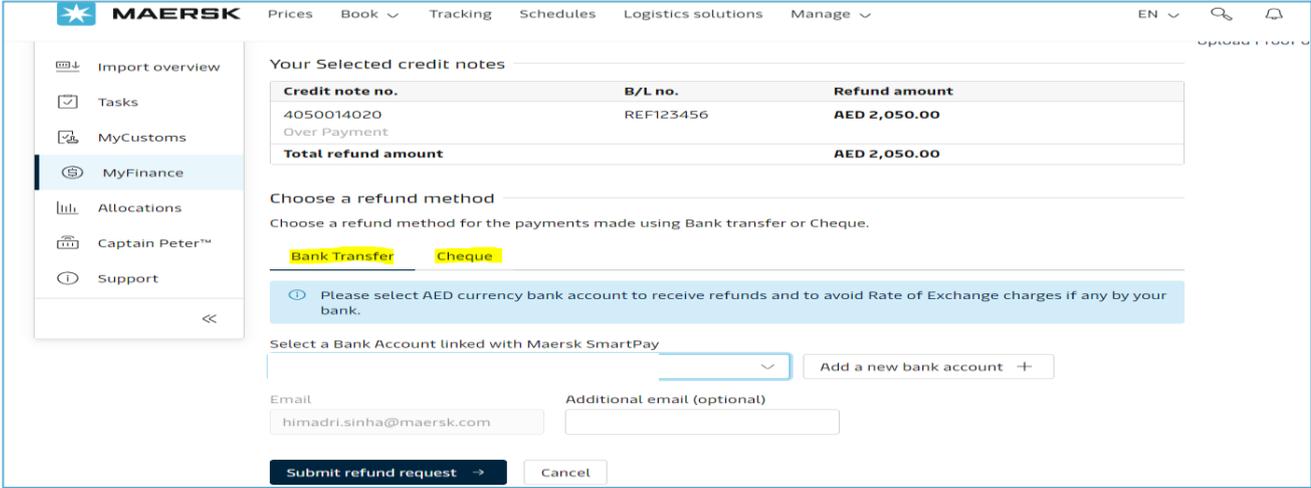
d. Customer can select the refundable credit and raise a request for refund:



The screenshot shows the MyFinance interface with the 'Credits & Refunds' tab selected. The 'Sort by' dropdown is set to 'Credit Amount (lowest)'. The table below shows columns for Credit note no., Bill of lading no., Invoice type, Credit date, Available credit, and Status. The status 'Refundable' is highlighted in blue for the items listed. A 'Request for refunds' button is visible at the bottom right.

Credit note no.	Bill of lading no.	Invoice type	Credit date	Available credit	Status
			30 DEC 2022	AED 4,555.00	
			11 AUG 2023	AED 2,050.00	Refundable
			18 SEP 2023	AED 1,885.00	Refundable
			25 AUG 2023	AED 1,885.00	Refundable
			09 NOV 2022	AED 869.21	Processing

e. Customer must select the Refund Payment method and submit refund request:



Your Selected credit notes

Credit note no.	B/L no.	Refund amount
4050014020 Over Payment	REF123456	AED 2,050.00
Total refund amount		AED 2,050.00

Choose a refund method
Choose a refund method for the payments made using Bank transfer or Cheque.

Bank Transfer **Cheque**

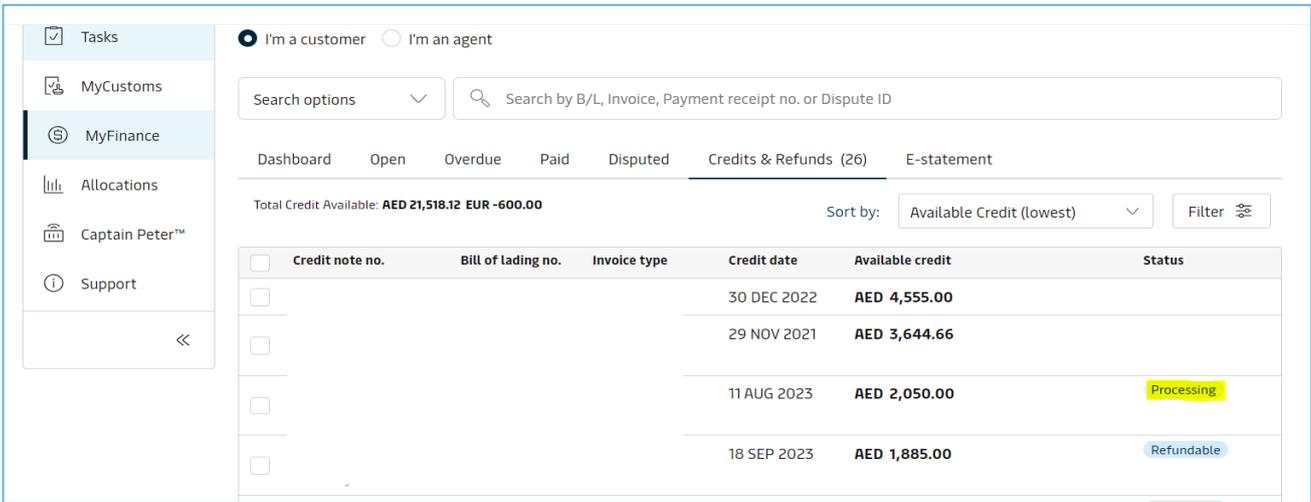
Please select AED currency bank account to receive refunds and to avoid Rate of Exchange charges if any by your bank.

Select a Bank Account linked with Maersk SmartPay

Email: Additional email (optional):

Submit refund request

f. Once the request is submitted, the credit status would change from refundable to processing. Customer can view their refund processing status:



Tasks MyCustoms MyFinance Allocations Captain Peter™ Support

I'm a customer I'm an agent

Search options: Search by B/L, Invoice, Payment receipt no. or Dispute ID

Dashboard Open Overdue Paid Disputed **Credits & Refunds (26)** E-statement

Total Credit Available: **AED 21,518.12 EUR -600.00** Sort by: Available Credit (lowest) Filter

<input type="checkbox"/>	Credit note no.	Bill of lading no.	Invoice type	Credit date	Available credit	Status
<input type="checkbox"/>				30 DEC 2022	AED 4,555.00	
<input type="checkbox"/>				29 NOV 2021	AED 3,644.66	
<input type="checkbox"/>				11 AUG 2023	AED 2,050.00	Processing
<input type="checkbox"/>				18 SEP 2023	AED 1,885.00	Refundable