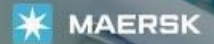


ePayment

Easier payments
begin here

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BENEFIT

ePayment – YOUR PAYMENT SOLUTION

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

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 [+62 215093 9470](tel:+622150939470)

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)



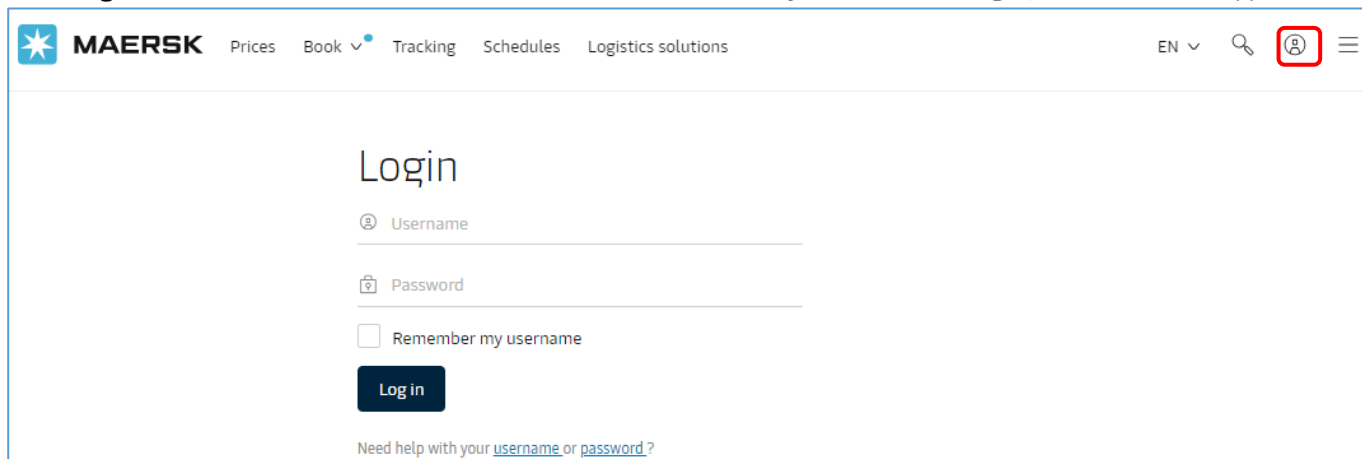
MAERSK

TUTORIAL

How to Utilize ePayment – LOGIN & GO TO MY FINANCE

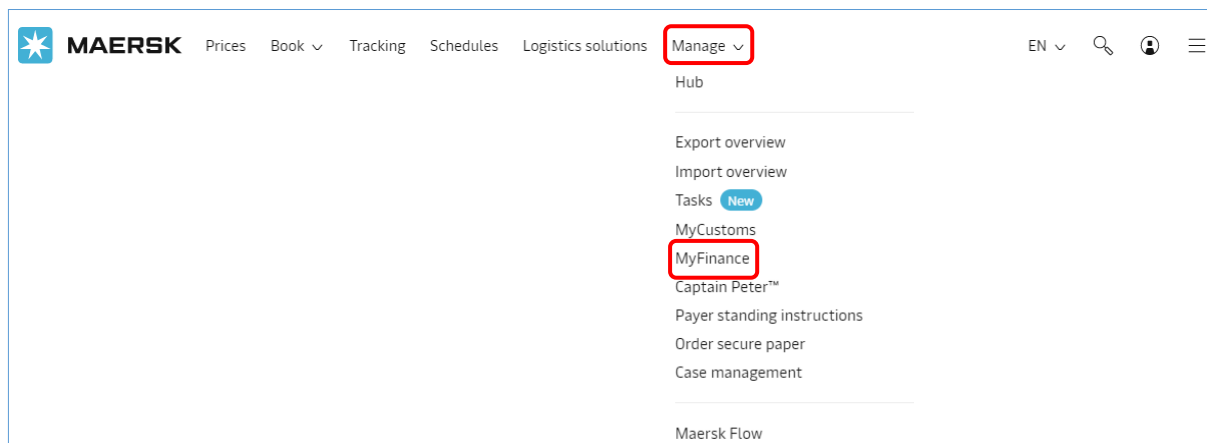
1. Login to Maersk.com

-- If you are failed to log in, CHAT technical support [here](#)



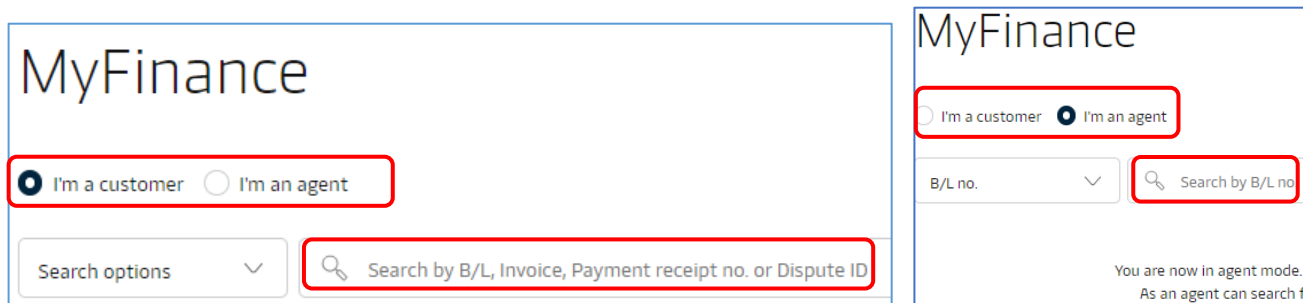
The screenshot shows the Maersk website's login page. The header includes the Maersk logo, navigation links (Prices, Book, Tracking, Schedules, Logistics solutions), and user controls (EN, search, profile icon, and a menu icon). The main content area is titled 'Login' and contains a 'Username' field, a 'Password' field, a 'Remember my username' checkbox, and a 'Log in' button. A link for 'Need help with your username or password?' is at the bottom.

2. After login, click "Manage" then "My Finance"



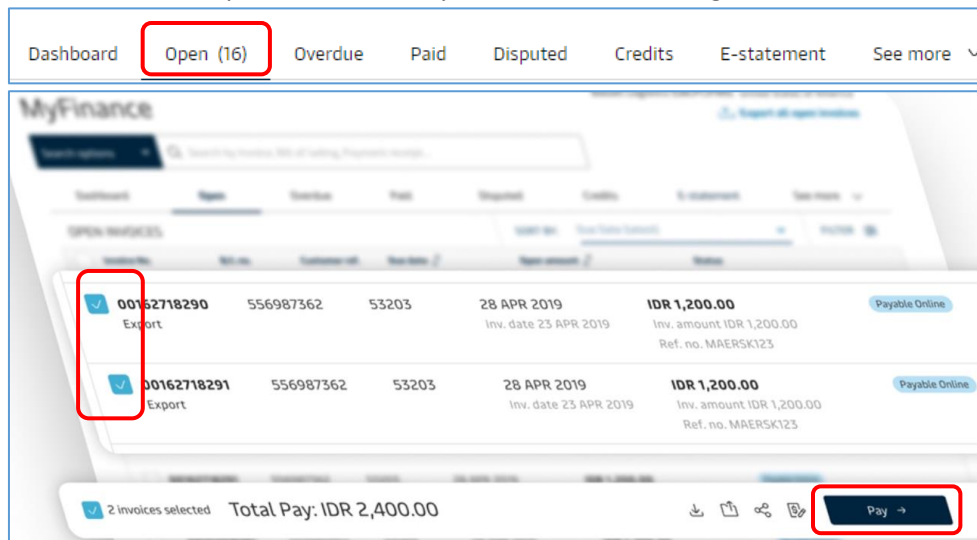
The screenshot shows the 'Manage' dropdown menu on the Maersk website. The menu is open, displaying options: Hub, Export overview, Import overview, Tasks (with a 'New' button), MyCustoms, MyFinance (highlighted with a red box), Captain Peter™, Payer standing instructions, Order secure paper, Case management, and Maersk Flow.

3. Choose whether you are the **customer on invoice party** or **third-party agent**. You may search the Open invoice based on BL number and Invoice number.

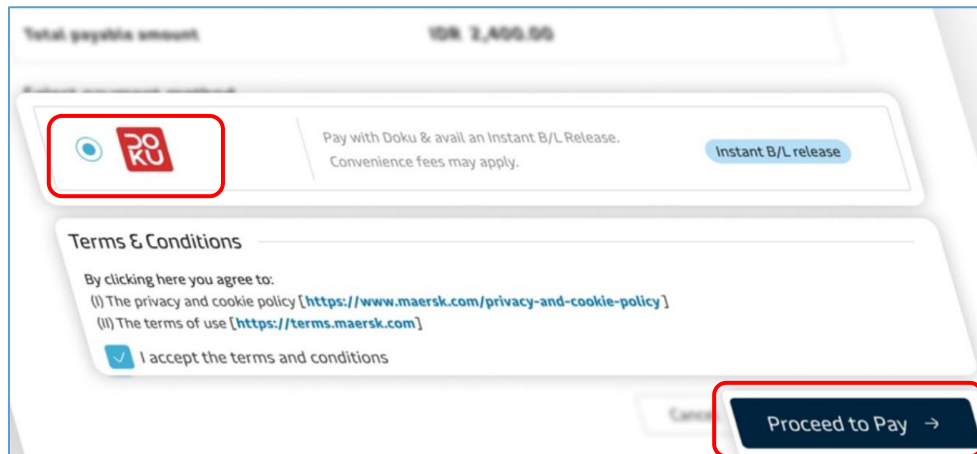


The screenshot shows the 'MyFinance' search interface. It features two radio buttons: 'I'm a customer' (selected) and 'I'm an agent'. Below these are search options: 'Search options' (dropdown) and 'Search by B/L, Invoice, Payment receipt no. or Dispute ID' (text input). A 'B/L no.' dropdown and a 'Search by B/L no.' button are also visible. The interface is titled 'MyFinance' and includes a note: 'You are now in agent mode. As an agent can search f'.

4. If you are the customer, you can click “Open” tab to show invoices that not yet being paid. Tick the invoice that will be paid and Click “Pay” for “Internet Banking and Bank Transfer”



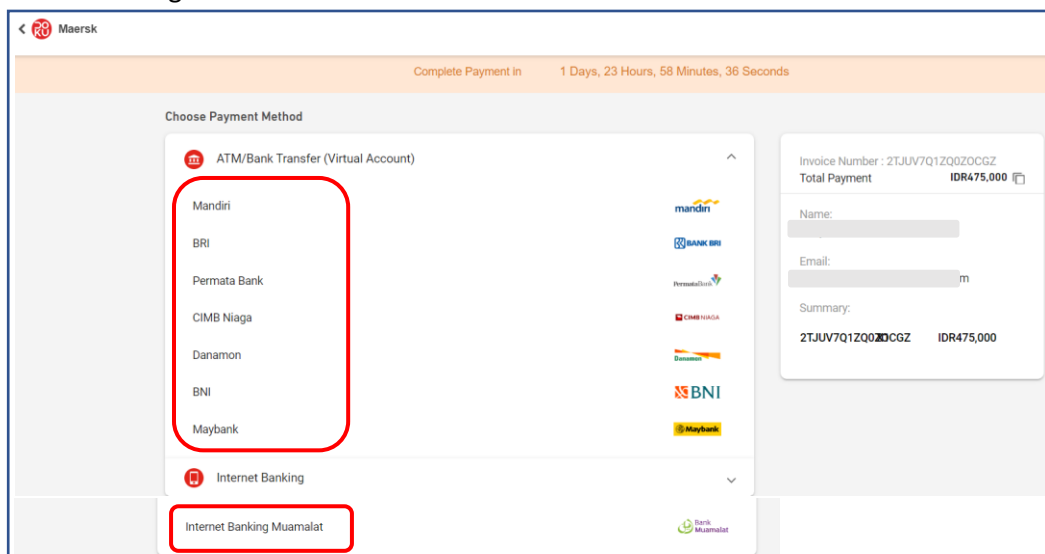
5. There will be page below. Tick “I accept the terms and conditions” then you can click “Proceed to Pay”



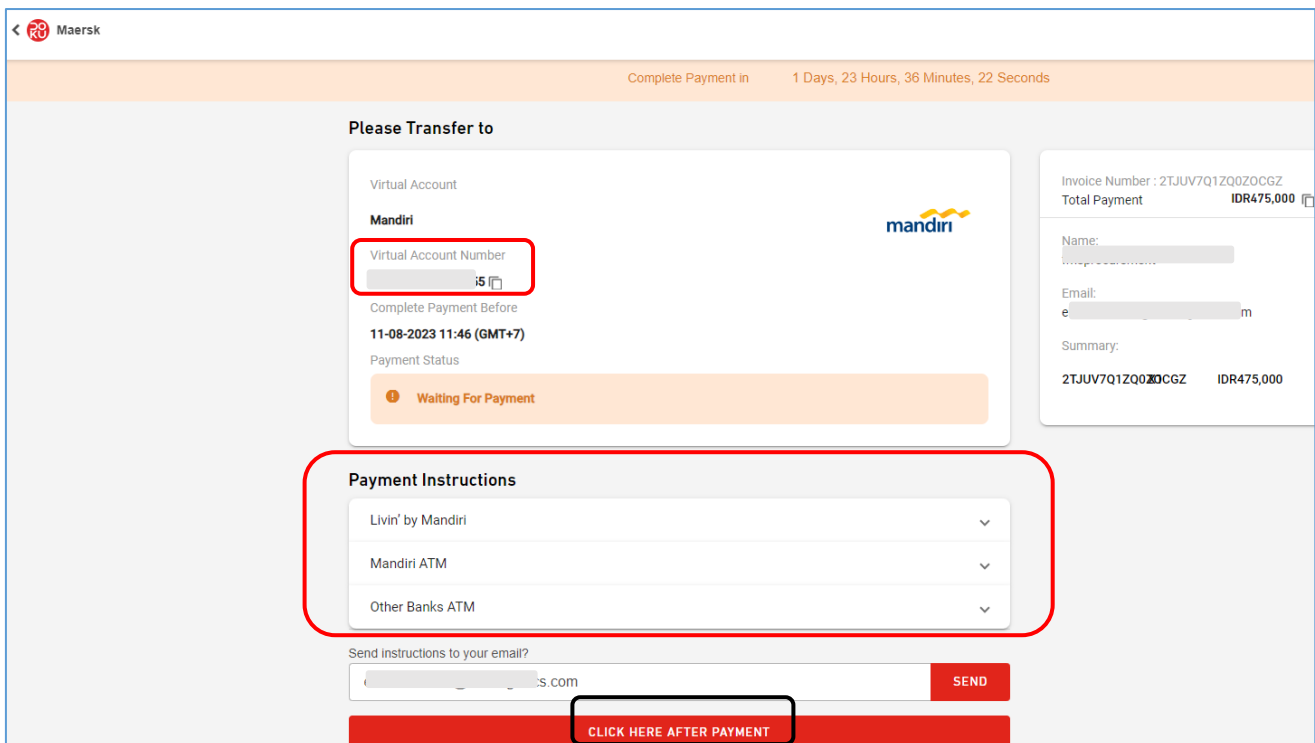
6. You will be redirected to DOKU page and you can pay through 2 Payment Method.

Please choose the bank according to your convenience to get VA Number

- a. ATM/Bank Transfer (Virtual Account): **Mandiri, BRI, Permata Bank, CIMB Niaga, Danamon, BNI, Maybank**
- b. Internet Banking: **Bank Muamalat**

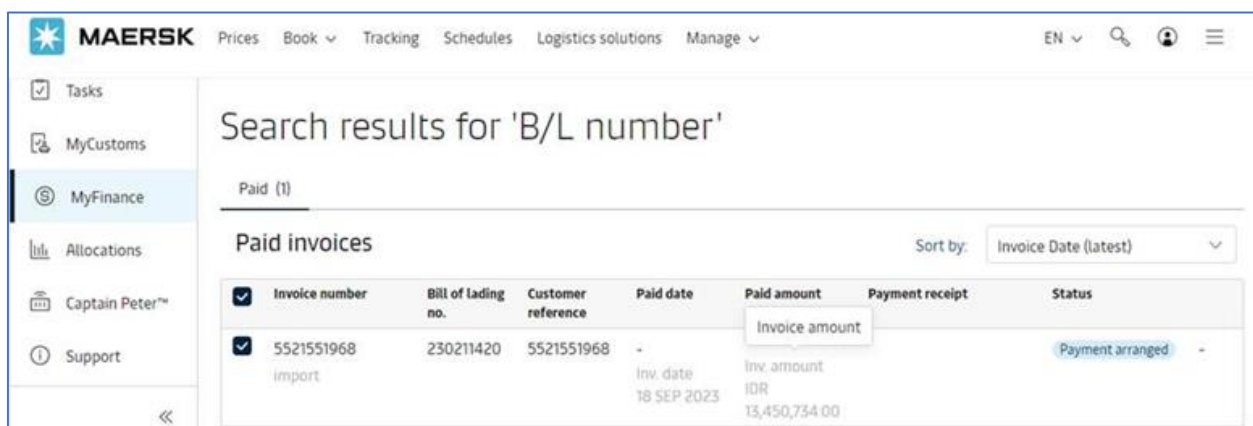


7. You have 2 days to create payment based on Virtual Account Number that being provided. Payment instruction also available on the page which can be seen by click the specific payment method. You may click “CLICK HERE AFTER PAYMENT” **once payment transferred.**



The screenshot shows the Maersk payment portal. At the top, a timer indicates 'Complete Payment in 1 Days, 23 Hours, 36 Minutes, 22 Seconds'. The main section is titled 'Please Transfer to' and features a 'Mandiri' virtual account. A red box highlights the 'Virtual Account Number' field, which is partially obscured by a redacted number. Below this, the 'Complete Payment Before' date is '11-08-2023 11:46 (GMT+7)' and the 'Payment Status' is 'Waiting For Payment'. To the right, an 'Invoice Number' is '2TJUV7Q1ZQ0Z0CGZ' and the 'Total Payment' is 'IDR475,000'. Below the main section, a 'Payment Instructions' box is highlighted with a red border, containing three options: 'Livin' by Mandiri', 'Mandiri ATM', and 'Other Banks ATM'. At the bottom, there is a 'SEND' button and a red button labeled 'CLICK HERE AFTER PAYMENT'.

8. Payment status on My Finance will be changed to “Payment Arranged”.

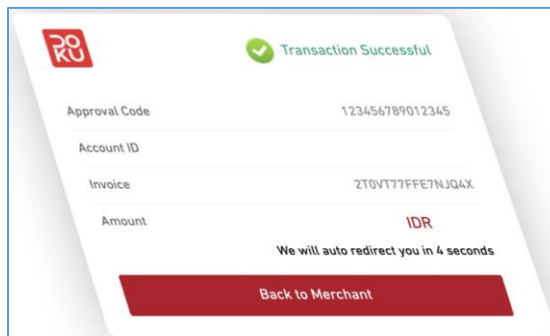


The screenshot shows the Maersk MyFinance interface. The left sidebar contains navigation links: Tasks, MyCustoms, MyFinance (selected), Allocations, Captain Peter™, and Support. The main area displays 'Search results for 'B/L number'' with a 'Paid (1)' filter. Below this, a table titled 'Paid invoices' shows the following data:

Invoice number	Bill of lading no.	Customer reference	Paid date	Paid amount	Payment receipt	Status
5521551968 import	230211420	5521551968	Inv. date 18 SEP 2023	Inv. amount IDR 13,450,734.00	Invoice amount	Payment arranged

If you **forgot VA number** or **unable to download any Payment receipt** after payment being transferred, you may **contact Maersk Customer Service** for further assistance.

9. You may receive pop up notification once transaction done.



Website Feature Guidance

Click below button to find out more website feature guidance.

Simple Guidance

Illustrated Guidance

Should you have any concerns or questions, please do not hesitate to reach us.

We want to thank you for your business and look forward to continuously serving your global transportation needs.

Best Regards,

[Maersk Indonesia](#)