



Finance Quick Guide for Onboarding – EXTERNAL

In this guide you will find everything you need to know about our Finance Department and our available products and offerings. Now that your booking is made, what happens next? How can you access your invoices; your general account information; who do you reach out to in case of discrepancies or any questions? These are some of the topics we aim to address in this guide, alongside with tips and quick wins to help addressing various request types in a timely manner.

1. Documents and Information sent Daily and Weekly.

- The fastest way to access invoices is downloading directly from our website (My Finance). My Finance offers real time 24/7 accessibility to your invoices, Statement of Account, credit notes, and even online payment options are available in some countries.
- Invoices can be sent from our system through email automatically (same date of issuance), please ensure we always have your most up to date email address(es) for invoice receivers (up to 2 emails addresses can be added).
- Statement of Account is sent automatically every week with Open receivables as of said date (no maximum of email addresses).
- If an invoice becomes overdue, it automatically triggers the dunning process. In this automated Collection process, we will send 4 Dunning Letters reminders for the account to be brought up to date, which increases Consequence levels on each one and is sent as per the Ageing of the invoices, Dunning only applies for non-disputed and dispute rejected invoices
 - Dunning Letter 1: this is the first reminder of debt unpaid.
 - Dunning Letter 2: this is the 2nd reminder of the debt if still unpaid.
 - Dunning Letter 3: Warning of credit suspension for Credit customers, and warning of finance block for new bookings for cash customers.
 - Dunning Letter 4: Notification of credit suspension for Credit customers, and Notification of Finance block which will not allow cash customers to do bookings with all Maersk Group.

2. Credit terms and Agreements.

- Credit Agreement can be discussed directly with your Commercial Partner.
- Credit applications are not guaranteed to be approved, we will evaluate company financials and credit ratings to properly evaluate feasibility.
- Credit terms agreed (credit days) are mentioned in the Agreement and have the following logic:
 - **Export Charges**: Credit terms starts after ETD (Estimated time Departure) of the cargo.
 - **Import Charges**: Credit terms starts after ETA (Estimated time Arrival) of the cargo.
 - **Detention & Demurrage charges**: Credit terms starts after Issuance date of the first invoice billed (in case of any re-billing, disputed, cancellation, etc., the full terms are not considered again).



- Invoices re-billed due to Dispute, late billing or Payer transfer might not read the full credit terms as it will follow the logic mentioned above. Full credit terms cannot be considered if not matching the invoice due date.
- Credit terms are generally valid for one calendar year starting from the agreement date. At the end of this period the credit will be considered for automatic renewal. The requirements to be approved for renewal are as follows:
 - Statement of Account with debt of <10% Overdue from Outstanding.
 - Debt above 90 days must be zero.
 - Account must have had volume during the prior 12 months.
- Credit terms can be revoked due to Dunning Consequence Management (for unpaid balances) at any time regardless of Expiry date of the Credit Agreement.
- Once credit terms are revoked, all Overdue invoices on statement must be paid for reactivation. After reactivation is approved, system takes 24-48 hours to be updated with credit terms and Shipments loaded before this update will not read credit and thus will need to be paid for
- cargo release (credit terms are not retroactive).

3. Disputes and Discrepancy Discussions.

- Any invoice with Discrepancy (Incorrect Rates, Additional charges, Contract discrepancy, Incorrect free time, incorrect container return dates, error on Equipment maintenance/damage charges, service failure, etc.) should be disputed timely maximum 7 days after invoice issuance.
- Disputes can be raised thru our [Company Website \(My Finance\)](#) with all required information mentioned above. Steps to raise a dispute can be found via link : [Disputes](#)
- The more and complete information provided, the quicker our teams can resolve the query and provide you the best resolution. Our disputes team might require additional information if the dispute is not clear or further investigation is needed.
- Our disputes team will accept or reject the case and the notification will be sent to the email address that raise the dispute case.
- We strive to provide a case resolution as quick as possible and maintain open discussions in this process, generally the process can take 5-7 working days (depending on the documentation provided and the complexity of the case). If you raised a dispute via MyFinance you will also be able to view status update within the site.
- For Incorrect Payer cases, dispute must be raised via the MyFinance platform: steps to do so can be found via this [link](#). Please make sure to include all details on the request (new payer, reason for change, etc.)
- In the event a dispute is rejected, the same will be considered due and must be paid immediately; in case of any re-dispute additional documentation is needed.
- For invoices where a dispute was accepted for a partial amendment, the remaining balance due must be paid immediately (unless the invoice states a different due date). For invoices with dispute Accepted which amendment is partial, balance due must be settled immediately.



4. Statement of Account Analysis / Payment Remittances

- To keep your account up to date and avoid dunning consequences, we suggest weekly review of your Statement of Account. The following are some key terminology and useful information:
 - Clean debt: Overdue invoices (not disputed) must be settled immediately.
 - Invoices Short-paid: No invoice must be short-paid unless there's a dispute in process. If invoice is short-paid due to usage of open credits on the account this must be previously discussed with your Finance Specialist.
 - Disputes Rejected: Invoices are considered collectable and must be settled immediately, unless a re-dispute is raised separately.
 - Open Credits: These must be discussed with your Finance Specialist to validate them for future usage.
 - Invoices soon to be due: These must be paid on due date and payment must be scheduled accordingly, is also important to be communicated to your finance agent.
- Upon receiving the Statement of Account, please request any missing invoice right away to avoid delays. For your convenience, the invoices are also available for self-serve download in our website (MyFinance) at any time.
- Payments must be submitted and received by Sealand according to the due date of the invoices and remittance sent with details (Invoice number or BL number) to avoid delays on the reconciliation of your account. The addresses where to send the details for proper application of your payment are:
 - Cash customers: customerservice@sealandmaersk.com
 - Credit customers:
 - Latin-American countries: credito.lam@sealandmaersk.com
 - North-American countries: namfinance@sealandmaersk.com

5. Other important information.

- Open and fluid communication with your Finance Agent is key, as it will allow you to understand the status of your account and what is expected moving forward to be on good standing.
- Pay attention to the Dunning Letters being sent, as this is directly related to any future Consequence on your account with Maersk Group.
- Inform Finance agent about any Organization changes within your company, this will secure the information will always reach the correct parties for timely action.
- Unpaid debt can lead to Late Payment Fee charges (for customers without Credit terms).
- All banking information for Payment of invoices are in the lower part of our invoices.
- Our Phone lines are active within Country Business hours for our customers to reach our Finance team daily (except weekend and Holidays). [Phone line: +1 844 474 4775 option 4](tel:+18444744775)