



# Customer Advisory

## Process change at Counter and Payment receipt for Phnom Penh Office

15 January  
2021

Dear Valued Customers,

We constantly strive to provide reliable and innovative products to our customers. We are pleased to inform for simpler way to settle your payment at our Counter or by E-Channel solution at your office.

### **New update!**

1. Invoice auto generated with company stamp and signature – From 12<sup>th</sup> December 2020 onwards, our invoice will be automatically generated via our website with our Company Stamp and Signature, in order to comply with Cambodian Tax Regulations.
2. Official Receipt – This document is for proof that we receive your payment successfully, so you can easily download soft copy at <https://www.sealandmaersk.com/myfinance/> for all your PAID invoices.
3. No longer stamp “PAID” on the invoice with effective from 1<sup>st</sup> February 2021 onwards – Since we provide you solution of Official Receipt online, which you can download anytime.

### **At Counter in our Phnom Penh Office – Our turn-time will depend on queue at counter.**

1. Check the invoice at <https://www.sealandmaersk.com/myfinance/>.
2. Settle payment at our designated bank
3. Bring relevant documents and Bank slip to our Counter staff.
4. We will post payment in our internal system and provide you our following documents
  - a. Original Bill of Lading or Delivery Order\*
  - b. Official Receipt

*\*We will only provide Delivery Order for Sihanoukville shipment, while it will be electronic Delivery order for Phnom Penh shipment. Therefore, you will not get Delivery Order copy for Phnom Penh shipment.*

### **E-Channel solution: Our turn-time will be within 2 working hour**

1. Check the invoice at <https://www.sealandmaersk.com/myfinance/>.
2. Settle payment at our designated bank
3. Scan the relevant documents and Bank slip.
  - a. For Import, please log in <https://www.sealandmaersk.com/dashboard/> and attach document and your B/L number at Delivery Order section
  - b. For Export, if you request Seaway Bill, please attach document and send email to [kh.export@sealandmaersk.com](mailto:kh.export@sealandmaersk.com).
4. Once we receive your request online, we will post payment in our internal system.

- a. For Import, we will provide you Delivery Order for Sihanoukville shipment, while we will confirm to you via email that we will send information to Phnom Penh port to release your cargo.
- b. For export, you can log-in: <https://www.sealandmaersk.com/shipmentoverview/export> and download Seaway Bill from our website.
- c. You can download Official Receipt from: <https://www.sealandmaersk.com/myfinance/> for the proof that we already receive your payment successfully. Customer is NOT required to bring invoice to get stamp "PAID" with effective from 1<sup>st</sup> February 2021 onwards. *(However, for container deposit, we will provide you soft copy of official receipt by email, because it is not allowed to download)*

If you have any further enquiries, please feel free to contact our local office.

We thank you for your continuous support and corporation.

Best Regards,

Sealand – A Maersk Company  
Cambodia