

MY FINANCE

Frequently Asked Questions



FREQUENTLY ASKED QUESTIONS

1. WHAT IS MY FINANCE AND HOW DOES IT BENEFIT ME?

MyFinance is an online platform within my.seagoline.com that exists to simplify the payment experience for all Seago Line customers. It is also available for our other brands – Maersk Line, Safmarine, Sealand and MCC. MyFinance allows you to overview finance related information and perform tasks such as reprinting invoices and raising an invoice dispute within one easy-to-use interface.

2. HOW CAN I GAIN ACCESS TO MY FINANCE?

Anybody can gain access to MyFinance. You can register for it through my.seagoline.com, and MyFinance will be available through the top ribbon of the same webpage.

3. CAN I USE MY FINANCE FOR ALL MAERSK GROUP BRANDS?

Besides, Seago Line, it is available for all brands – Maersk Line, Safmarine, Sealand and MCC.

4. WHAT IF I CANNOT SEE MY INVOICES IN MY FINANCE?

MyFinance interacts directly with our internal SAP platform, meaning that you will see an up-to-date view of all invoices that are visible to Seago Line. If you cannot find your invoice on MyFinance, this may be for one of these three reasons:

- a. Your invoice has not yet been generated. Please wait or contact your finance representative in case of overdue delays.
- b. You are trying to access an invoice that has been generated under a different customer code. In order to access this invoice, please log into the appropriate MyFinance account, or alternatively reach out to our Live Help team to have your accounts linked.
- c. The invoice was cancelled, but the country in question does not show that this happened. In case of this, please reach out to your local finance contact within Seago Line.

5. I HAVE MULTIPLE CUSTOMER CODES WITH SEAGO LINE AND WOULD LIKE TO MERGE THESE TOGETHER. IS THIS POSSIBLE?

Yes, it is possible for you to merge multiple accounts in MyFinance. This gives you the ability to view and search invoices that have been generated under different account details. To do this, please contact Live Help and request a merge or contact your local customer service representative for help to set it up.

6. I AM HAVING TROUBLE ACCESSING MY MY FINANCE ACCOUNT. WHO CAN I TALK TO ABOUT TECHNICAL ISSUES ON MY FINANCE?

If you are having difficulty accessing MyFinance, please reach out to our Live Help team through my.seagoline.com or speak directly to your customer service or finance representative.

7. DOES MY FINANCE SHOW REAL TIME INFORMATION?

Yes. As soon as updates happen in our internal system, MyFinance shows the same details right away.

8. CAN I MAKE A PAYMENT THROUGH MY FINANCE?

Yes you can. There are two online payment options:

Card payment - Available in Spain, Portugal, Netherlands, Germany, Belgium, Cyprus, Greece, Slovenia, Malta, Slovakia, Finland, Latvia, Lithuania, Estonia, United Kingdom, Ireland, France and Italy.

SmartPay - Available in United Kingdom, Spain, Italy, Ireland, France, Portugal, Netherlands, Belgium, Germany and Austria.

For more information:

Please contact your local Seago Line representative.