

How to Raise & Track Dispute in MyFinance – via Website

Easier & faster way to manage your dispute

Dear Valued Customer,

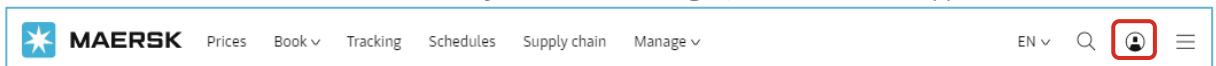
We at Maersk constantly strive to improve our service to our customers. To offer more ease in doing business, and enhancing better customer experience, we are re-introducing e-finance solution "MyFinance" including dispute.

Step-by-step guide To Dispute your Invoice via MyFinance

STEP #1

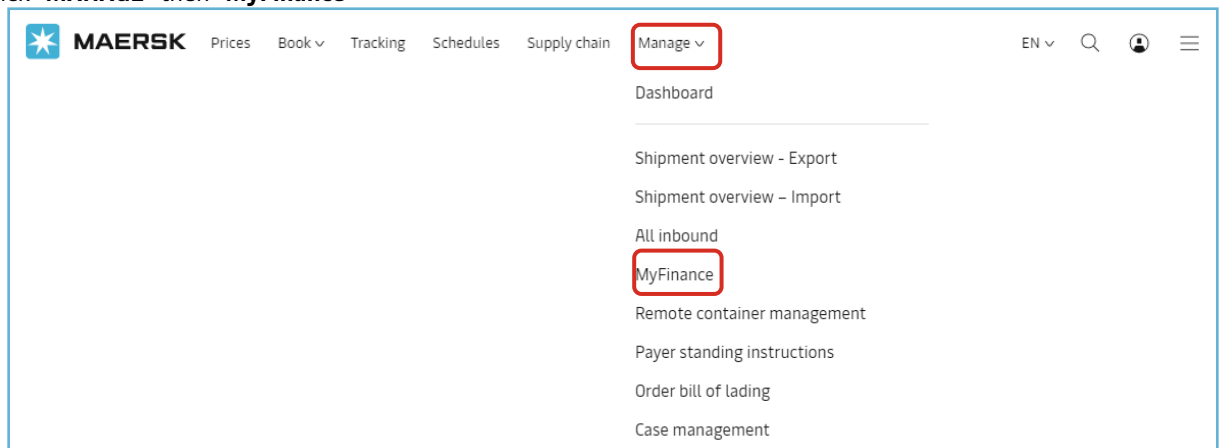
LOG IN to www.Maersk.com.

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



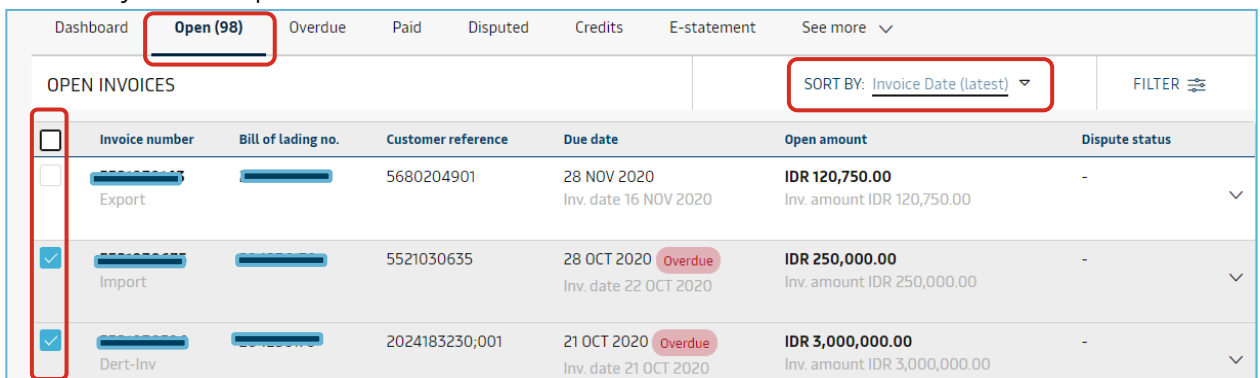
STEP #2

After login, click "MANAGE" then "MyFinance"



STEP #3

Tick the invoice that you want to proceed.



	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Dispute status
<input type="checkbox"/>	Export		5680204901	28 NOV 2020 Inv. date 16 NOV 2020	IDR 120,750.00 Inv. amount IDR 120,750.00	-
<input checked="" type="checkbox"/>	Import		5521030635	28 OCT 2020 Overdue Inv. date 22 OCT 2020	IDR 250,000.00 Inv. amount IDR 250,000.00	-
<input checked="" type="checkbox"/>	Dert-Inv		2024183230;001	21 OCT 2020 Overdue Inv. date 21 OCT 2020	IDR 3,000,000.00 Inv. amount IDR 3,000,000.00	-

Go to the bottom page & click the **notepad** icon to dispute.



STEP #4. In this stage, you can provide the information to support the dispute raised.

- A. Click the dropdown to **select the reason for dispute**. Hover the cursor against each of the dispute reasons to know information related to each of those options.

SELECTED INVOICES TO DISPUTE AGAINST

Invoice number	Inv. date	Open amount
5536342479 Export	01 FEB 2021 Due date 28 FEB 2021	USD 1,578.00 Inv. amount USD 1,578.00

DISPUTE REASON

Dispute Reason Select... ▼ Reference (Optional)

Incorrect Rates
Already Paid
Missing Information

Reference identifier

Supported file types: zip, pdf, jpg, gif, png, doc, xls, ppt, eml

A. Dispute Reason

By using "Already Paid" as a dispute reason you are confirming that you have been invoiced twice for the same charge(s). Please check if you have received a credit note (Note - Credit Notes not applicable in USA and Canada)

By using "Incorrect Rates" as a dispute reason you are confirming that one or more charges are not correct

By using "Missing Information" as a dispute reason you are confirming that your invoice is wrong and you are requesting additional information to support why you have been billed the charges

- B. For example, in this scenario we will select the dispute reason as "incorrect rates". Choose if the disputed charge is related to Demurrage or Detention, select "Yes"; otherwise select "No".

PLEASE PROVIDE MORE INFORMATION

Are the charges related to Demurrage or Detention?

Yes No B

If the answer is "NO", you can provide more information as requested on the form.

PLEASE PROVIDE MORE INFORMATION

Are the charges related to Demurrage or Detention?

Yes No

Please advise which charge you should not be invoiced:
For example Base Ocean Freight, Low Sulphur Surcharge etc

Please advise what the rate should be and service contract number:

Comments (preferably in English)
Provide any information you believe will aid in the resolution of this dispute

A similar kind of information would be required when the answer is selected as "YES".

PLEASE PROVIDE MORE INFORMATION

Are the charges related to Demurrage or Detention?

Yes No

Please state how much free time you believe should be applied:

Please advise what the rate should be and service contract number:

Comments (preferably in English)
Provide any information you believe will aid in the resolution of this dispute

- C. You can upload documents supporting the dispute, by clicking on the **"UPLOAD"** button. *The file size allowed to be uploaded is 2MB. The file types supported are zip, pdf, jpg, gif, png, doc, xls, ppt, eml.*

ADD DOCUMENTS

Supporting files
Total file size limit is 2MB. File types supported: zip, pdf, jpg, gif, png, doc, xls, ppt, eml

UPLOAD

- D. **Enter the contact information** i.e. Name, Email and contact number, all of which are mandatory for raising a dispute.

CONTACT INFORMATION

Name Gauravkumar Shah	Email abc@yahoo.in	Alternative email (Optional) Enter Alternative email	Contact Number 9000000001
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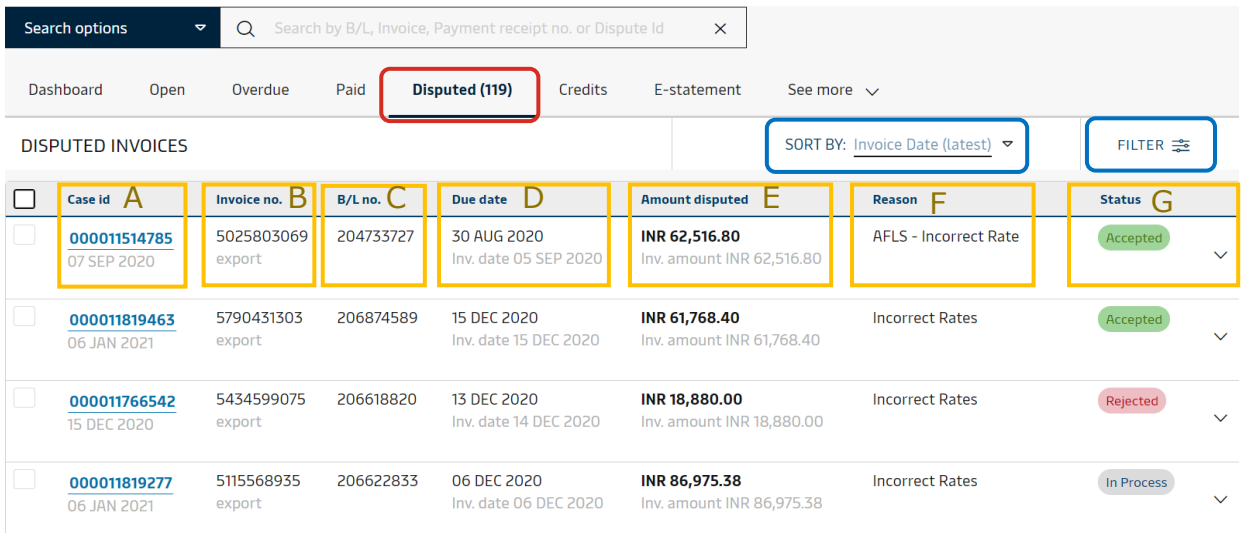
CANCEL SUBMIT DISPUTE CASE

Click on the **"SUBMIT DISPUTE CASE"** button.

Step-by-step guide To Track Progress of Disputed Invoice via MyFinance

STEP #1 – FIND YOUR CASE

In MyFinance click **"DISPUTED"** tab



Case id A	Invoice no. B	B/L no. C	Due date D	Amount disputed E	Reason F	Status G
000011514785 07 SEP 2020	5025803069 export	204733727	30 AUG 2020 Inv. date 05 SEP 2020	INR 62,516.80 Inv. amount INR 62,516.80	AFLS - Incorrect Rate	Accepted
000011819463 06 JAN 2021	5790431303 export	206874589	15 DEC 2020 Inv. date 15 DEC 2020	INR 61,768.40 Inv. amount INR 61,768.40	Incorrect Rates	Accepted
000011766542 15 DEC 2020	5434599075 export	206618820	13 DEC 2020 Inv. date 14 DEC 2020	INR 18,880.00 Inv. amount INR 18,880.00	Incorrect Rates	Rejected
000011819277 06 JAN 2021	5115568935 export	206622833	06 DEC 2020 Inv. date 06 DEC 2020	INR 86,975.38 Inv. amount INR 86,975.38	Incorrect Rates	In Process

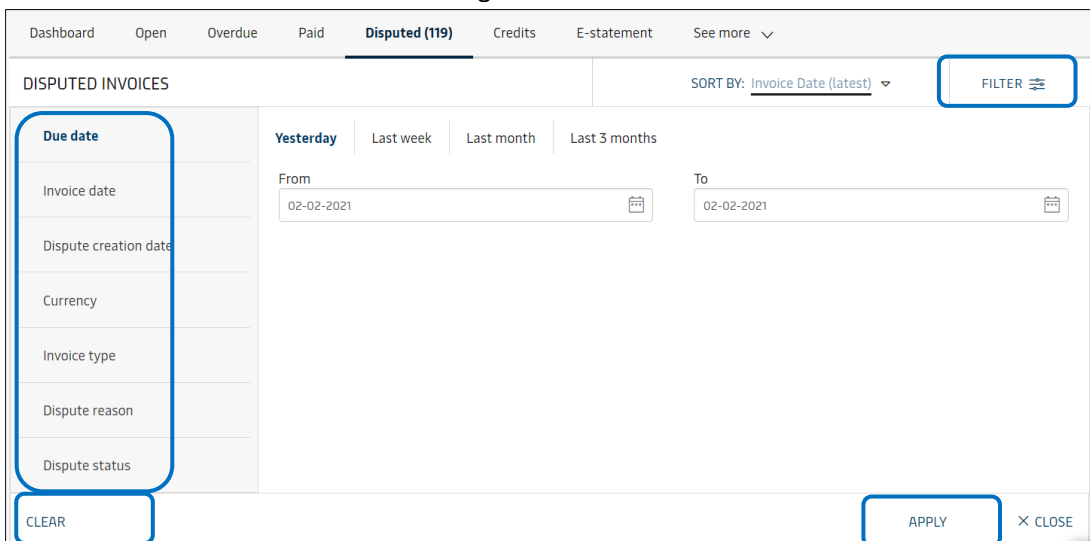
Under this window, you could find below information.

- A. Dispute **case id** and the **date** on which the dispute was raised.
- B. **Invoice number** for export or import.
- C. **Bill of Lading number**.
- D. **Invoice Due date** and **Invoice date**.
- E. **Disputed amount** and **Invoiced amount**.
- F. **Reason of raising a dispute**.
- G. **Status of Dispute**. i.e. whether a dispute is accepted, rejected or is in-progress.

TIPS

To narrow down the searching you can

- Click on the **"SORT BY"** dropdown to organise invoices as per the selection available - **OR**-
- Click **"FILTER"** to narrow down the searching



Dashboard Open Overdue Paid **Disputed (119)** Credits E-statement See more

DISPUTED INVOICES SORT BY: Invoice Date (latest) FILTER

Due date
Yesterday Last week Last month Last 3 months

Invoice date
Dispute creation date
Currency
Invoice type
Dispute reason
Dispute status

From: 02-02-2021 To: 02-02-2021

CLEAR APPLY X CLOSE

Click **APPLY** to set the filter, or **CLEAR** to delete the setup.

STEP #2 – SEE YOUR CASE DETAIL. Click the wanted **"CASE ID NUMBER"** tab

Dashboard	Open	Overdue	Paid	Disputed (119)	Credits	E-statement	See more ▾
DISPUTED INVOICES				SORT BY: <u>Invoice Date (latest)</u> ▾		FILTER	
<input type="checkbox"/>	Case id	Invoice no.	B/L no.	Due date	Amount disputed	Reason	Status
<input type="checkbox"/>	000011514785 07 SEP 2020	5025803069 export	204733727	30 AUG 2020 Inv. date 05 SEP 2020	INR 62,516.80 Inv. amount INR 62,516.80	AFLS - Incorrect Rate	Accepted
<input type="checkbox"/>	000011819463 06 JAN 2021	5790431303 export	206874589	15 DEC 2020 Inv. date 15 DEC 2020	INR 61,768.40 Inv. amount INR 61,768.40	Incorrect Rates	Accepted
<input type="checkbox"/>	000011766542 15 DEC 2020	5434599075 export	206618820	13 DEC 2020 Inv. date 14 DEC 2020	INR 18,880.00 Inv. amount INR 18,880.00	Incorrect Rates	Rejected

Now you could see the details

Dispute Invoice Case

Case id	Invoice no.	B/L no.	Due date	Amount disputed	Reason	Status
000011514785 07 SEP 2020	5025803069	204733727	30 AUG 2020 Inv. date 05 SEP 2020	INR 62,516.80	AFLS - Incorrect Rate	Accepted

Note Entered

Comment: Please advise which charge you should not be invoiced: BAS. _____ Please advise what the rate should be and service contract number: 560 contract 3146909 _____ please change PCD as 30-Aug as per onboarddate

[Show Less](#) ^

Document

Contact Information

Name: _____ harish

Email: _____

Alternative email: _____

Contact Number: _____

Additional Comments

No comments added.

Step-by-step guide To Download The List In Excel

It is also possible to pull out a report to view all the disputed invoices in one go. On the right-hand-top-corner, click **"EXPORT ALL DISPUTED INVOICES"** to download the disputed invoices.

MyFinance

Search options X

Search by B/L, Invoice, Payment receipt no. or Dispute Id

Dashboard	Open	Overdue	Paid	Disputed (120)	Credits	E-statement	See more ▾
DISPUTED INVOICES				SORT BY: <u>Invoice Date (latest)</u> ▾		FILTER	
<input type="checkbox"/>	Case id	Invoice no.	B/L no.	Due date	Amount disputed	Reason	Status
<input type="checkbox"/>	000011514785 07 SEP 2020	5025803069 export	204733727	30 AUG 2020 Inv. date 05 SEP 2020	INR 62,516.80 Inv. amount INR 62,516.80	AFLS - Incorrect Rate	Accepted
<input type="checkbox"/>	000011819463 06 JAN 2021	5790431303 export	206874589	15 DEC 2020 Inv. date 15 DEC 2020	INR 61,768.40 Inv. amount INR 61,768.40	Incorrect Rates	Accepted

[EXPORT ALL DISPUTED INVOICES](#)

The Excel will be downloaded. It provides detailed information on the case id, invoice number, BL number, Due date, amount disputed, currency, reason of dispute, status of dispute, case disputed date, invoice type, invoice date & invoice amount.

Case ID	Invoice Number	Bill of Lading No.	Due Date	Amount Disputed	Currency	Reason	Status	Case Disputed Date	Invoice Type	Invoice Date	Invoice Amount	Currency
000011514785	5025803069	204733727	30-08-2020	62,516.80	INR	AFLS - Incorrect Rate	Accepted	07-09-2020	EXPORT	05-09-2020	62,516.80	INR
000011891298	5435113553	207539203	29-01-2021	78,961.78	INR	Incorrect Rates	New	03-02-2021	EXPORT	29-01-2021	78,961.78	INR
000011819463	5790431303	206874589	15-12-2020	61,768.40	INR	Incorrect Rates	Accepted	06-01-2021	EXPORT	15-12-2020	61,768.40	INR

Other Feature. ePayment: Easier & Faster Payment Solution

- ✓ **No need to send Payment Proof anymore** to id.import@maersk.com / id.export@maersk.com
- ✓ **Automatically get payment confirmation mail (Official Receipt) sent to your mailbox** or in **MyFinance** once payment settled.
- ✓ **Instant online B/L release** with minimal paperwork (for e-BL customers)
- ✓ **Faster DO release to terminal** (payment made prior vessel arrival & already registered on Yearly CGL (*Container Guarantee Letter*) with BL type SeawayBill/OBL has been surrendered)
- ✓ **As easy as online shopping** from your own home.
- ✓ Accessible **24 hours**
- ✓ View invoices, check your account, & do payment all in one platform (MyFinance)

FIND OUT MORE

If you are Agent / EMKL / PPJK, [click here](#) to get the guidance.

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:

E-MAIL

id.export@maersk.com for export enquiries,
id.import@maersk.com for import enquiries,
id.sales@maersk.com for sales matters.

PHONE

+6221 30065444, +6221 50837911

CHAT

click [here](#) to see Chat Features guideline.

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

Best Regards,
Maersk Indonesia