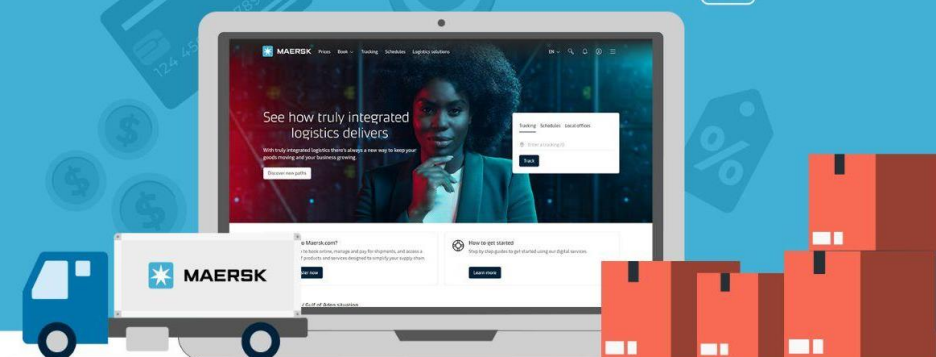


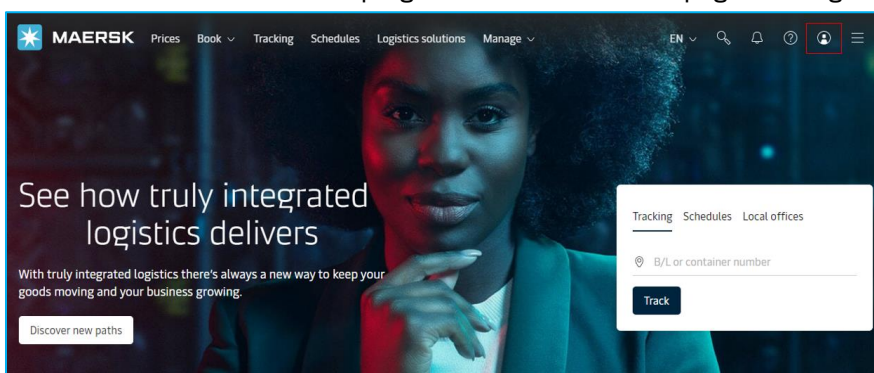
# Raising Disputes



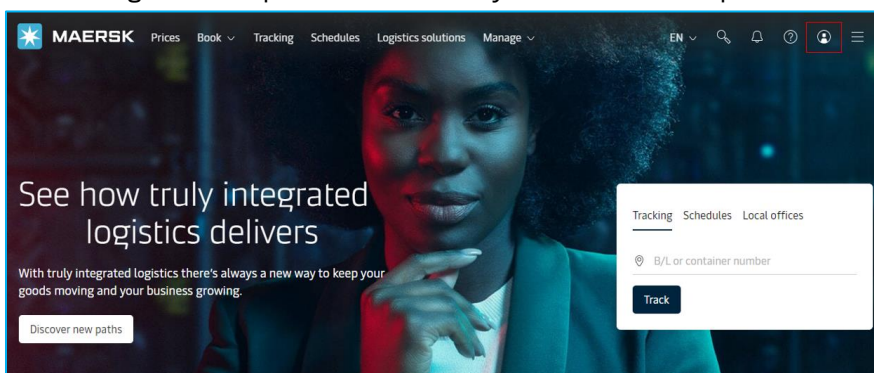
## How to raise disputes on Maersk.com

We understand that there may have been issues with your current invoice, which requires disputing. We refer you to maersk.com to create a dispute case, where the reason and supporting documents are to be submitted.

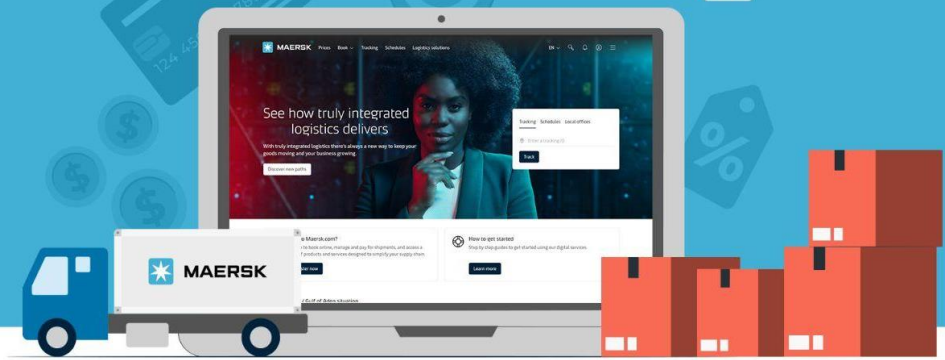
**Step 1:** Click Account located at the top right corner of the home page and Login.



**Step 2:** Click Manage in the top menu and click MyFinance in the drop-down.



# Raising Disputes



**Step 3:** In MyFinance, click on Open, Overdue or Paid tab. Select the respective invoices you would wish to dispute, then select the button at the bottom right of the screen.

MyFinance
ABC PTE LTD

Export Selected Open invoice(s)

Rate of Exchange

I'm a customer    I'm an agent

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

Dashboard   **Open (1053)**   Overdue   Paid   Disputed   Credits & Refunds   E-statement

Open invoices Filter

<input type="checkbox"/>	Invoice no. ↓	BL no. ↑↓	Open   Invoice amount ↑↓	Due   Invoice date ↑↓	Status
<input checked="" type="checkbox"/>	0000000000 Export	987654321	SGD 308.55 308.55	24 JUL 2024 24 JUN 2024	Payable online
<input type="checkbox"/>	0000000000 Import	987654321	SGD 150.84 150.84	24 JUL 2024 24 JUN 2024	Payable online

1 Invoice selected   Total: SGD 308.55

✉ ⚙️ 📄 Pay →

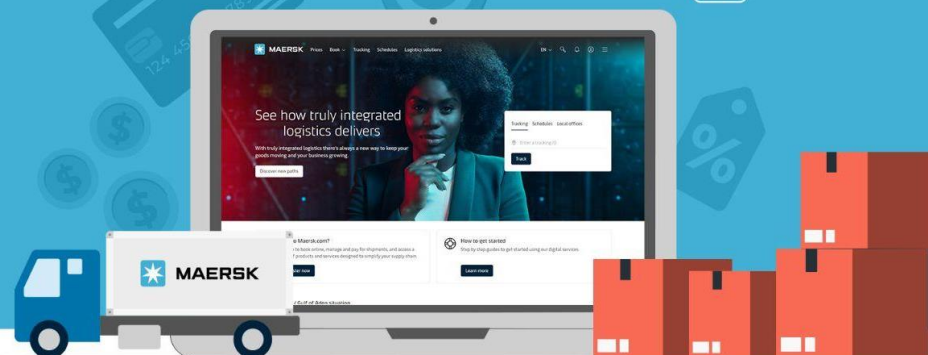
**Step 4:** For the selected invoice, use the dropdown to select the relevant dispute reason to proceed.

← Back
ABC PTE LTD

Selected invoice to dispute against

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
0000000000 Export	987654321	24 Jun 2024 Due date 24 Jul 2024	SGD 308.55 Inv.amount SGD 308.55	Due	<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p>Select a reason ▼</p> <p>Select a reason</p> <p>Incorrect Rates</p> <p>Already Paid</p> <p>Incorrect Payer</p> <p>Missing Information</p> </div>

# Raising Disputes



**Step 5:** An 'invoice breakup' section will then be shown, to enable selection of the specific charges to be disputed against. You may still add a dispute reason and any supporting documents, then submit the dispute case. Kindly note that disputes submitted have a timeline of 5 working days for resolution.

← [Back](#)
ABC PTE LTD

Selected invoice to dispute against

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
0000000000 <small>Import</small>	987654321	24 Jun 2024 <small>Due date 24 Jul 2024</small>	SGD 141.42 <small>Inv.amount SGD 141.42</small>	Due	Incorrect Rates <span style="float: right;">⌵</span>

**Invoice breakup**  
Select any charge you wish to include in the dispute

<input type="checkbox"/> Charge name	Dispute category	Current amount <sup>ⓘ</sup>	Expected amount <sup>ⓘ</sup>
<input type="checkbox"/> Basic Ocean Freight (BAS)	Select category <span style="float: right;">⌵</span>	USD 12.00	USD12.0000
<input type="checkbox"/> Documentation fee - Destination (DDF)	Select category <span style="float: right;">⌵</span>	SGD 120.00	SGD120.0000
<input type="checkbox"/> Terminal Handling Service - Destination (DHC)	Select category <span style="float: right;">⌵</span>	SGD 5.25	SGD5.2500

Describe dispute reason (preferably in English)

Please advise what the rate should be per charge type and the service contract number.

0 / 4000

Attach supporting documents (Optional)  
File size limit & upload size limit is 2MB. File types supported: pdf, txt, png, jpeg, jpg, doc, docx, zip, gif, xls, ppt, xlsx, eml & msg

Upload 📎

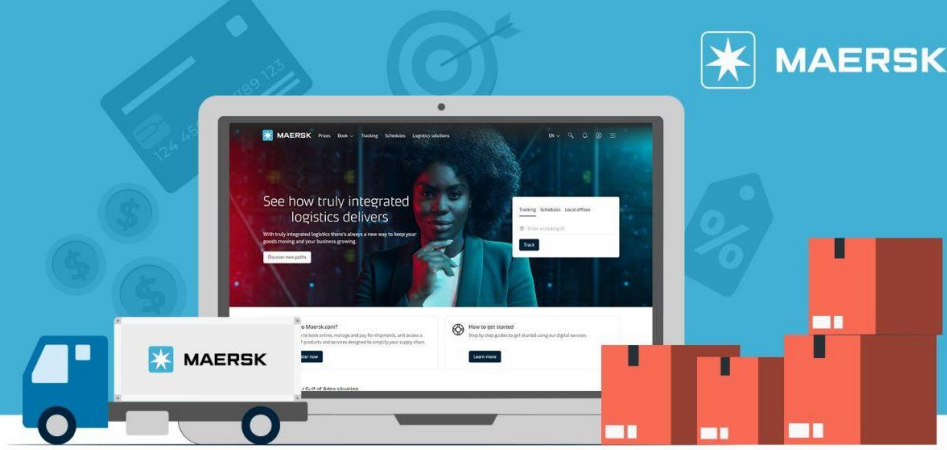
Contact information

<small>Name</small>	<small>Email</small>	<small>Alternative email (optional)</small>	<small>Contact number</small>
<input type="text" value="XYZ"/>	<input type="text" value="XYZ@ABC.COM"/>	<input type="text" value="Enter alternative email"/>	<input type="text" value="Enter contact number"/>

Cancel
Continue

Should you wish to dispute on wrong payer assignment on the invoice, please note that you would be redirected to the Shipment Details page to select the correct payer for payer re-assignment. Payer Amendment Fees (unless under exceptional exclusion in contract) are applicable if the wrong payer was assigned by a party in shipment during submission of Shipping Instructions.

# Raising Disputes



## Need more help?

Should you require further assistance, please do not hesitate to [contact us](#).



### Sales

We can help if you're an existing customer or interested in doing business with us

Sales enquiry

Prices

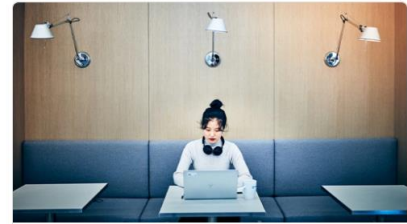


### Support

Support for existing or prospective customers, with ongoing or upcoming transactions

Support

Case management



### Find your local office

Find