

# Dispute via myFinance

# Dispute via myFinance

- => Go to myFinance page via maersk.com (log in is required)
- => Check the box in front of invoice which customer need to dispute
- => At the bottom of the screen , customer will see this icon 

MyFinance [Export Selected Open invoice\(s\)](#)

I'm a customer  I'm an agent

Search options  

Dashboard **Open (23)** Overdue Paid Disputed Credits E-statement See more ▾

OPEN INVOICES SORT BY: Invoice Date (latest) ▾ Filter 

<input type="checkbox"/>	Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Dispute status
<input type="checkbox"/>	<a href="#">5531304280</a>	222741459	5531304280	21 DEC 2022 <span>Due today</span> Inv. date 21 DEC 2022	<b>THB 1,500.00</b>	<span>Payable offline</span> Inv. amount THB 1,500.00
<input type="checkbox"/>	<a href="#">5531304158</a>	221672805	2031532856,001	21 DEC 2022 <span>Due today</span> Inv. date 21 DEC 2022	<b>THB 6,179.00</b>	<span>Payable offline</span> Inv. amount THB 6,179.00

1 Invoice selected Total: THB 6,179.00   

# Dispute via myFinance (Cont.)

=> Customer will see below screenshot , kindly select Dispute reason first , second screenshot will appear

=> Check the box in front of charge name that customer needs to dispute and choose Dispute category , input Expected amount for consideration

=> Please ensure to describe dispute reason in details and provide clear container photos from shipper before stuffing cargo in container and EIR document from shipper

=> After complete filling information , click " Continue " for create dispute

Selected invoice to dispute against

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
5531304158 DERT-INV	221672805	21 Dec 2022 Due date 21 Dec 2022	THB 6,179.00 Inv.amount THB 6,179.00	Due today	<input type="button" value="Select a reason"/> <input type="button" value="Delete"/>

Selected invoice to dispute against

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
5531304158 DERT-INV	221672805	21 Dec 2022 Due date 21 Dec 2022	THB 6,179.00 Inv.amount THB 6,179.00	Due today	<input type="button" value="Incorrect Rates"/> <input type="button" value="Delete"/>

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

Charge name	Dispute category	Current amount	Expected amount
<input type="checkbox"/> Out Of Service Charge (OOS)	Select category	THB 3,506.00	THB 3506.0000
<input type="checkbox"/> 3rd party damage repair recovery (PDR)	Select category	THB 2,673.00	THB 2673.0000

Describe dispute reason (preferably in English)  
Please advise what the rate should be per charge type and the service contract number.

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

Name <input type="text" value="miracle"/>	Email <input type="text" value="account3@miracleintertrade.co.tz"/>	Alternative email (optional) <input type="text" value="Enter alternative email"/>	Contact number <input type="text" value="Enter contact number"/>
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**Remark : 3P Damage claim disputes should be raised within 15 days of receipt of Liability Letter / Invoice, any disputes raised post 15 days of the receipt and any information / supportive documents is missing then request will be voided.**