

Dispute via myFinance

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=> 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

☒ I'm a customer ☐ I'm an agent

Search options

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

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"/>	5531304280 Export	222741459	5531304280	21 DEC 2022 Due today Inv. date 21 DEC 2022	THB 1,500.00 Inv. amount THB 1,500.00	Payable offline - ⌵
<input checked="" type="checkbox"/>	5531304158 Dert-Inv	221672805	2031532856;001	21 DEC 2022 Due today Inv. date 21 DEC 2022	THB 6,179.00 Inv. amount THB 6,179.00	Payable offline - ⌵

☒ 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	Select a reason ▼

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.

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	Incorrect Rates ▼

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

<input type="checkbox"/> 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.

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, xls, ppt, xlsx, eml & msg

Upload 📎

Contact information

Name miracle	Email account3@miracleintertrade.co.t	Alternative email (optional) Enter alternative email	Contact number Enter contact number
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Cancel Continue