

How to Raise & Track Dispute in MyFinance – via Website

Easier & faster way to manage your dispute

Dear Valued Customer,

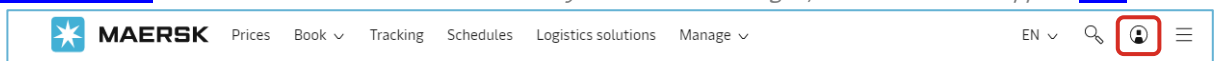
We at Maersk constantly strive to improve our service to our customers. To offer more ease in doing business, and enhancing better customer experience, we are re-introducing e-finance solution “**MyFinance**” including dispute.

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

STEP #1

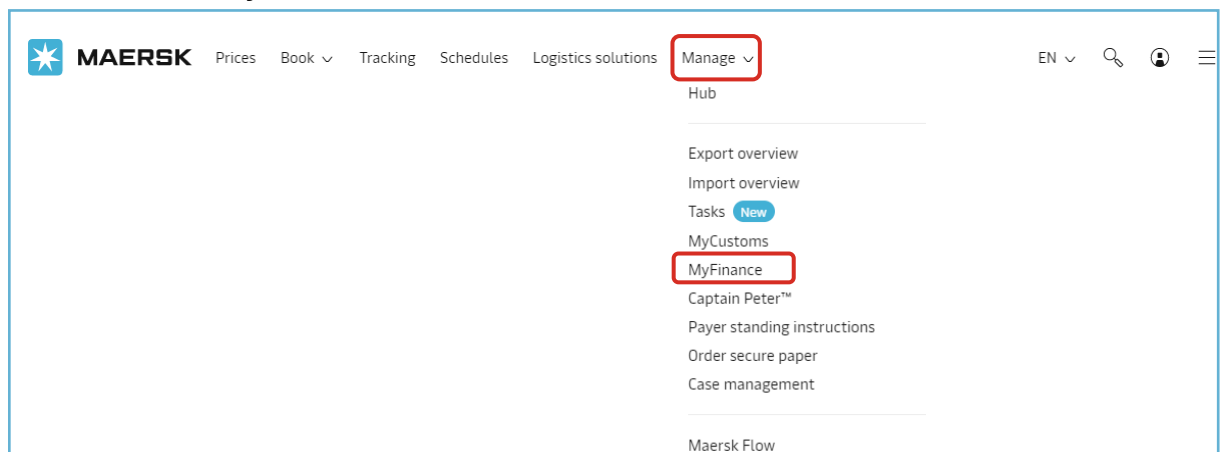
LOG IN to www.Maersk.com.

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



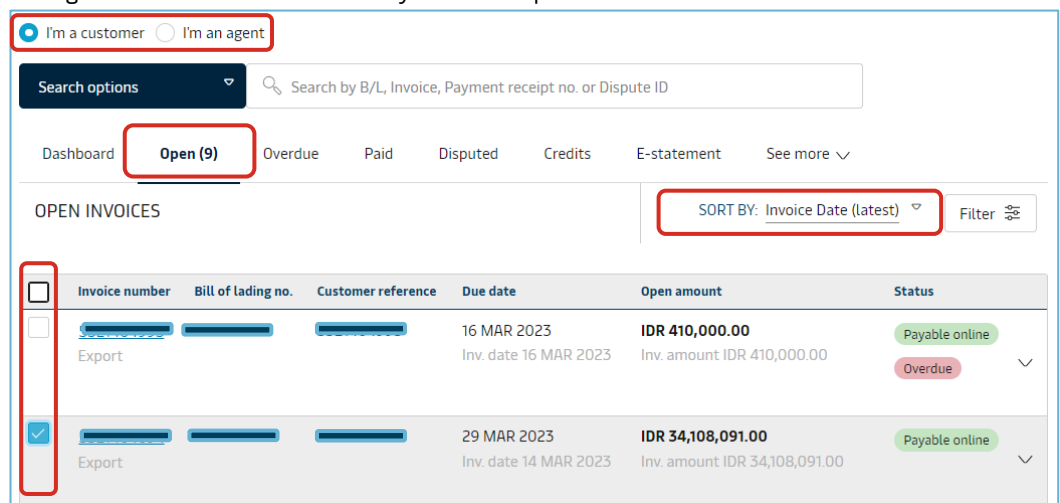
STEP #2

After login, click “MANAGE” then “MyFinance”



STEP #3

Choose your role as customer or agent then Tick the invoice that you want to proceed.



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**.

Selected invoice to dispute against

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
EXPORT		14 Mar 2023 Due date 29 Mar 2023	IDR 34,108,091.00 Inv.amount IDR 34,108,091.00	Due	<div>Select a reason</div> <div> Select a reason Incorrect Rates Already Paid Incorrect Payer Missing Information </div>

B. After choose the dispute reason, there will be dispute category to be chosen and expected amount to be filled

Incorrect Rates

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

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

Charge name	Dispute category	Current amount	Expected amount
<input checked="" type="checkbox"/> Basic Ocean Freight (BAS)	Select category	USD 1,590.00	USD 1590.0000
<input type="checkbox"/> Environmental Fuel Fee (EFF)	Select category	USD 294.00	USD 294.0000
<input type="checkbox"/> Export Service (EXP)	Contractual rate not applied Container rolled by carrier Agreed free time not applied Charged due to delay by carrier Others	IDR 220,000.00	IDR 220000.0000

Already Paid

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)

Charge name	Dispute category	Current amount	Expected amount
<input checked="" type="checkbox"/> Basic Ocean Freight (BAS)	Select category	USD 1,590.00	USD 1590.0000
<input type="checkbox"/> Environmental Fuel Fee (EFF)	Select category	USD 294.00	USD 294.0000
<input type="checkbox"/> Export Service (EXP)	Duplicate invoice Payment made to Maersk Payment made to terminal Others	IDR 220,000.00	IDR 220000.0000

Missing Information

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

Charge name	Dispute category	Current amount	Expected amount
<input checked="" type="checkbox"/> Basic Ocean Freight (BAS)	Select category	USD 1,590.00	USD 1590.0000
<input type="checkbox"/> Environmental Fuel Fee (EFF)	Select category	USD 294.00	USD 294.0000
<input type="checkbox"/> Export Service (EXP)	Time of Departure/Arrival Place of Receipt/Destination Reference number missing Container number missing Share more invoice details Others	IDR 220,000.00	IDR 220000.0000

Incorrect Payer

Select this if charges on your invoice are related to incorrect payer party

Incorrect Payer
You can request amendment of payer party through the shipment binder->

- Click on **Redirect to shipment binder**
- Click on **Edit payment details**
- Amend your details and **Submit**

Once your request has been processed, this invoice will be cancelled and a new invoice will be generated based on the amendment.

*Modifying the payer or payment terms after submitting the shipping instructions could lead to additional administrative charges. Please let us know under 'Request Change Details' if these charges should not be applied.

Cancel **Redirect to shipment binder**

← back to overview

Shipment Binder 214194430

Departing on 29 Oct 2021
Los Angeles, CA, US

Arriving on 23 Nov 2021
Hong Kong, HK

Electronics, electronic appl...
1 x 20ft Dry

Overview Documents Containers **Pricing** Log Additional services

Freight	Payment Terms	Paid By
Basic Ocean Freight	TO BE DETERMINED	TO BE DETERMINED
Bunker Adjustment Factor	TO BE DETERMINED	TO BE DETERMINED
Low Sulphur Surcharge	TO BE DETERMINED	TO BE DETERMINED

Destination	Payment Terms	Paid By
Documentation Fee- Destination	TO BE DETERMINED	TO BE DETERMINED
Terminal Handling Service- Destination	TO BE DETERMINED	TO BE DETERMINED

You can request for changes in pricing details with respect to export or import using this action

Dear customer, please note that a change of payer, or payment terms, could lead to an administrative charge if you haven't provided the right information while submitting the shipping instruction. In case you believe the charge should not be applied, please let us know why under 'Request Change Details'.

Submit Payer Standing Instruction to facilitate application of payer for future shipment

EDIT PAYMENT DETAILS



- C. Describe the dispute reason and Upload supporting documents , by clicking on the **"UPLOAD"** button. Enter the contact information i.e. Name, Email and Contact number, all of which are mandatory for raising a dispute.

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

Name

Email

Alternative email (optional)

Contact number

Enter alternative email

Enter contact number

Cancel Continue

Click on the "Continue" button to submit your dispute request

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

STEP #1 – FIND YOUR CASE

In MyFinance click **"DISPUTED"** tab

Search options

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

Dashboard

Open

Overdue

Paid

Disputed (119)

Credits

E-statement

See more

DISPUTED INVOICES

SORT BY: Invoice Date (latest)

FILTER

	Case id A	Invoice no. B	B/L no. C	Due date D	Amount disputed E	Reason F	Status G
<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
<input type="checkbox"/>	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.

- Dispute **case id** and the **date** on which the dispute was raised.
- Invoice number** for export or import.
- Bill of Lading number**.
- Invoice Due date** and **Invoice date**.
- Disputed amount** and **Invoiced amount**.
- Reason of raising a dispute**.
- 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

DashboardOpenOverduePaidDisputed (119)CreditsE-statementSee more

DISPUTED INVOICES

Due dateInvoice dateDispute creation dateCurrencyInvoice typeDispute reasonDispute status

YesterdayLast weekLast monthLast 3 months

From02-02-2021To02-02-2021

CLEARAPPLYCLOSE

SORT BY: Invoice Date (latest)FILTER

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: Invoice Date (latest)		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 onboard date

Show less

Document

Contact Information

Name: harish

Email:

Alternative email:

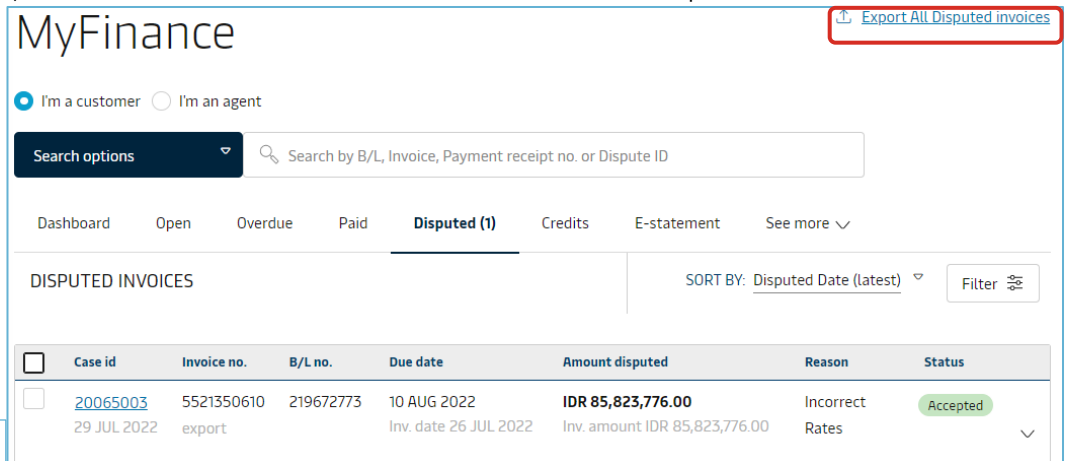
Contact Number:

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

☒ I'm a customer ☐ I'm an agent

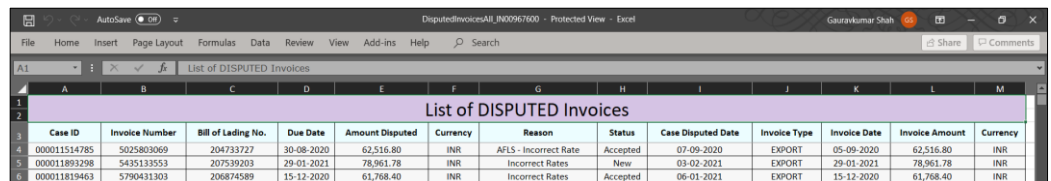
Search options

Dashboard Open Overdue Paid **Disputed (1)** Credits E-statement See more

DISPUTED INVOICES SORT BY: Disputed Date (latest) Filter

<input type="checkbox"/>	Case id	Invoice no.	B/L no.	Due date	Amount disputed	Reason	Status
<input type="checkbox"/>	20065003 29 JUL 2022	5521350610 export	219672773	10 AUG 2022 Inv. date 26 JUL 2022	IDR 85,823,776.00 Inv. amount IDR 85,823,776.00	Incorrect Rates	Accepted

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
000011893298	5435133553	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 and 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.

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

Best Regards,
[Maersk Indonesia](#)