

3P Recovery M&R Disputes & Recoveries - Mandatory Requirements

Mandatory Requirements to log a 3P Recovery Damage Claim Dispute:

1. Login via My Finance - <https://www.maersk.com/solutions/digital-solutions/myfinance>
2. Invoice number
3. Reason for Dispute
4. Supportive documents for dispute

Important: 3P Recovery Damage claim disputes should be raised within 15 days of Liability Letter / Invoice received by customer, any disputes raised post 15 days of the receipt and any information / supportive documents is missing then request will be voided.

Pre-requisites to raise 3P Recovery Damage Claims – Type of disputes and mandate documents (few examples as below)

- 1) To raise a dispute for Party Change:
 - a. Reason for Party change is mandate
 - b. Email acceptance for payment from the New Party
- 2) Container Returned unit in Clean condition:
 - a. To raise dispute for returning unit in sound / clean condition, please provide EIR (Equipment Interchange Receipt) at the time of Empty Return to Depot at destination.

Note: Only visible damages are entered in EIR and under-structure damages + other measurements damages will be captured only after a detailed inspection in repair yard due to safety reasons at Gate.

- 3) Pre-existing:
 - a. To raise a dispute for Pre-existing damages, please provide Damage photos before loading from origin + email notified to Origin office
 - b. Damage photos during unloading at destination + email communication to destination Office.
- 4) Cleaning Invoice:
 - a. To raise a dispute for container returned in Clean condition (No dirt), Kindly provide photos after unloading the cargo at destination.
- 5) Under-structure damages:
 - a. To raise a dispute for under-structure damages, please provide photos from origin after stuffing cargo.
- 6) Contract Exception:
 - a. To raise a dispute for any Contract exceptions, please provide contract in pdf to validate the agreement existence.

Supporting documents are mandate in order to process and validate the disputes else the dispute will be voided to proceed further