

Dispute

- Dispute 관련 요청은 MyFinance 에서 dispute 신청 또는 disputes@maersk.com 으로 전달 바랍니다.

www.maersk.com Dispute 접수 방법 안내

1. 로그인 → 상단 메뉴 Manage → MyFinance 클릭
2. Dispute을 신청 할 인보이스 선택 후 하단의 Dispute 아이콘 클릭

The screenshot shows the MyFinance dashboard. On the left is a navigation menu with items: Export overview, Import overview, Tasks, MyCustoms, MyFinance (selected), Allocations, Captain Peter™, and Support. The main content area is titled 'MyFinance' and has radio buttons for 'I'm a customer' (selected) and 'I'm an agent'. Below this is a search bar with a dropdown for 'Search options' and a search input field containing 'Search by B/L, Invoice, Payment receipt no. or Dispute ID'. A navigation bar shows 'Dashboard', 'Open (1)', 'Overdue', 'Paid', 'Disputed', 'Credits & Refunds', 'E-statement', and 'See more'. The 'OPEN INVOICES' section has a 'SORT BY: Invoice Date (latest)' dropdown and a 'Filter' button. A table lists one invoice with the following details:

Invoice number	Bill of lading no.	Customer reference	Due date	Open amount	Status
export			30 MAY 2023 Inv. date 25 MAY 2023	DKK 1,049.73 Inv. amount DKK 1,049.73	Payable online Overdue

1 Invoice selected Total: DKK 1,049.73



Dispute 접수

Selected invoice to dispute against

Invoice no	Bill of lading no.	Invoice date	Open amount	Status	Dispute reason
Export		25 May 2023 Due date 30 May 2023	DKK 1,049.73 Inv.amount DKK 1,049.73	Overdue	Select a reason Select a reason Incorrect Rates Already Paid Incorrect Payer Missing Information

3. Dispute 사유 선택: Incorrect Rates, Already Paid, Incorrect Payer, Missing Information

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"/>	Spot Booking No Show Fee (SNS)	Select category	USD 50.00	USD 50.0000
<input type="checkbox"/>	Spot Booking No Show Fee (SNS)	Select category	USD 100.00	USD 100.0000

4. 확장 페이지에서 상세내역 선택, 입력 후 Continue 클릭
Payer 정정의 경우 각 Shipment binder 페이지에서 정정하셔야 합니다.
Redirect to shipment binder 클릭 → Edit payment details* → Payer 정정 후 제출

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

Dispute 사유 영어로 기재

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

Alternative email 외 나머지 필수 기재

Contact information

Name: Email: Alternative email (optional): Enter alternative email Contact number: Enter contact number

Cancel Continue

Review and confirm dispute on invoice no. : 2 for Incorrect Rates

Charge name	Dispute category	Expected amount
Spot Booking No Show Fee (SNS)	Others	USD 0.00
Spot Booking No Show Fee (SNS)	Others	USD 0.00
Total expected amount		DKK 0.00

Summary

Original invoice amount: DKK 1,049.73 ⓘ

Total disputed amount: DKK 1,049.73 ⓘ

Dispute reason description

5. 입력 내역 확인 후 Create dispute 클릭

6. Dispute이 접수되면 Case id가 생성되며 MyFinance의 Disputed 탭에서 확인하실 수 있습니다.

Cancel **Create dispute**

- MyFinance
- Allocations
- Captain Peter™
- Support

Dashboard Open Overdue Paid **Disputed (20)** 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"/>	20 13 JUN 2023	det-inv		15 MAY 2023 Inv. date 15 MAY 2023	KRW 0 Inv. amount KRW 550,000	Incorrect Rates	Accepted ▾
<input type="checkbox"/>	20 07 JUN 2023	export		24 APR 2023 Inv. date 24 APR 2023	KRW 856,068 Inv. amount KRW 856,068	aFLS-IncorrectRate	Accepted ▾

7. Case id를 클릭하시면 Dispute 상태 확인 가능합니다

Dispute invoice case

Case id	Invoice no	Bill of lading no.	Due date	Amount Disputed	Dispute reason	Status
207 13 Jun 2023	DET-INV		15 May 2023 Inv date 15 May 2023	KRW 0 Inv.amount KRW 550,000	Incorrect Rates	Accepted

Dispute created → Dispute processing → Dispute outcome

Post your comments

Your comment

0 / 4000

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 Send →

Dispute activity

13 Jun 2023 at 05:00pm

Disputed charges

Charge Name: Detention Fee - Export (DTS)

Contact information

Name:

Email:

Alt.Email:

Contact number:

Dispute 관련 추가 문의사항이 있으신 경우 Disputes@maersk.com으로 문의주시기 바랍니다.

MaerskGo 업무팀: maerskgosupport@maersk.com