

ONLINE INVOICE DISPUTE TOOL



At MSC, we believe that digitalisation has the power to make shipping more efficient, secure and sustainable. We are continuously investing in developing new digital tools and technologies to provide customers with easy-to-use, flexible and reliable online shipping management solutions.

INTRODUCING THE NEW MSC CANADA ONLINE DISPUTE TOOL

If your invoice needs a change before you make a payment, you can dispute or request a change to one or multiple invoices at the same time through our online invoice dispute tool.

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msc.com



Step 1:

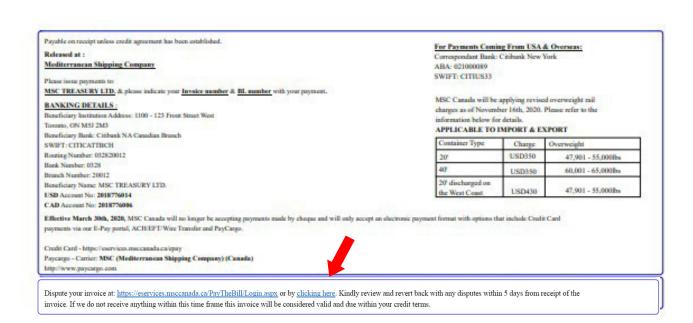
At the bottom of your invoice, click on 'Dispute your invoice' to enter our dispute portal.



STATABLE OF MERCHANDERS TO BE MARKED WITH AN ACTURERS.

Unit	Unit R	late	Amount		Paid At	Exch Rate
Manifest Charges						
1	USD 5	9,650.00 USD	9,650.00	C		1
1	USD	552.00 USD	552.00	C		
1	USD I	1,125.00 USD	1,125.00	c		
1	USD	15.00 USD	15.00	C		1
1	USD	50.00 USD	50.00	C		
1	USD	21.00 USD	21.00	C		
	Unit 1 1 1 1 1 1 1 1 1	1 USD 1 USD 1 USD 1 USD 1 USD 1 USD	1	1 USD 9,650.00 USD 9,650.00 1 USD 552.00 USD 552.00 1 USD 1,125.00 USD 1,125.00 1 USD 15.00 USD 15.00 1 USD 50.00 USD 50.00	1	1

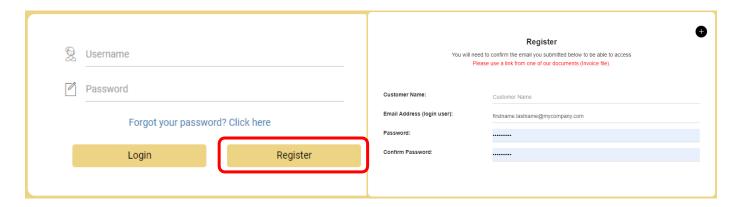
Booking Client Reference



Sensitivity: Internal

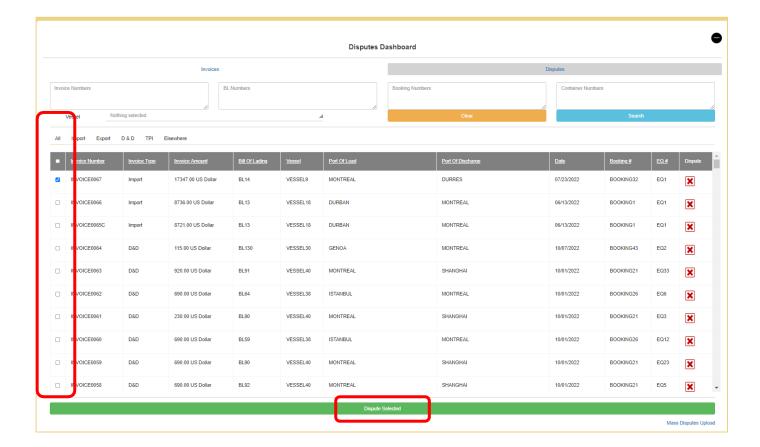


Step 2:Register to the 'Dispute portal' (one time step) and/or log in to your account if already registered.



Step 3:

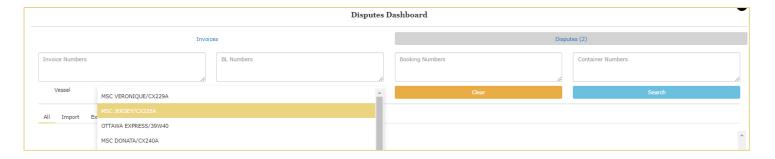
- Once you login, it will show a dashboard with all your invoices.
- Use the search fields to locate specific invoices (e.g. by invoice, BL, booking, container number)
- Select the open invoice(s) you wish to dispute and click on 'Dispute Selected'.





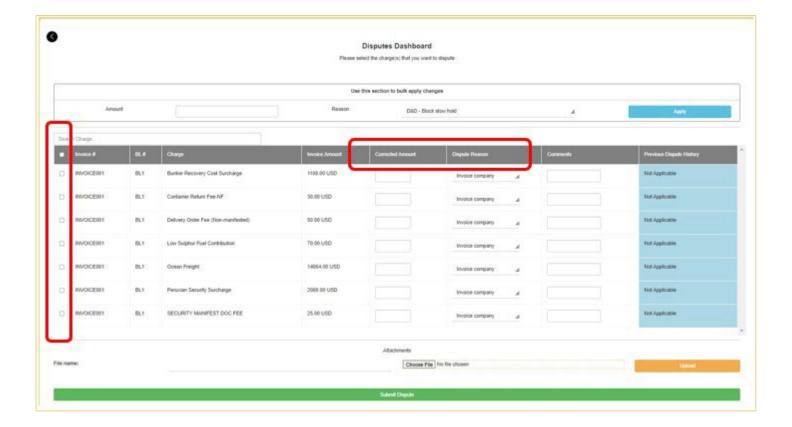
Step 3.1:

• As an alternative, you can also search by Vessel/Voy, which allows you to select multiple invoices at the same time and optimize your response time.



Step 4:

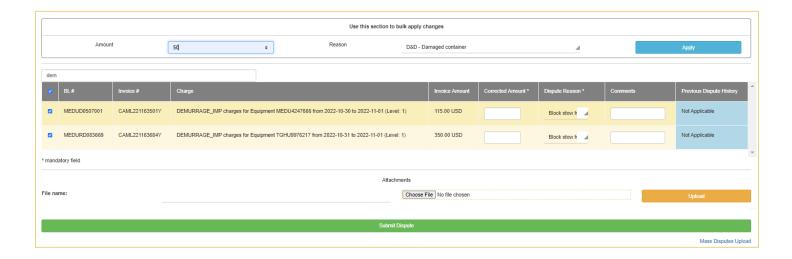
- Select all invoice items you wish to dispute.
- Mandatory Item: Correct amount and dispute reason from drop-down
- Optional Item: Comments and any attachment.





Step 4.1:

Observe that you can also mass dispute the same surcharge informing the correct amount and the reason for it being under dispute.



Step 5:

To get updates on your dispute, please select 'Disputes' at the top where you will see the status and feedback from MSC for all your disputes.





FAQ

- Q. I have my login credential for myMSC. Can I use the same for dispute portal?
- A. myMSC is global MSC tool while Dispute portal is for Canadian customers usage only, hence under different platforms, so you need to register separately for Dispute Tool. However, you can use the same password as myMSC for dispute tool
- Q. Once I submit a dispute, how will I know the status of the dispute?
- A. The dispute portal is an intuitive portal allowing for 2-way communication hence by selecting 'Dispute' (at the top-right of the dashboard screen) you will be forwarded to a page where you can see all your dispute with MSC feedback.
- Q. Can I dispute multiple invoices at the same time?
- · A. Yes
- Q. Can I attach a document when disputing? If yes, what are the supported files?
- A. Yes you can attach relevant communication/document that may help expedite your dispute process. For your ease, we are supporting all the documents (e.g., PDF, excel, email, word, etc.).