



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.

MSC MEDITERRANEAN SHIPPING COMPANY (CANADA) INC.
7 St. Jacques Street, Montréal, Quebec H2Y 1K9
T : +1 (514) 844-3711

[msc.com](https://www.msc.com)



Step 1:

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



MEDITERRANEAN SHIPPING COMPANY S.A, Geneva (CANADA) Inc
7 Rue Saint-Jacques, Montreal, QC H2Y 1K9
PH: (514) 844-3711 Fax: (514) 844-7747

FREIGHT INVOICE
SEQ1
CAVA221050288I
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Invoice Date/Arrival Date: 09/10/2022
Invoice Due Date : 10/10/2022
Invoice # : CAVA221050288I
BOL # : MEDUJF512191
Booking #(s) :

Vessel / Voyage : MSC INES UK225A
Origin :
Port of loading : Qingdao
Port of discharge : Vancouver
Place of delivery : Toronto

Bill To:

Reference #:

Freight Fwd Reference #:

Shipper Reference #:

Booking Client Reference

DIAGRAMS MUST BE MARKED WITH AN asterisk (*)

FREIGHT & CHARGES	Unit	Unit Rate	Amount	Type	Paid At	Exch Rate
Manifest Charges						
Ocean Freight	1	USD 9,650.00	USD 9,650.00	C		
GLOBAL FUEL SURCHARG	1	USD 552.00	USD 552.00	C		
Non-Manifest Charges						
Congestion Surcharge (Non-M)	1	USD 1,125.00	USD 1,125.00	C		
Container Return Fee-NF	1	USD 15.00	USD 15.00	C		
Delivery Order Fee (Non-man)	1	USD 50.00	USD 50.00	C		
ISPS Import	1	USD 21.00	USD 21.00	C		
Total Invoice Due			USD 11,413.00			

Payable on receipt unless credit agreement has been established.

Released at :

Mediterranean Shipping Company

Please issue payments to:

MSC TREASURY LTD., & please indicate your **Invoice number & BL number** with your payment.

BANKING DETAILS :

Beneficiary Institution Address: 1100 - 123 Front Street West
Toronto, ON M5J 2M3

Beneficiary Bank: Citibank NA-Canadian Branch

SWIFT: CITICATTBCH

Routing Number: 032820012

Bank Number: 0328

Branch Number: 20012

Beneficiary Name: MSC TREASURY LTD.

USD Account No: 2018776014

CAD Account No: 2018776096

Effective March 30th, 2020, MSC Canada will no longer be accepting payments made by cheque and will only accept an electronic payment format with options that include Credit Card payments via our E-Pay portal, ACHEFT/Wire Transfer and PayCargo.

Credit Card - <https://eservices.msccanada.ca/epay>

Paycargo - Carrier: **MSC (Mediterranean Shipping Company) (Canada)**

<http://www.paycargo.com>

For Payments Coming From USA & Overseas:

Correspondent Bank: Citibank New York

ABA: 021000089

SWIFT: CITIUS33

MSC Canada will be applying revised overweight rail charges as of November 16th, 2020. Please refer to the information below for details.

APPLICABLE TO IMPORT & EXPORT

Container Type	Charge	Overweight
20'	USD350	47,901 - 55,000lbs
40'	USD350	60,001 - 65,000lbs
20' discharged on the West Coast	USD430	47,901 - 55,000lbs



Dispute your invoice at: <https://eservices.msccanada.ca/PayTheBill/Login.aspx> or by [clicking here](#). Kindly review and revert back with any disputes within 5 days from receipt of the invoice. If we do not receive anything within this time frame this invoice will be considered valid and due within your credit terms.



Step 2:

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

Username

Password

[Forgot your password? Click here](#)

Register

You will need to confirm the email you submitted below to be able to access
Please use a link from one of our documents (Invoice file).

Customer Name:

Email Address (login user):

Password:

Confirm Password:

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'.

Disputes Dashboard

Invoices

Invoice Numbers BL Numbers

Vessel

All Import Export D & D TPI Elsewhere

<input type="checkbox"/>	Invoice Number	Invoice Type	Invoice Amount	Bill Of Lading	Vessel	Port Of Load	Port Of Discharge	Date	Booking #	EQ #	Dispute
<input checked="" type="checkbox"/>	INVOICE0067	Import	17347.00 US Dollar	BL14	VESSEL9	MONTREAL	DURRES	07/23/2022	BOOKING32	EQ1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	INVOICE0066	Import	8736.00 US Dollar	BL13	VESSEL18	DURBAN	MONTREAL	06/13/2022	BOOKING1	EQ1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	INVOICE0065C	Import	8721.00 US Dollar	BL13	VESSEL18	DURBAN	MONTREAL	06/13/2022	BOOKING1	EQ1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	INVOICE0064	D&D	115.00 US Dollar	BL130	VESSEL30	GENOA	MONTREAL	10/07/2022	BOOKING43	EQ2	<input checked="" type="checkbox"/>
<input type="checkbox"/>	INVOICE0063	D&D	920.00 US Dollar	BL91	VESSEL40	MONTREAL	SHANGHAI	10/01/2022	BOOKING21	EQ33	<input checked="" type="checkbox"/>
<input type="checkbox"/>	INVOICE0062	D&D	690.00 US Dollar	BL64	VESSEL38	ISTANBUL	MONTREAL	10/01/2022	BOOKING26	EQ6	<input checked="" type="checkbox"/>
<input type="checkbox"/>	INVOICE0061	D&D	230.00 US Dollar	BL90	VESSEL40	MONTREAL	SHANGHAI	10/01/2022	BOOKING21	EQ3	<input checked="" type="checkbox"/>
<input type="checkbox"/>	INVOICE0060	D&D	690.00 US Dollar	BL59	VESSEL38	ISTANBUL	MONTREAL	10/01/2022	BOOKING26	EQ12	<input checked="" type="checkbox"/>
<input type="checkbox"/>	INVOICE0059	D&D	690.00 US Dollar	BL90	VESSEL40	MONTREAL	SHANGHAI	10/01/2022	BOOKING21	EQ23	<input checked="" type="checkbox"/>
<input type="checkbox"/>	INVOICE0058	D&D	690.00 US Dollar	BL92	VESSEL40	MONTREAL	SHANGHAI	10/01/2022	BOOKING21	EQ5	<input checked="" type="checkbox"/>

Mass Disputes Upload



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.

The screenshot shows the 'Disputes Dashboard' search interface. It features four input fields: 'Invoice Numbers', 'BL Numbers', 'Booking Numbers', and 'Container Numbers'. Below these is a 'Vessel' dropdown menu with a list of vessel names: 'MSC VERONIQUE/CX229A', 'MSC JERSEY/CX225A', 'OTTAWA EXPRESS/39W40', and 'MSC DONATA/CX240A'. The 'MSC JERSEY/CX225A' option is highlighted. There are 'Clear' and 'Search' buttons.

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.

The screenshot shows the main table of the 'Disputes Dashboard'. The table has columns for 'Invoice #', 'BL #', 'Charge', 'Invoice Amount', 'Corrected Amount', 'Dispute Reason', 'Comments', and 'Previous Dispute History'. A red box highlights the 'Invoice #', 'BL #', and 'Charge' columns. Another red box highlights the 'Corrected Amount' and 'Dispute Reason' columns. The table contains several rows of invoice items with their respective amounts and charges. Below the table, there is an 'Attachments' section with a 'File name:' field, a 'Choose File' button, and an 'Upload' button. A green bar at the bottom contains the text 'Submit Dispute'.

Invoice #	BL #	Charge	Invoice Amount	Corrected Amount	Dispute Reason	Comments	Previous Dispute History
INVOICE001	BL1	Bunker Recovery Cost Surcharge	1198.00 USD		Invoice company		Not Applicable
INVOICE001	BL1	Container Return Fee-IF	30.00 USD		Invoice company		Not Applicable
INVOICE001	BL1	Delivery Order Fee (Non-manifested)	50.00 USD		Invoice company		Not Applicable
INVOICE001	BL1	Low Sulphur Fuel Contribution	70.00 USD		Invoice company		Not Applicable
INVOICE001	BL1	Ocean Freight	14064.00 USD		Invoice company		Not Applicable
INVOICE001	BL1	Peruvian Security Surcharge	2000.00 USD		Invoice company		Not Applicable
INVOICE001	BL1	SECURITY MANIFEST DOC FEE	25.00 USD		Invoice company		Not Applicable



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.

Use this section to bulk apply changes

Amount: Reason:

dem

<input checked="" type="checkbox"/>	BL#	Invoice #	Charge	Invoice Amount	Corrected Amount *	Dispute Reason *	Comments	Previous Dispute History
<input checked="" type="checkbox"/>	MEDUD0507001	CAML221163501Y	DEMURRAGE_IMP charges for Equipment MEDU4247666 from 2022-10-30 to 2022-11-01 (Level: 1)	115.00 USD	<input type="text"/>	<input type="text" value="Block stow h"/>	<input type="text"/>	Not Applicable
<input checked="" type="checkbox"/>	MEDURD083669	CAML221163684Y	DEMURRAGE_IMP charges for Equipment TGHU9976217 from 2022-10-31 to 2022-11-01 (Level: 1)	350.00 USD	<input type="text"/>	<input type="text" value="Block stow h"/>	<input type="text"/>	Not Applicable

* mandatory field

Attachments

File name: | No file chosen

Mass Disputes Upload

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.

Disputes Dashboard

Invoices Disputes

Invoice Number	Invoice Type	Invoice Amount	Bill Of Lading	Status	MSC feedback	Attachment
INVOICE0057	Import	12425.00 US Dollar	BL3	Open		



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.).