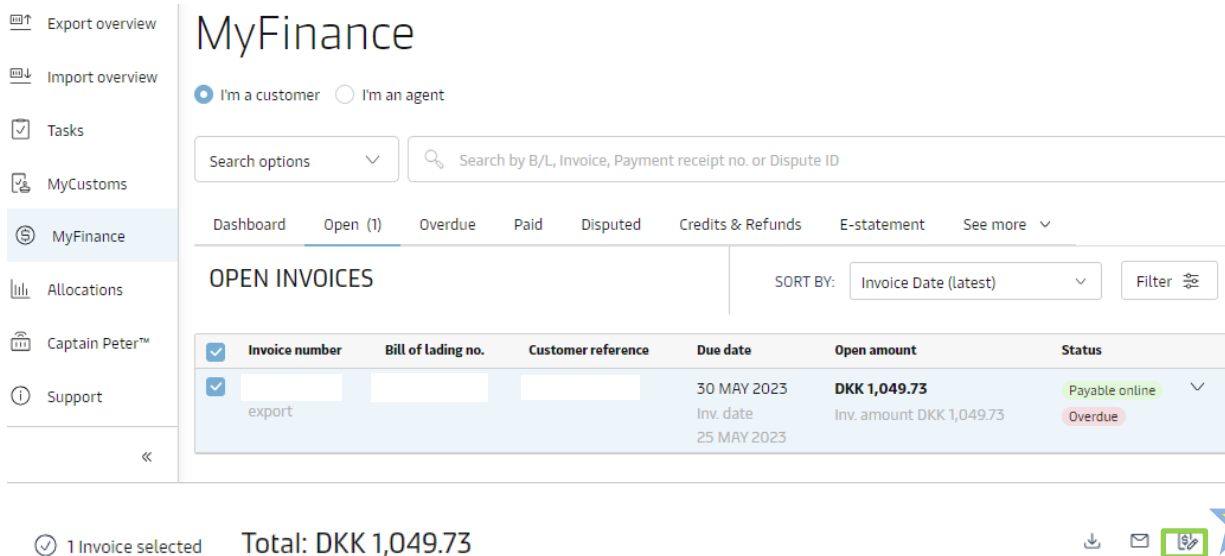


www.maersk.com Dispute 접수 방법 안내

로그인 -> 상단 메뉴 Manage -> MyFinance 클릭

1. Dispute을 신청 할 인보이스 선택 후 하단의 Dispute 아이콘 클릭



The screenshot shows the MyFinance dashboard with a sidebar on the left containing navigation options like 'Export overview', 'Import overview', 'Tasks', 'MyCustoms', 'MyFinance', 'Allocations', 'Captain Peter™', and 'Support'. The main content area is titled 'MyFinance' and includes a search bar and a navigation menu with tabs for 'Dashboard', 'Open (1)', 'Overdue', 'Paid', 'Disputed', 'Credits & Refunds', 'E-statement', and 'See more'. Under the 'OPEN INVOICES' section, 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 |

Below the table, it indicates '1 Invoice selected' and 'Total: DKK 1,049.73'. A green box highlights a dispute icon in the bottom right corner of the invoice row.

2. Dispute 이유 선택: Incorrect Rates, Already Paid, Incorrect Payer, Missing Information



The screenshot shows a dialog box titled 'Selected invoice to dispute against' containing a table with one row of invoice details:

| 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 |

A green box highlights the 'Dispute reason' dropdown menu, which is currently open to show the selection options.

3. 이유 선택 후 확장 페이지에서 상세내역 선택, 입력 후 Continue

Payer 정정의 경우 각 Shipment binder 페이지에서 정정하셔야 합니다.

- 1) Redirect to shipment binder 클릭
- 2) Edit payment details*
- 3) Payer 정정 후 제출

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 |

Describe dispute reason (preferably in English)

Please advise what the rate should be per charge type and the service contract number.

0 / 4000

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) | Contact number |
| <input type="text"/> | <input type="text"/> | Enter alternative email | Enter contact number |

Cancel **Continue**

4. 입력 내역 확인 후 Create dispute

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

Cancel **Create dispute**

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

6. Case id를 클릭하시면 상태 확인 가능합니다.

Dispute invoice case

| Case id | Invoice no | Bill of lading no. | Due date | Amount Disputed | Dispute reason | Status |
|--------------------|------------|--------------------|-------------------------------------|---------------------------------|-----------------|----------|
| 20; 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.com 으로 문의주시기 바랍니다.

머스크 수출 업무팀 kr.export@maersk.com

머스크 수입 업무팀 kr.import@maersk.com

전화 070-7473-2400 (핀번호가 있을 경우: 1+PIN 4자리), (핀번호가 없을 경우: 2번 -> 1번 (수출 업무팀), 2번 (수입 업무팀))

감사합니다.

머스크