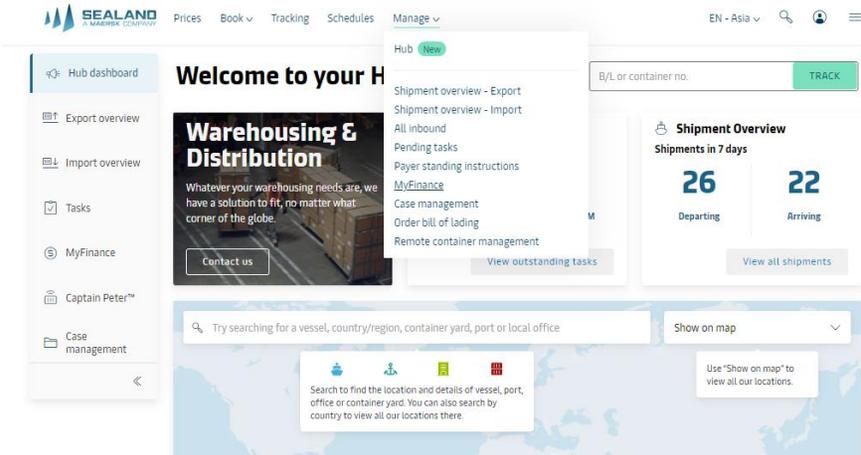
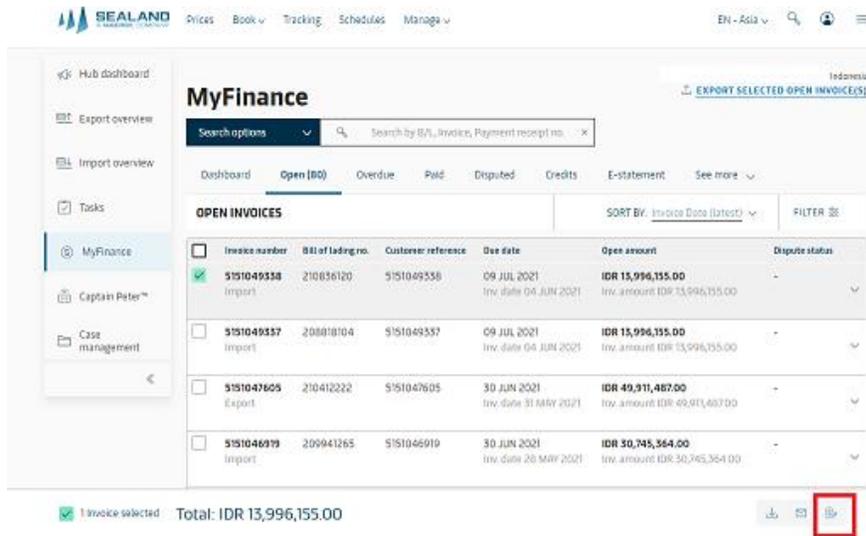


How to Raise Dispute at www.sealandmaersk.com

1. Log in to www.sealandmaersk.com
2. Choose 'Manage' tab, and click 'MyFinance'



3. Choose 'Open', tick the invoice that you want to process. Go to the bottom page & click the notepad icon to dispute



4. Complete the form.

SELECTED INVOICES TO DISPUTE AGAINST

Invoice number	Inv. date	Open amount
5151049338 Import	04 JUN 2021 Due date 09 JUL 2021	IDR 13,996,155.00 Inv. amount IDR 13,996,155.00

DISPUTE REASON

Dispute Reason: Reference (Optional):

PLEASE PROVIDE MORE INFORMATION

Please confirm which invoice you paid the charge(s) on. Please also advise how the payment was submitted: cheque, wire transfer, ACH Credit, Smartpay, Credit Card. Be sure to advise the full amount of the payment, payment reference and date of payment.:

Please provide any information you believe will aid in the resolution of this dispute. Please enter your comments (preferably in English)

- *Dispute Reason - Incorrect rate* : By using "Incorrect Rates" as a dispute reason you are confirming that one or more charges are not correct.
- *Dispute Reason - Already Paid* : By using "Already Paid" as a dispute reason you are confirming that you have been invoiced twice for the same charge(s). Please check if you have received a credit note.
- *Dispute Reason - Missing Information* : By using "Missing Information" as a dispute reason you are confirming that your invoice is wrong and you are requesting additional information to support why you have been billed the charges.

**each of options will redirect you to next column which need to be fullfill relate to your dispute reason.*

5. You can upload supporting document also if needed, and then fulfill contact information. Click 'submit dispute case' once done

ADD DOCUMENTS

Supporting files
Total file size limit is 2MB. File types supported: zip, pdf, jpg, gif, png, doc, xls, ppt, eml

UPLOAD 

CONTACT INFORMATION

Name	Email	Alternative email (Optional)	Contact Number
<input type="text" value="Enter your name"/>	<input type="text" value="Enter recipient's e-mail"/>	<input type="text" value="Enter Alternative email"/>	<input type="text" value="Contact number"/>