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’, thick 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**

<table>
<thead>
<tr>
<th>Invoice number</th>
<th>Inv. date</th>
<th>Open amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>S151049338</td>
<td>04 JUN 2021</td>
<td>IDR 13,996,355.00</td>
</tr>
</tbody>
</table>

   **DISPUTE REASON**

<table>
<thead>
<tr>
<th>Dispute Reason</th>
<th>Reference (Optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Already Paid</td>
<td>Reference identifier</td>
</tr>
</tbody>
</table>

   **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.

   For example: invoice number 32424324, wire transfer, USD 2,400.00, 12 MAY 2019, 547799

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

   Provide any information you believe will aid in the resolution of the problem

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

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