

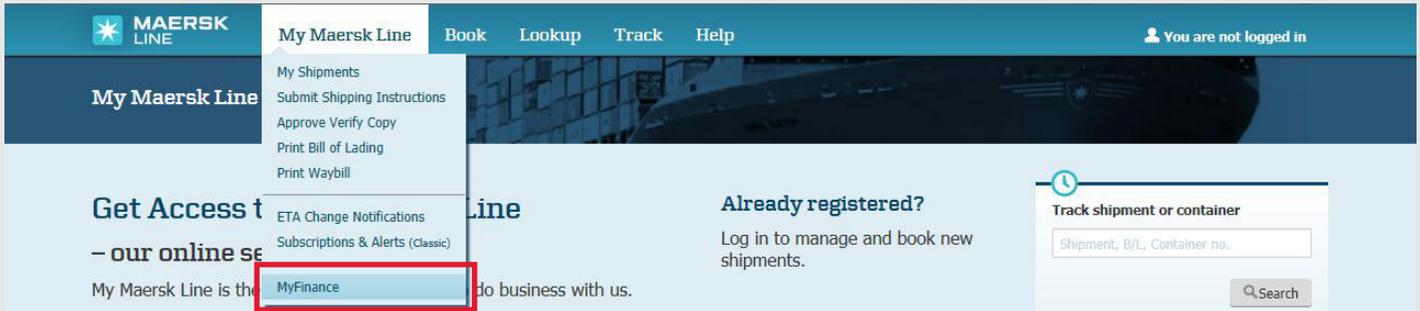


DISPUTE ONLINE WITH MY MAERSK LINE

Your promise. Delivered.

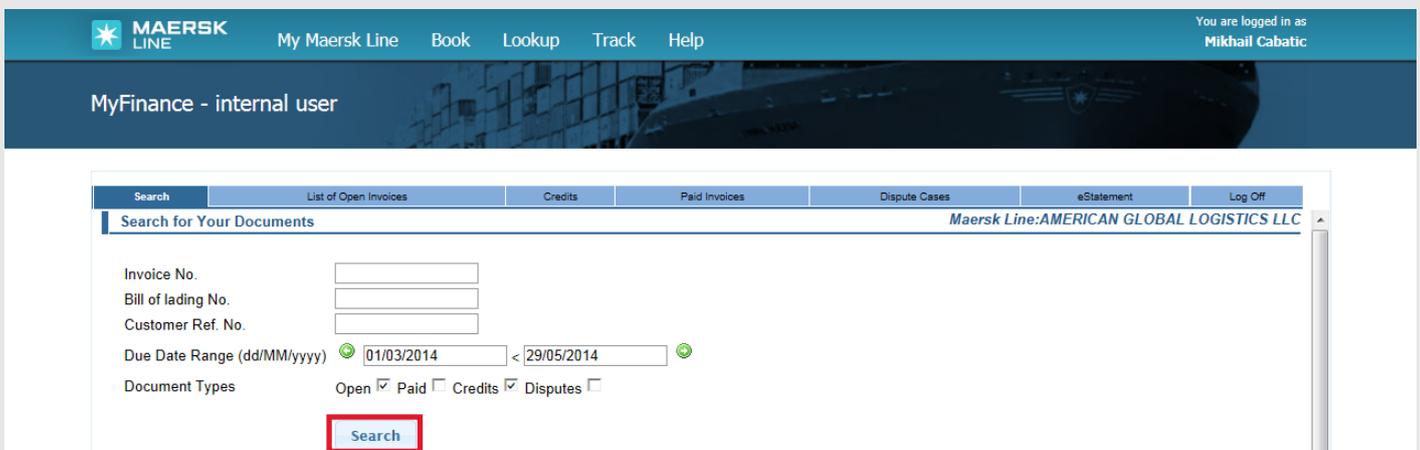
Step 1

Hover mouse to "My Maersk Line" in the menu bar and then click "My Finance".



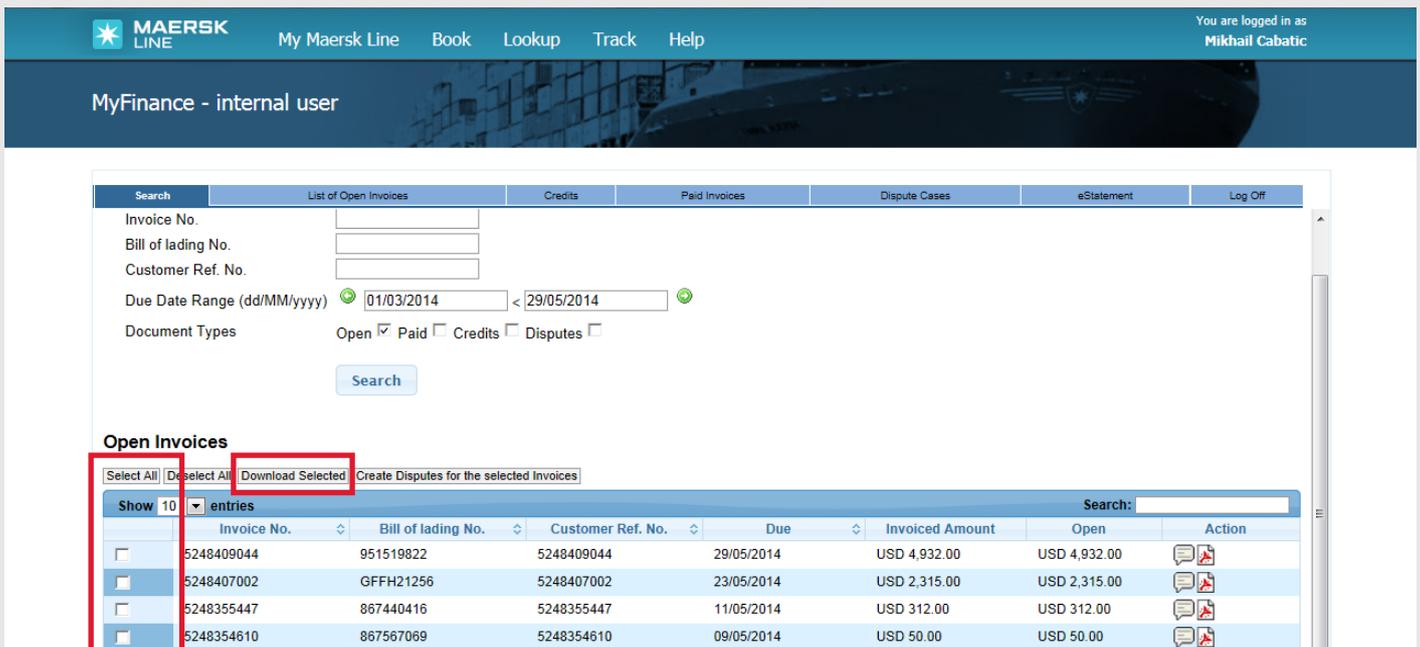
Step 2

From this screen you can search for various documents like open invoices, paid invoices, credits or disputed invoices. Click "Search".



Step 3

The list of all open invoices will show. Select the open invoice(s) you wish to dispute and click on "Create Disputes for the selected invoice".



Step 4

Input as much information to support your dispute to ensure a quick resolution. You can attach files to also help support the dispute.

Once you enter a dispute, you can select from the four reasons mentioned below:

- Incorrect Rates** – This should be selected if there are any rate discrepancies in the invoice. Add your contract number and what you expect the rate to be.
- Incorrect Payer** - This should be selected if the invoice has been wrongly raised against you. Advise whom you believe is responsible for the invoice, or possibly attach the shipping instructions that were submitted.
- Already Paid** - This should be selected if you have already settled the invoice. Add your check number, or any other transaction details, that will quickly resolve the dispute.
- Missing Information** – This should be selected if you have not received documents or information like container delivery details, delivery note, or invoice party reference etc.

Please note that all highlighted fields such as Reason, Comments and Contact Data are mandatory. There is a reference field, which is not mandatory, but is suggested you update this field with your own reference.

On clicking “**Send**”, all the selected bulk invoices will be disputed with same comments and reasons. Once your dispute is logged for a particular invoice number, it will go directly into the dispute process workflow.

You can check the status of the same from the **DISPUTE CASES** tab. In case you are not satisfied with the resolution of the dispute, you can re-dispute.

The screenshot shows the 'Enter Dispute Case' form in the Maersk Line internal user interface. The user is logged in as Mikhail Cabatic. The form is titled 'Enter Dispute Case' and is for 'Maersk Line:AMERICAN GLOBAL LOGISTICS LLC'. It contains the following fields and sections:

- Search** (tab), **List of Open Invoices** (tab), **Credits** (tab), **Paid Invoices** (tab), **Dispute Cases** (tab), **eStatement** (tab), **Log Off** (tab)
- Invoice or Credit No.**: 5248422153
- Invoice or Credit Date**: Thu May 29 2014
- Date**: Jun 12, 2014
- Amount**: USD 3,650.00
- Open**: USD 3,650.00
- Reason**: A dropdown menu with options: Incorrect Rates, Incorrect Payer, Already Paid, Missing Information. The 'Incorrect Rates' option is selected.
- Amount**: 3,650.00
- Reference**: (empty field)
- Name**: (input field)
- Email**: (input field)
- Contact Number**: (input field)
- Append File (Permitted Total Size: 4 MB)**: (input field)
- Files to be Attached**: (input field)
- Send** (button) and **Back** (button) at the bottom.