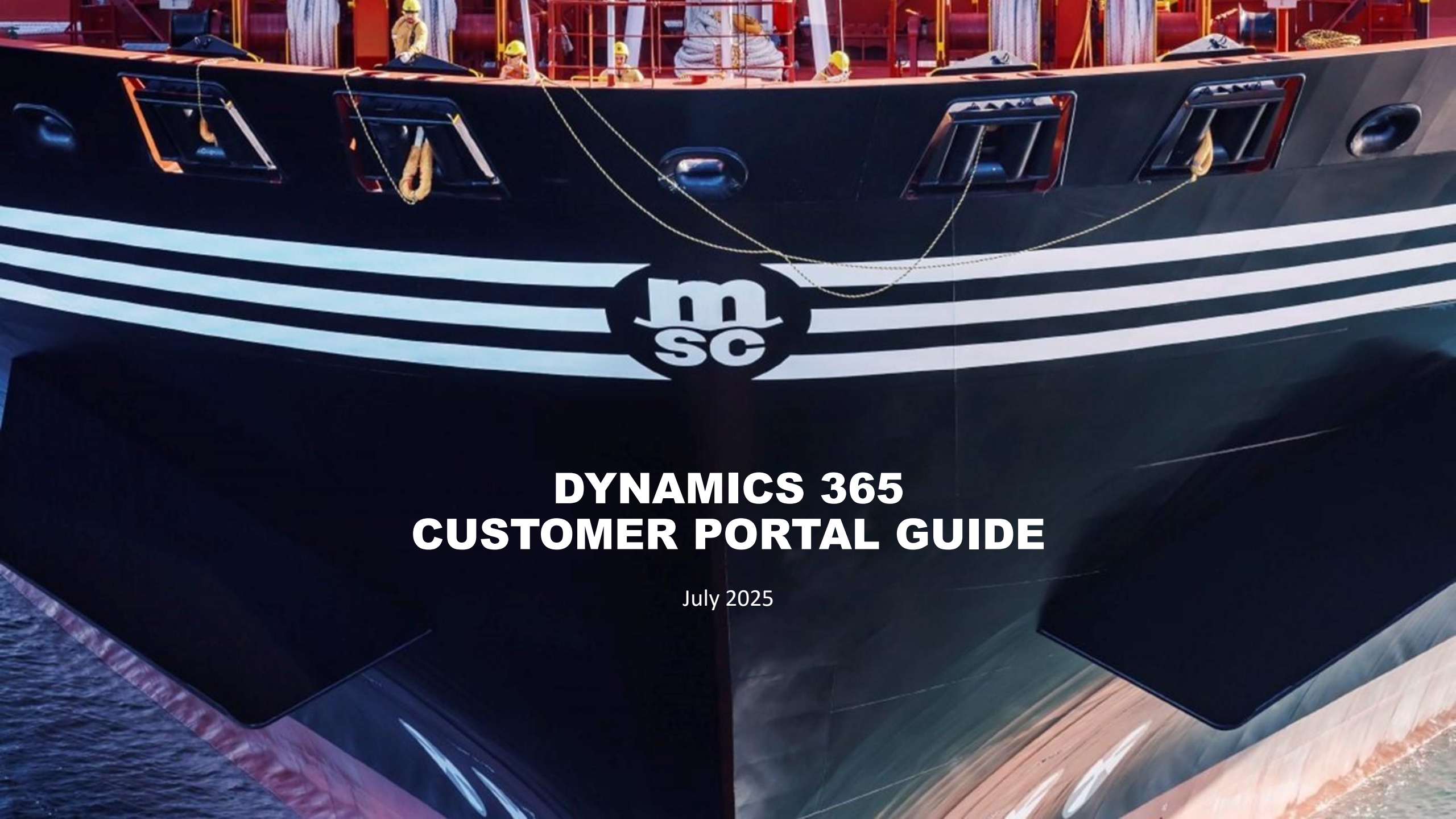


DYNAMICS 365
CUSTOMER PORTAL GUIDE

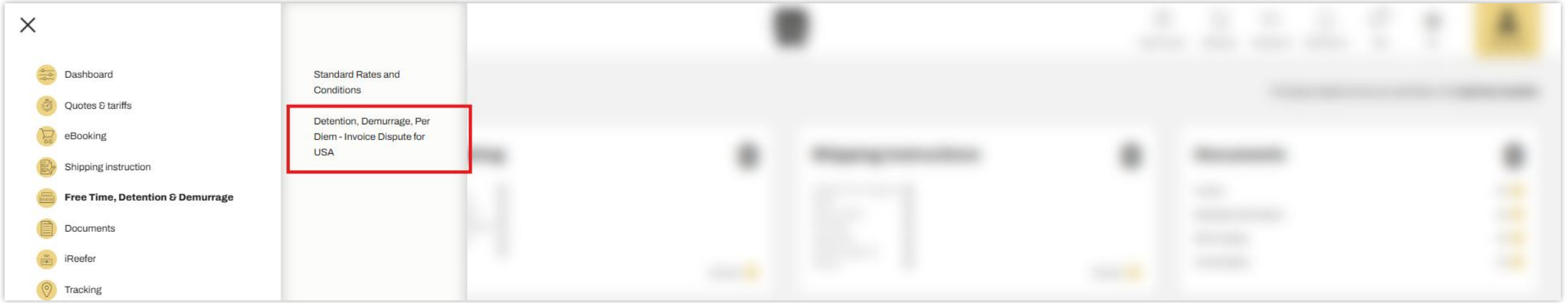
July 2025

AGENDA

- ✓ Creating a dispute
- ✓ Understanding your dispute
- ✓ Managing your dispute
- ✓ Dispute resolution

© Copyright MSC Mediterranean Shipping Company SA

MY MSC LOGIN



- To submit disputes using the portal, you must first create an account/log in to myMSC.com
- Once your account is created, go under the section called “Free Time, Detention & Demurrage” and then click on the available option

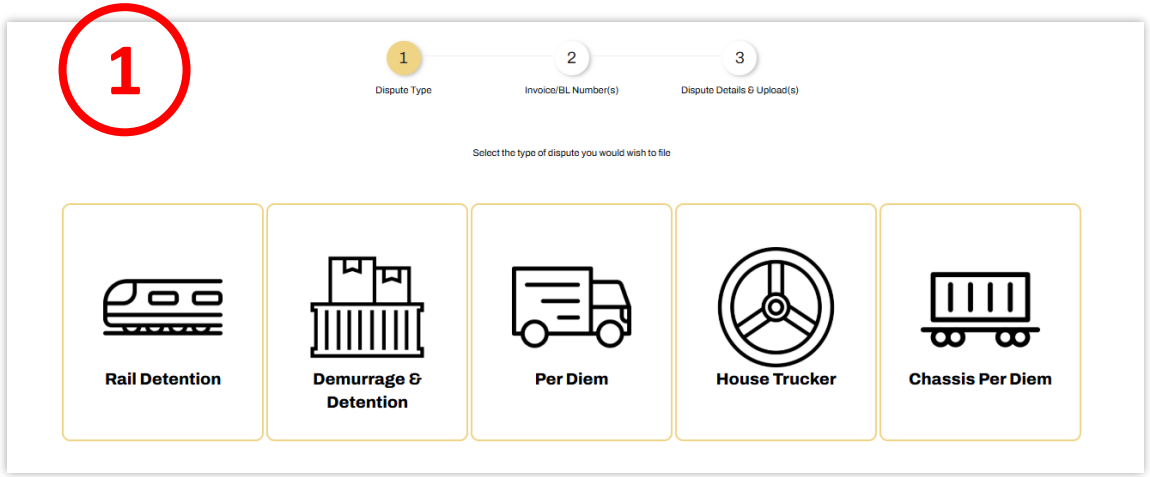
© Copyright MSC Mediterranean Shipping Company SA

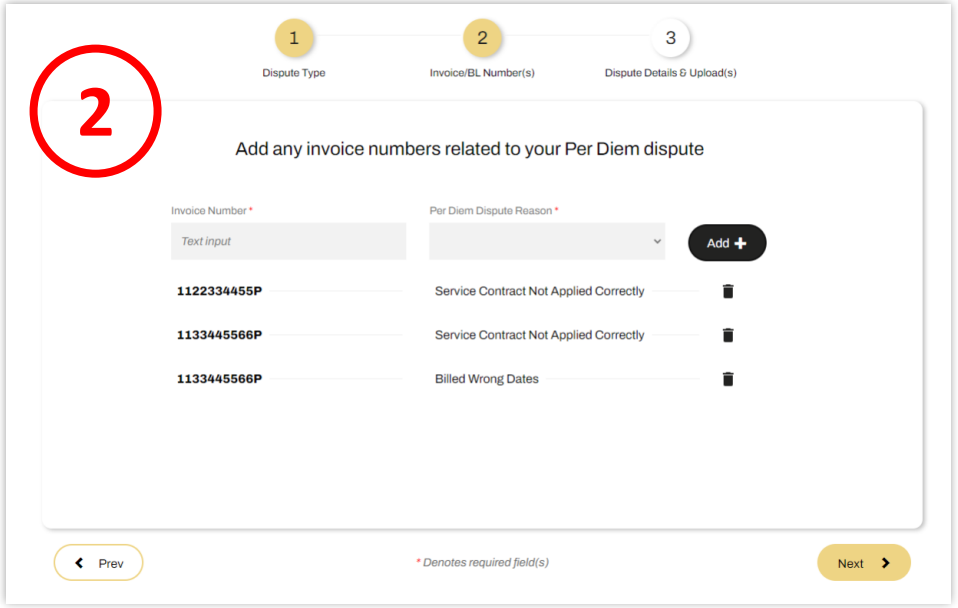
MAIN PAGE

- Initial page is blank until you create a new dispute
- To do so, click on the “Create Dispute” in the upper right-hand corner of the page

© Copyright MSC Mediterranean Shipping Company SA

CREATING A DISPUTE



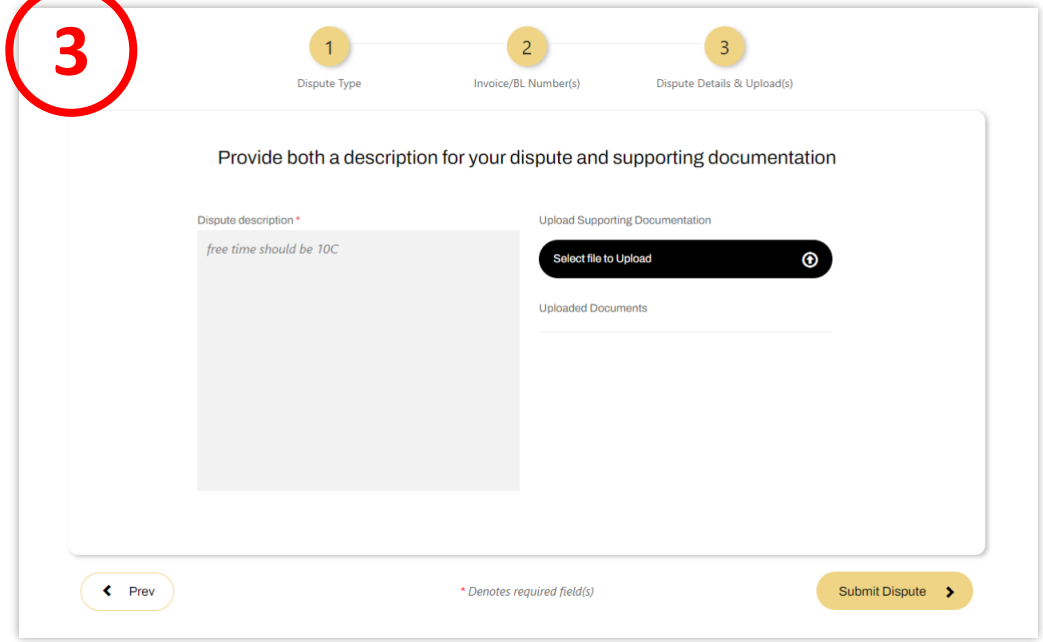


- Select the dispute type from the options presented
- On the next page, fill in the required information
- Form allows you to enter multiple entries for the same dispute
- Click “Next” when you are done

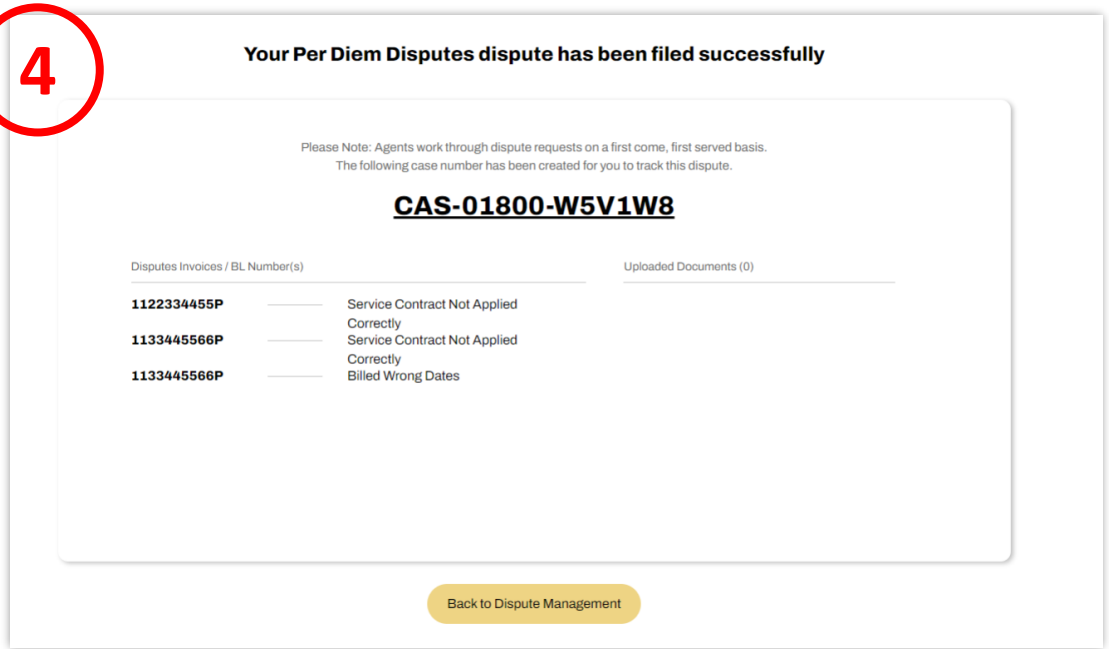
© Copyright MSC Mediterranean Shipping Company SA

CREATING A DISPUTE

3



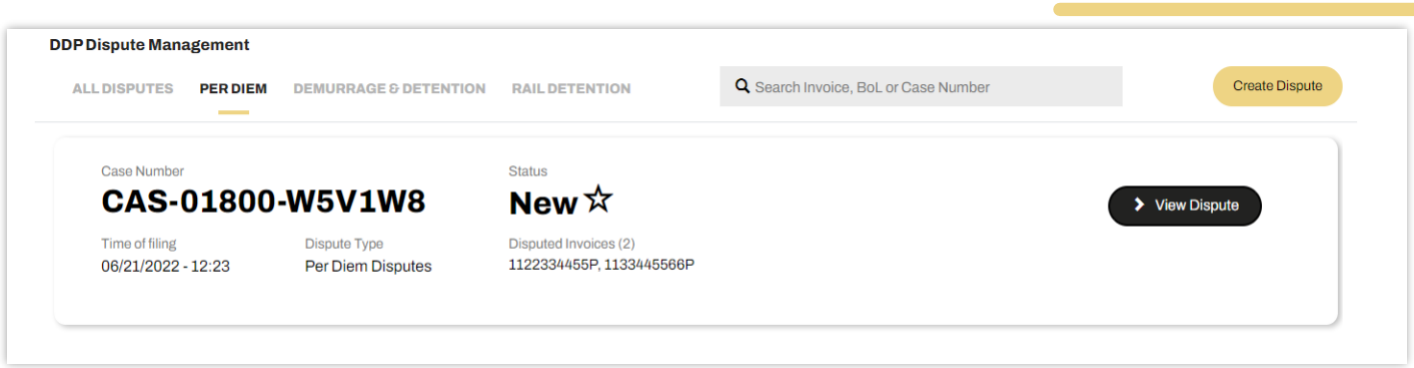
4



- Provide a description for why you are disputing the corresponding invoices or BLs
- System gives you the option of uploading relevant documents to accompany your dispute
- Once you submit your dispute you will receive the case number that goes along with it

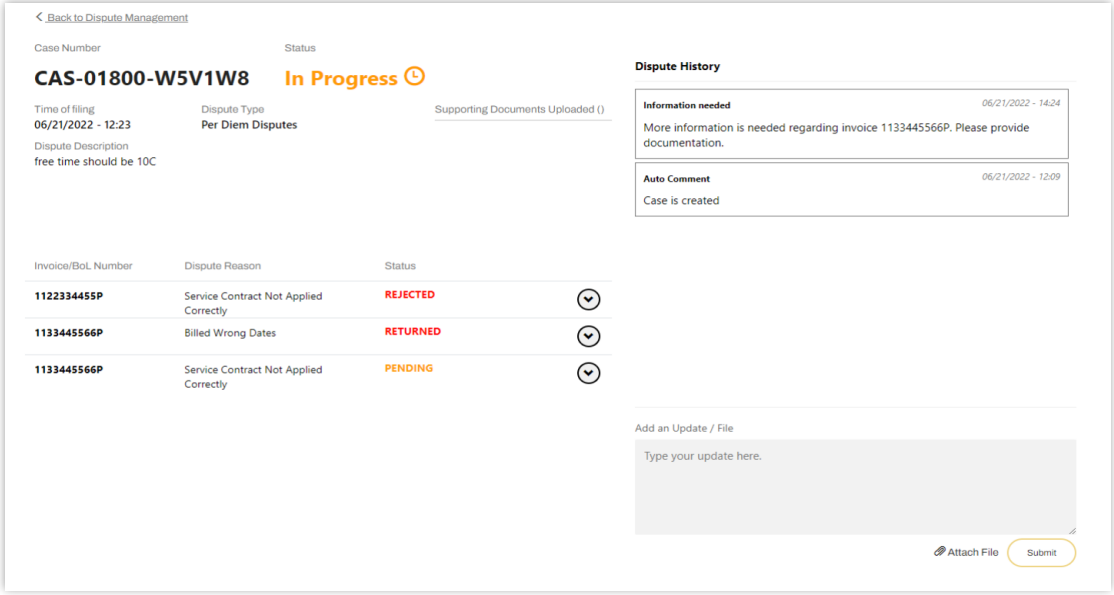
© Copyright MSC Mediterranean Shipping Company SA

KEEPING TRACK OF YOUR DISPUTE



- When you go back to the main page, your newly created case will be there with the relevant information
- Inside the case you can see updates in real time

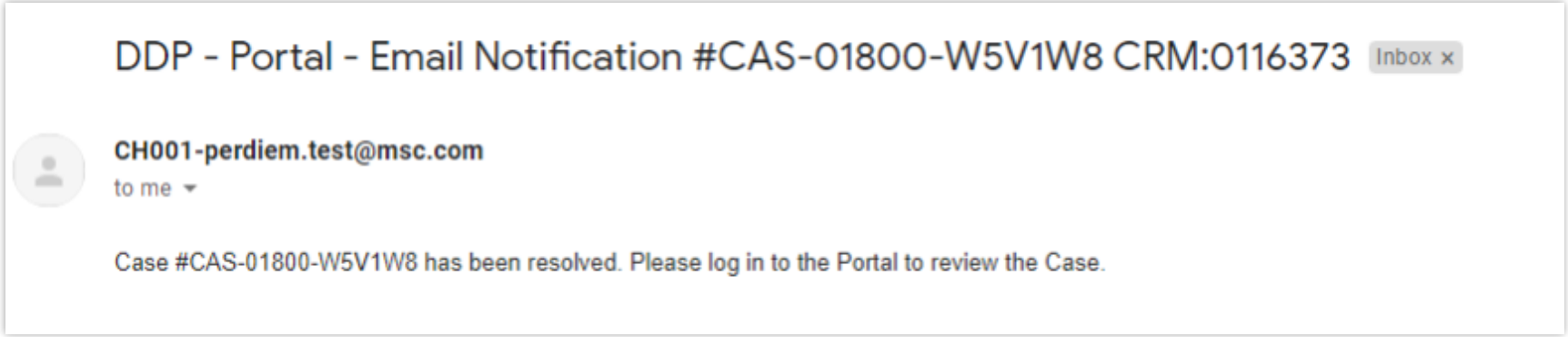
- **Dispute History** – this shows the portal comments made by the MSC agent and/or the client
- If an agent requests additional documents, these can be uploaded **here** and will be instantly available for the MSC agent



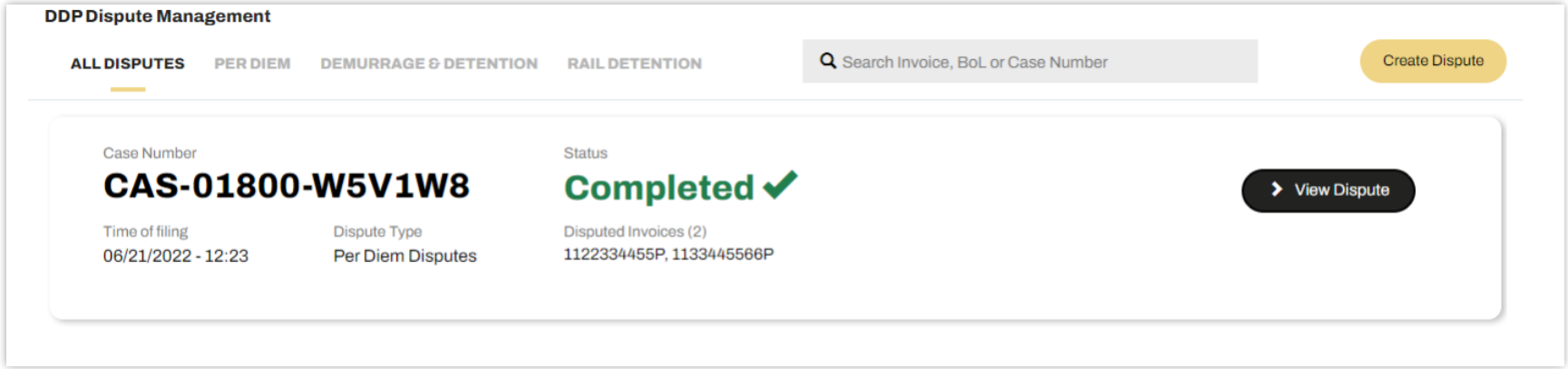
© Copyright MSC Mediterranean Shipping Company SA

DISPUTE RESOLUTION

- Once your case has been resolved, you will receive an email notification



- The case will be marked as “Completed” in the portal



© Copyright MSC Mediterranean Shipping Company SA

msc.com