

A large black container ship with white stripes and the MSC logo. The ship is moving through the water, with a blurred wake. Several crew members in yellow safety gear are visible on the deck.

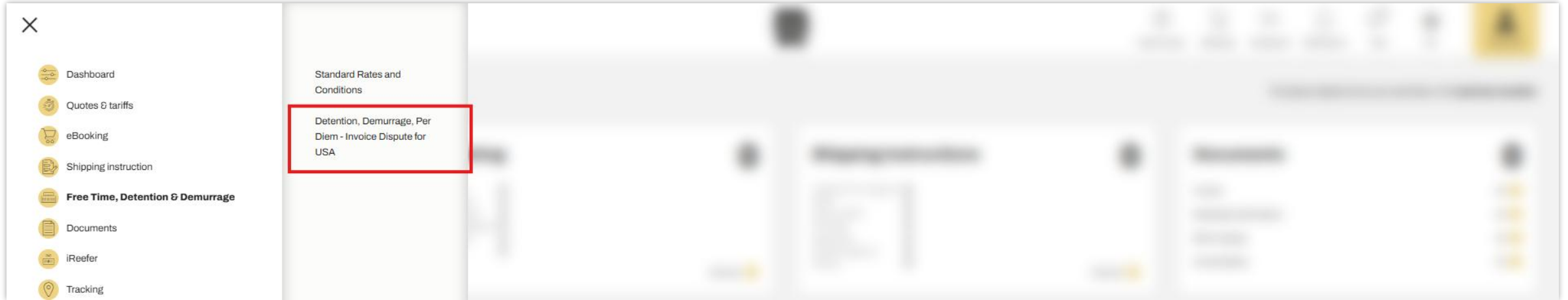
DYNAMICS 365 CUSTOMER PORTAL GUIDE

July 2025

AGENDA

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

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

MAIN PAGE

DDP Dispute Management

ALL DISPUTES PER DIEM DEMURRAGE & DETENTION RAIL DETENTION HOUSE TRUCKER CHASSIS

Create Dispute

Filter by Status

Filter

- 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

CREATING A DISPUTE

1

1 2 3

Dispute Type Invoice/BL Number(s) Dispute Details & Upload(s)

Select the type of dispute you would wish to file

Rail Detention

Demurrage & Detention

Per Diem

House Trucker

Chassis Per Diem

1 2 3

Dispute Type Invoice/BL Number(s) Dispute Details & Upload(s)

2

Add any invoice numbers related to your Per Diem dispute

Invoice Number *	Per Diem Dispute Reason *	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add +"/>
1122334455P	Service Contract Not Applied Correctly	<input type="button" value="X"/>
1133445566P	Service Contract Not Applied Correctly	<input type="button" value="X"/>
1133445566P	Billed Wrong Dates	<input type="button" value="X"/>

< Prev

* Denotes required field(s)

Next >

- 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

CREATING A DISPUTE

3

1 Dispute Type 2 Invoice/BL Number(s) 3 Dispute Details & Upload(s)

Provide both a description for your dispute and supporting documentation

Dispute description *

free time should be 10C

Upload Supporting Documentation

Select file to Upload

Uploaded Documents

◀ Prev * Denotes required field(s) Submit Dispute ▶

4

Your Per Diem Disputes dispute has been filed successfully

Please Note: Agents work through dispute requests on a first come, first served basis.
The following case number has been created for you to track this dispute.

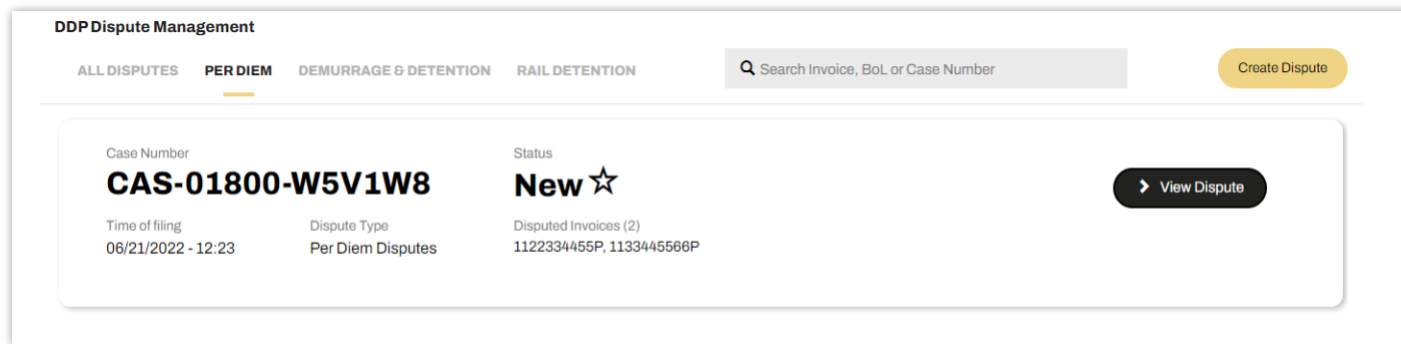
CAS-01800-W5V1W8

Disputes Invoices / BL Number(s)	Uploaded Documents (0)
1122334455P	Service Contract Not Applied Correctly
1133445566P	Service Contract Not Applied Correctly
1133445566P	Billed Wrong Dates

Back to Dispute Management

- 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

KEEPING TRACK OF YOUR DISPUTE



DDP Dispute Management

ALL DISPUTES **PER DIEM** DEMURRAGE & DETENTION RAIL DETENTION

Search Invoice, BoL or Case Number Create Dispute

Case Number
CAS-01800-W5V1W8

Status
New ☆

Time of filing
06/21/2022 - 12:23

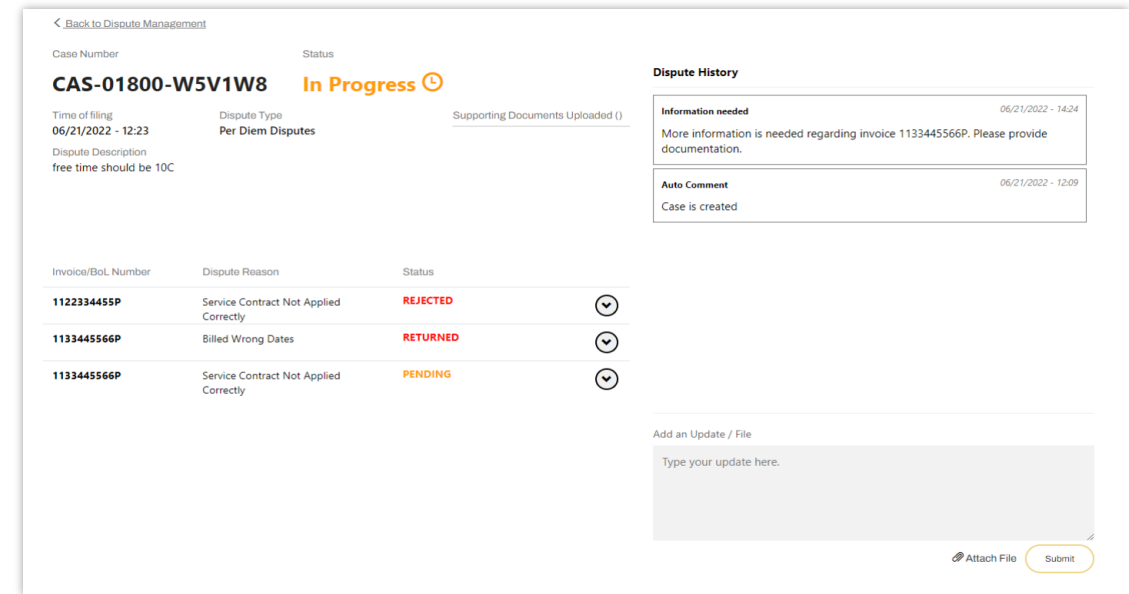
Dispute Type
Per Diem Disputes

Disputed Invoices (2)
1122334455P, 1133445566P

[View 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



< Back to Dispute Management

Case Number **CAS-01800-W5V1W8** Status **In Progress** ⌚

Time of filing 06/21/2022 - 12:23
Dispute Type Per Diem Disputes
Dispute Description free time should be 10C

Supporting Documents Uploaded (0)

Dispute History

Information needed 06/21/2022 - 14:24
More information is needed regarding invoice 1133445566P. Please provide documentation.

Auto Comment 06/21/2022 - 12:09
Case is created

Invoice/BoL Number	Dispute Reason	Status	
1122334455P	Service Contract Not Applied Correctly	REJECTED	⌵
1133445566P	Billed Wrong Dates	RETURNED	⌵
1133445566P	Service Contract Not Applied Correctly	PENDING	⌵

Add an Update / File

Type your update here.

Attach File Submit

DISPUTE RESOLUTION

- Once your case has been resolved, you will receive an email notification
- The case will be marked as “Completed” in the portal

