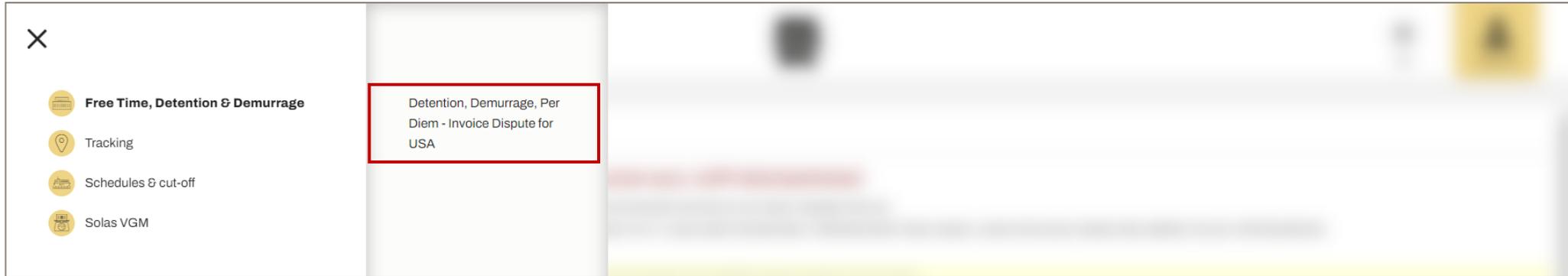




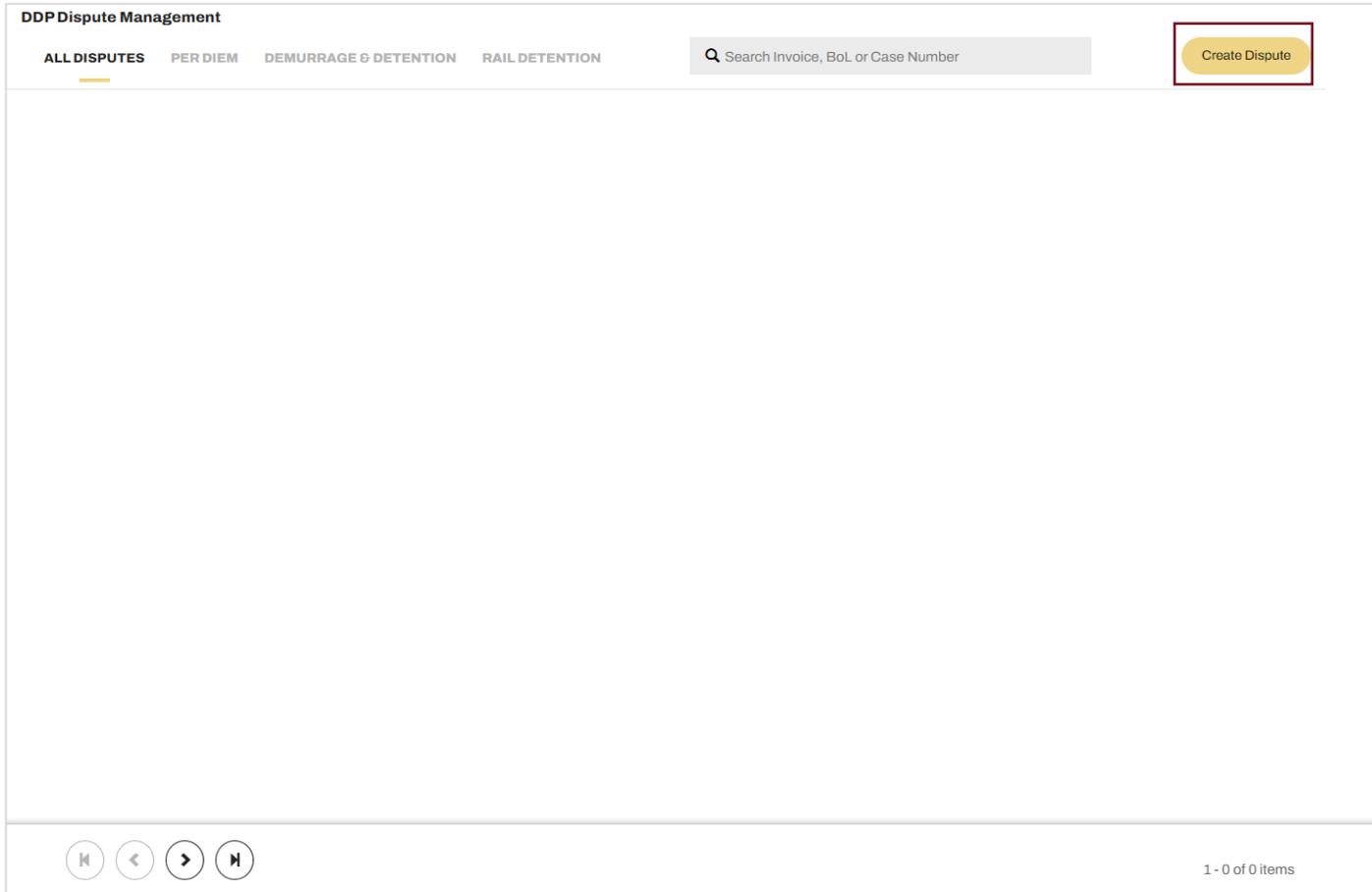
DYNAMICS 365 CUSTOMER PORTAL GUIDE

June 2022

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



- 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



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

CREATING A DISPUTE



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

1

Select the type of dispute you would wish to file



Rail Detention



Demurrage & Detention



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" value="Text input"/>	<input type="text"/>	<input type="button" value="Add +"/>
1122334455P	Service Contract Not Applied Correctly	<input type="button" value=""/>
1133445566P	Service Contract Not Applied Correctly	<input type="button" value=""/>
1133445566P	Billed Wrong Dates	<input type="button" value=""/>

* Denotes required field(s)

- 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



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

3 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 >

Your Per Diem Disputes dispute has been filed successfully

4 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

DDP - Portal - Email Notification #CAS-01800-W5V1W8 CRM:0116373 Inbox x

 **CH001-perdiem.test@msc.com**
to me ▾

Case #CAS-01800-W5V1W8 has been resolved. Please log in to the Portal to review the Case.

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

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	Completed ✓	View Dispute
Time of filing	06/21/2022 - 12:23	Dispute Type	Per Diem Disputes	
		Disputed Invoices (2)	1122334455P, 1133445566P	

m
sc