


MyMSC Invoice Dispute Portal


- The Invoice Dispute Portal on myMSC can be accessed through the drop-down menu found in the top left corner of the myMSC Dashboard.




- Then, click Free Time, Detention & Demurrage followed by clicking Invoice Dispute for USA option in the submenu as shown below:


 Dashboard

 Quotes & tariffs

 eBooking

 Shipping instruction

 **Free Time, Detention & Demurrage**

 Documents

Standard Rates and
Conditions

Detention, Demurrage, Per
Diem - Invoice Dispute for
USA

MyMSC Invoice Dispute Portal




- Once opened you'll be brought to a management screen where you can monitor all current cases with our agency.
- Click Create Dispute on the top right corner in order to begin a new dispute for an invoice

DDP Dispute Management

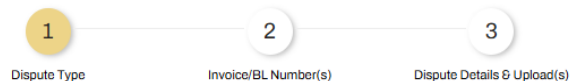
ALL DISPUTES PER DIEM DEMURRAGE & DETENTION RAIL DETENTION HOUSE TRUCKER CHASSIS

Search Invoice, BoL or Case Number Create Dispute






Filter by Status All Filter

Case Number CAS-19561066-M6T0X1	Status Action Required 	> View Dispute
Time of filing 03/06/2025 - 14:19	Dispute Type Per Diem Disputes	Disputed Invoices (5) 100003150420P, 100003150423P, 100003150430P, 100003158660P, 100003158664P
Case Number CAS-19599731-K8R3Q0	Status Completed 	> View Dispute
Time of filing 03/07/2025 - 11:14	Dispute Type Per Diem Disputes	Disputed Invoices (2) 100003151505P, 100003152482P
Case Number CAS-19608862-N6C1N4	Status New 	> View Dispute
Time of filing 03/07/2025 - 15:32	Dispute Type Demurrage and Detention Disputes	Disputed Invoices (1) MEDUHE296320

- To start the dispute, choose the type of dispute you want to file.
- You can select Rail Detention, Demurrage & Detention, Per Diem, House Trucker or Chassis Per Diem. Selecting one of these will prompt you to choose a subcategory later.



Select the type of dispute you would wish to file

 Rail Detention	 Demurrage & Detention	 Per Diem	 House Trucker	 Chassis Per Diem
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MyMSC Invoice Dispute Portal

- Next, specify the invoice or bill of lading number you are creating a dispute under as well as select a reason
- Click Create Dispute on the top right corner in order to begin a new dispute for an invoice

Add any invoice/BL numbers related to your Chassis Per Diem dispute

Invoice/BL Number *

10000000000P

Chassis Per Diem Dispute Reason *

Incorrect Invoice



Add +

Add an Invoice/BL number and dispute reason to get started.

- Once you add one invoice or bill of lading and select a reason, you may click Add to add in multiple invoices if desired
- Once all invoices you'd like to dispute are entered, click Next to proceed

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- Lastly, you may type about your case as well as uploaded any supporting documentation
- Once ready, click Submit Dispute. This will generate a case number automatically to be monitored from the dashboard

Dispute description *

Text Input

Max 200 characters

Upload Supporting Documentation


Select file to Upload


Uploaded Documents

* Denotes required field(s)

Submit Dispute

- You may monitor cases from the Dispute Management Screen. Click View Dispute to see the latest status, view action items, upload documentation, monitor email correspondence about the case as view rationales for approval & denials.

Case Number CAS-19561066-M6T0X1		Status Action Required 	<div><div>> View Dispute</div></div>
Time of filing 03/06/2025 - 14:19	Dispute Type Per Diem Disputes	Disputed Invoices (5) 100003150420P, 100003150423P, 100003150430P, 100003158680P, 100003158684P	

Case Number CAS-19599731-K8R3Q0		Status Completed 	<div><div>> View Dispute</div></div>
Time of filing 03/07/2025 - 11:14	Dispute Type Per Diem Disputes	Disputed Invoices (2) 100003151505P, 100003152482P	