



# MSC ACCOUNT MANAGER PORTAL



At MSC, we believe that digitalisation has the power to make shipping more efficient, secure and sustainable. We are continuously investing in developing new digital tools and technologies to provide customers with easy-to-use, flexible and reliable online shipping management solutions.


## **INTRODUCING THE NEW MSC ACCOUNT MANAGER PORTAL**

This portal gives you an overview of your company's financial situation and offers the possibility of paying your invoices online as well as disputing them and managing your current disputes.

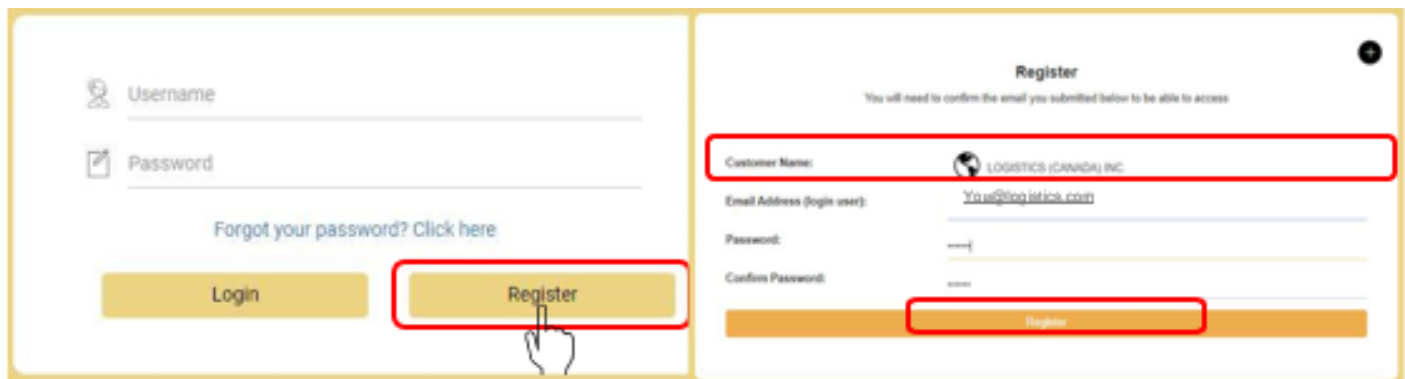


# REGISTRATION PROCESS

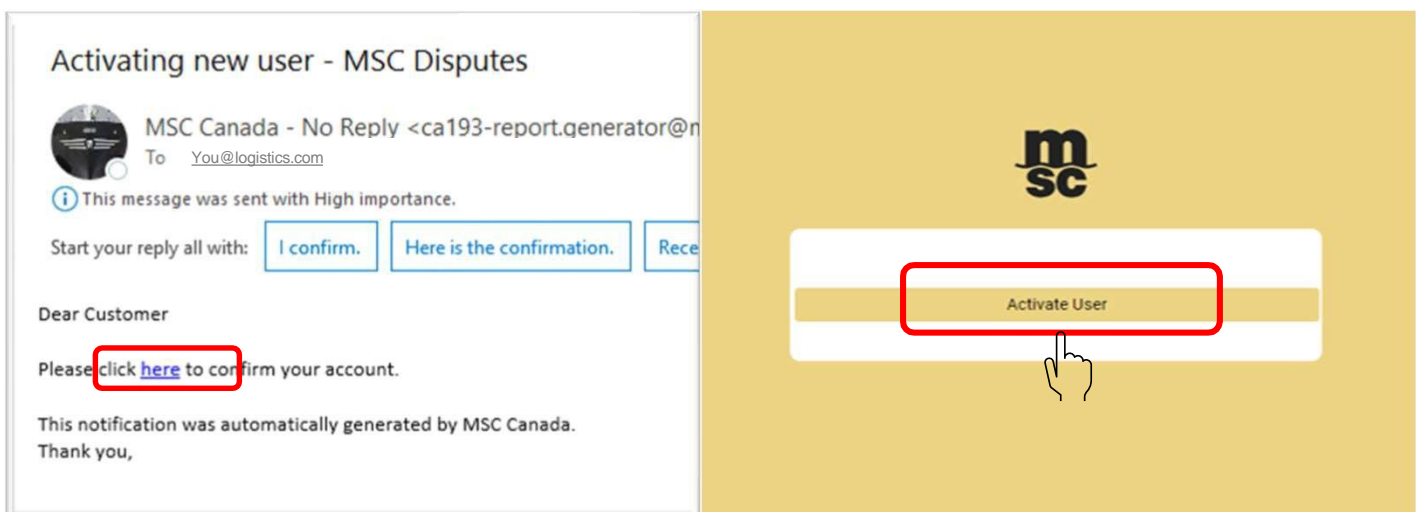
At the bottom of your INVOICE, click on the blue link to enter MSC Account Manager portal.

 <b>MEDITERRANEAN SHIPPING COMPANY S.A, Geneva (CANADA) Inc</b> 7 Rue Saint-Jacques, Montreal, QC H2Y 1K9 PH: (514) 844-3711 Fax: (514) 844-7747		<b>FREIGHT INVOICE</b> <b>SEQ1</b> <b>CAVA221050288I</b> Page 2 of 3																																																																							
Invoice Date/Arrival Date: 09/10/2022 Invoice Due Date: 10/10/2022 Invoice #: CAVA221050288I BOL #: MEDUJF512191 Booking #(s):		Vessel / Voyage : MSC INES UK225A Origin : Port of loading : Qingdao Port of discharge : Vancouver Place of delivery : Toronto																																																																							
<b>Bill To:</b> <input type="text"/>		Reference #: Freight Ewd Reference #: Shipper Reference #: Booking Client Reference #:																																																																							
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<p>Payable on receipt unless credit agreement has been established.</p> <p><b>Released at:</b>  <b>Mediterranean Shipping Company</b></p> <p>Please issue payments to:  <b>MSC TREASURY LTD.</b>, &amp; please indicate your <b>Invoice number &amp; BL number</b> with your payment.</p> <p><b>BANKING DETAILS:</b>          Beneficiary Institution Address: 1100 - 123 Front Street West          Toronto, ON M5J 2M3          Beneficiary Bank: Citibank NA Canadian Branch          SWIFT: CITICAT2333          Routing Number: 012820012          Bank Number: 0128          Branch Number: 21002          Beneficiary Name: MSC TREASURY LTD.          USD Account No: 2018770014          CAD Account No: 2018770008</p> <p>Effective March 20th, 2020, MSC Canada will no longer be accepting payments made by credit card. We will only accept an electronic payment format with options that include Credit Card payments via our E-Pay portal, ACH/EFT/Wire Transfer and PayCargo.</p> <p>Credit Card - <a href="https://eservices.msccanada.ca/esp">https://eservices.msccanada.ca/esp</a>          Paycargo - Carrier: <b>MSC (Mediterranean Shipping Company) (Canada)</b>  <a href="http://www.paycargo.com">http://www.paycargo.com</a></p>																																																																									
<p><b>For Payments Coming From USA &amp; Overseas:</b>          Correspondent Bank: Citibank New York          ABA: 021000089          SWIFT: CITIUS33</p> <p>MSC Canada will be applying revised overweight mail charges as of November 14th, 2020. Please refer to the information below for details.</p> <p><b>APPLICABLE TO IMPORT &amp; EXPORT</b></p> <table border="1"> <thead> <tr> <th>Container Type</th> <th>Charge</th> <th>Overweight</th> </tr> </thead> <tbody> <tr> <td>20'</td> <td>USD350</td> <td>47,901 - 55,000lbs</td> </tr> <tr> <td>40'</td> <td>USD350</td> <td>60,001 - 65,000lbs</td> </tr> <tr> <td>20' discharged on the West Coast</td> <td>USD430</td> <td>47,901 - 55,000lbs</td> </tr> </tbody> </table>				Container Type	Charge	Overweight	20'	USD350	47,901 - 55,000lbs	40'	USD350	60,001 - 65,000lbs	20' discharged on the West Coast	USD430	47,901 - 55,000lbs																																																										
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<p>Dispute your invoice at: <a href="https://eservices.msccanada.ca/PayTheBill/Login.aspx">https://eservices.msccanada.ca/PayTheBill/Login.aspx</a> or by <a href="#">clicking here</a>. Kindly review and revert back with any disputes within 5 days from receipt of the invoice. If we do not receive anything within this time frame this invoice will be considered valid and due within your credit terms.</p>																																																																									

- You will then be brought to the Portal's registration page.
- Click on the "Register" button to start the process.
- **A window showing your company name will open.**
- Fill up with the email/password you wish to use for the portal and click on "Register" again.
  - PS 1: If you don't see your company name, make sure you used the correct link to register.
  - PS 2: Even if registered to MyMSC you must register to the portal separately;
  - PS 3: You may use the same credentials you picked for MyMSC;
  - PS 4: You may use your own e-mail or a department e-mail if you prefer;



- You will be advised to check your e-mail to activate your account.
- Once you get our e-mail, click on the blue link to confirm the authenticity of your account.
- You will be brought up to the Portal again where you should click on "ACTIVATE USER".
- We will confirm your account activation and invite you to Login!





## HOME PAGE SUMMARY

The home page summary offers you the opportunity to quickly access the financial situation between your company and MSC.

On the upper part of the screen, you can see your current credit details.

On the mid section of the screen, you can see how many invoices you have under dispute, the amount being discussed, and you can have an overview of you current outstanding invoices.

On the bottom you can easily **access links to pay invoices, create new disputes or check on existing ones.**

The screenshot displays the MSC Account Manager Portal interface. At the top, the MSC logo is centered. Below it, the text "MSC ACCOUNT MANAGER PORTAL" is displayed. A navigation bar indicates "Freight terms : 30 days / Additional Service Invoice terms : 7 days". The main content area features a detailed summary table with columns for various categories and currencies (USD, CAD). The table is organized into sections for Current, Past due, and Total, each with sub-rows for Disputed and Undisputed amounts. At the bottom of the page, three prominent blue buttons are visible: "Make a payment", "View a dispute", and "Create a dispute".

	Freight			Elsewhere			D&D.LRF			Other			Total		
	#	USD	CAD	#	USD	CAD	#	USD	CAD	#	USD	CAD	#	USD	CAD
Current(%)	4.24%	16.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.94%	2.35%	0.00%	2.08%	3.54%	0.00%
Disputed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Undisputed	5	10,044	0	0	0	0	0	0	0	1	530	0	6	10,574	0
Subtotal	5	10,044	0	0	0	0	0	0	0	1	530	0	6	10,574	0
Past due(%)	65.76%	83.71%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	0.00%	97.06%	97.65%	100.00%	97.94%	96.46%	100.00%
Disputed	0	0	0	0	0	0	8	8,990	0	5	2,609	593	13	11,590	593
Undisputed	113	51,608	0	0	0	0	131	205,573	0	28	19,437	3,629	272	276,618	3,629
Subtotal	113	51,608	0	0	0	0	139	214,563	0	33	22,046	4,222	285	288,217	4,222
Total	118	61,652	0	0	0	0	139	214,563	0	34	22,576	4,222	291	298,791	4,222
Disputed	0	0	0	0	0	0	8	8,990	0	5	2,609	593	13	11,590	593
Undisputed	116	61,652	0	0	0	0	131	205,573	0	29	19,967	3,629	278	287,192	3,629
Total	118	61,652	0	0	0	0	139	214,563	0	34	22,576	4,222	291	298,791	4,222

Make a payment      View a dispute      Create a dispute



# DISPUTE PROCESS

## Step 1:

- When you click on "Create a Dispute", you will see the dispute portal landing page and a list of all your invoices, paid or unpaid, **issued on the past 60 days. To dispute older invoices, check step 3.3**
- Use the search fields to locate specific invoices (we recommend using the BL Number).
- As an alternative, you can also search by Vessel/Voy, which allows you to select multiple invoices at the same time and optimize your time.
- And finally, you can also use the invoice type filters to refine your search.

The screenshot shows the 'Disputes Dashboard' search interface. It features four search input fields: 'Invoice Numbers', 'BL Numbers', 'Booking Numbers', and 'Container Numbers', each highlighted with a red box. Below these fields is a 'Vessel' dropdown menu currently set to 'Nothing selected'. There are 'Clear' and 'Search' buttons. At the bottom, there are filter tabs for 'All', 'Import', 'Export', 'D & D', 'TPI', and 'Elsewhere'.

This screenshot shows the 'Disputes Dashboard' with the 'Vessel' filter selected. The dropdown menu is open, showing a list of vessels: 'MSC SANDRA/CX306R', 'EUROPE/UM301S' (highlighted in yellow), and 'MSC ABIDJAN/UM252S'. The 'Vessel' label in the dropdown is highlighted with a red box.

This screenshot shows the 'Disputes Dashboard' with the 'Export' filter selected. The 'Export' tab is highlighted with a red box. Below the search filters, a table of invoices is displayed:

	Bill Of Lading	Invoice Number	Invoice Type	Invoice Amount	Vessel	Port Of Load	Port Of Discharge	Date	Booking #	EQ #	Dispute
<input type="checkbox"/>	MEDUQ8155796	CAML230245478E	Export	7594.00 US Dollar	MSC SANDRA/CX306R	MONTREAL	BAHRAIN	02/08/2023	EBKG04805537		
<input type="checkbox"/>	MEDUVC423096	CAML230244543E	Export	5201.06 US Dollar	EUROPE/UM301S	VANCOUVER	BUSAN	01/29/2023	EBKG04719812		



## Step 2:

- Select the invoices you wish to dispute:
  - To dispute one invoice, simply click on the blue arrow icon on the right side of the screen.
  - To dispute multiple invoices, select them using the boxes on the left and click on "Dispute Selected"

The screenshot displays the 'Disputes Dashboard' interface. At the top, there are search filters for 'Invoices' and 'Disputes (97)'. Below these are input fields for 'Invoice Numbers', 'BL Numbers', 'Booking Numbers', and 'Container Numbers', along with a 'Vessel' dropdown menu and 'Clear' and 'Search' buttons. The main area is a table with columns for invoice details. A red box highlights the selection checkboxes on the left side of the table, and another red box highlights the blue arrow icon on the right side of the table. At the bottom, a green button labeled 'Dispute Selected' is highlighted with a red box.

	Invoice Numbers	BL Numbers	Booking Numbers	Container Numbers			
Vessel	MSC BHAVVA/, CONTI COURAGE/TU248A						
Clear Search							
All	Import	Export	D & D	TPI	Elsewhere		
<input type="checkbox"/>	MEDUOL525948	CAML230243428Y	D&D	115.00 US Dollar	MSC BHAVVA/ SHANGHAI LOS ANGELES 12/27/2022	MSDU2165015 (20DV)	
<input type="checkbox"/>	MEDUOL525716	CAML230243424Y	D&D	115.00 US Dollar	MSC BHAVVA/ SHANGHAI LOS ANGELES 12/27/2022	MEDU2754419 (20DV)	
<input type="checkbox"/>	MEDUOL525716	CAML230243425Y	D&D	115.00 US Dollar	MSC BHAVVA/ SHANGHAI LOS ANGELES 12/27/2022	MEDU6604232 (20DV)	
<input type="checkbox"/>	MEDUOL525716	CAML230135883Y	D&D	115.00 US Dollar	MSC BHAVVA/ SHANGHAI LOS ANGELES 12/27/2022	MEDU6532960 (20DV)	
<input type="checkbox"/>	MEDUO2546622	CAML230133187Y	D&D	115.00 US Dollar	CONTI COURAGE/TU248A MUNDRA HALIFAX 01/04/2023	FFAU2387099 (40HC)	
<input checked="" type="checkbox"/>	MEDUO2546622	CAVA221267631I	Import	5961.00 US Dollar	CONTI COURAGE/TU248A MUNDRA HALIFAX 01/04/2023		
<input checked="" type="checkbox"/>	MEDUP8420291	CAVA221267614I	Import	4686.00 US Dollar	CONTI COURAGE/TU248A PASIR GUDANG, JOHOR HALIFAX 01/04/2023		
<input checked="" type="checkbox"/>	MEDUP8420986	CAVA221267612I	Import	4686.00 US Dollar	CONTI COURAGE/TU248A PASIR GUDANG, JOHOR HALIFAX 01/04/2023		
<input checked="" type="checkbox"/>	MEDUPV572243	CAVA221267575I	Import	9061.00 US Dollar	CONTI COURAGE/TU248A Muhammad Bin Qasim-Karachi HALIFAX 01/04/2023		
<input checked="" type="checkbox"/>	MEDUP8421000	CAVA221267572I	Import	4686.00 US Dollar	CONTI COURAGE/TU248A PASIR GUDANG, JOHOR HALIFAX 01/04/2023		
<input checked="" type="checkbox"/>	MEDUO2546119	CAVA221267570I	Import	7061.00 US Dollar	CONTI COURAGE/TU248A MUNDRA HALIFAX 01/04/2023		
<input type="checkbox"/>	MEDUOL525716	CATO221249490I	Import	16125.00 US Dollar	MSC BHAVVA/ SHANGHAI LOS ANGELES 12/27/2022		
<input type="checkbox"/>	MEDUOL525948	CATO221249489I	Import	19240.00 US Dollar	MSC BHAVVA/ SHANGHAI LOS ANGELES 12/27/2022		

Dispute Selected

Mass Disputes Upload



### Step 3:

- Select the invoice's charges you wish to dispute by clicking on the left square box and making all necessary adjustments to it.
- Mandatory fields: "Correct Amount" and "Dispute Reason".
  - The correct amount should be a NUMERAL it may be "0", the same, a lower or higher amount than the one invoiced.
  - The "Dispute Reason" must be picked from the drop-down options and match your invoice type. (Import, Export, D&D / Late Return Fee, Third Party Charges or Payment Elsewhere).
- Optional fields: Comments and any attachment that can clarify the request. For example: you contract / quotation number, a related e-mail exchange, a proof of payment, a container delivery proof, the terminal screen shot.
- Once ready, you may click on "Submit Dispute"

**Disputes Dashboard**  
Please select the charge(s) that you want to dispute.

Use this section to bulk apply changes

Amount:  Reason:  D&D - Block stow hold

Search charge:

<input type="checkbox"/>	Invoice #	Invoice #	Charge	Invoice Amount	Corrected Amount *	Dispute Reason *	Comments	Previous Dispute History
<input type="checkbox"/>	EDUPV017212	CAIA2302759011	Container Return Fee-NF	15.00 USD	<input type="text"/>	Invoice company	<input type="text"/>	Not Applicable
<input checked="" type="checkbox"/>	EDUPV017212	CAIA2302759011	Delivery Order Fee (Non-manifested)	50.00 USD	40	Local charges discrepancy	As per attached em	Not Applicable
<input checked="" type="checkbox"/>	EDUPV017212	CAIA2302759011	Ocean Freight	4905.00 USD	5000	Invoice company	Sailed in Jan23	Not Applicable
<input checked="" type="checkbox"/>	EDUPV017212	CAIA2302759011	PIRACY RISK SURCHARGE	40.00 USD	0	Quote/RA not matching invoice	Not on my Quote X1	Not Applicable
<input type="checkbox"/>	EDUPV017212	CAIA2302759011	SECURITY MANIFEST AMENDMENT FEE	40.00 USD	<input type="text"/>	Invoice company	<input type="text"/>	Not Applicable
<input type="checkbox"/>	EDUPV017212	CAIA2302759011	SECURITY MANIFEST DOC FEE	25.00 USD	<input type="text"/>	Invoice company	<input type="text"/>	Not Applicable
<input checked="" type="checkbox"/>	EDUPV017212	CAIA2302759011	Suez Canal Surcharge	100.00 USD	100	Payment terms	Should be Prepaid	Not Applicable

\* mandatory field

File name:  Attachments:  No file chosen

Alternate Empty Return Location MSC

Mass Disputes Upload



### Step 3.1:

- When disputing multiple invoices, you can filter for a specific charge and use our “bulk apply changes” feature to fix all invoices at the same time.
- Use the “Search Charge” bar to type the charge name you wish to fix.
- The portal will filter through all selected invoices and display only the charge you searched for.
- Click on the boxes on left of the screen to select the invoices to be updated.
- Use the “bulk apply changes” section to make the necessary adjustments on the “Amount” and “Reason”, make sure to pick a reason from the drop-down options that matches your invoice type.
- Click on “Apply”

Use this section to bulk apply changes

Amount:  Reason:

del

BL #	Invoice #	Charge	Invoice Amount	Corrected Amount *	Dispute Reason *	Comments	Previous Dispute History
<input checked="" type="checkbox"/>	EDUGG308145	CAVA230275884	Delivery Order Fee (Non-manifested)	50.00 USD	<input type="text"/>	Invoice company	Not Applicable
<input checked="" type="checkbox"/>	EDUIQ414738	CAVA230275894	Delivery Order Fee (Non-manifested)	50.00 USD	<input type="text"/>	Invoice company	Not Applicable
<input checked="" type="checkbox"/>	EDUIQ437879	CAVA230275700	Delivery Order Fee (Non-manifested)	50.00 USD	<input type="text"/>	Invoice company	Not Applicable
<input type="checkbox"/>	EDUGG308178	CAVA230275732	Delivery Order Fee (Non-manifested)	50.00 USD	<input type="text"/>	Invoice company	Not Applicable
<input type="checkbox"/>	EDUIQ345304	CAVA230275795	Delivery Order Fee (Non-manifested)	50.00 USD	<input type="text"/>	Invoice company	Not Applicable
<input checked="" type="checkbox"/>	EDUIQ439851	CAVA230275833	Delivery Order Fee (Non-manifested)	50.00 USD	<input type="text"/>	Invoice company	Not Applicable

- The changes will be applied to all selected invoices.
- You may add comments and supporting files at this stage
- Once ready, click on “Submit Dispute”

del

BL #	Invoice #	Charge	Invoice Amount	Corrected Amount *	Dispute Reason *	Comments	Previous Dispute History
<input checked="" type="checkbox"/>	EDUGG308145	CAVA230275884	Delivery Order Fee (Non-manifested)	40	Quote/RA not matching invoice		Not Applicable
<input checked="" type="checkbox"/>	EDUIQ414738	CAVA230275894	Delivery Order Fee (Non-manifested)	40	Quote/RA not matching invoice		Not Applicable
<input checked="" type="checkbox"/>	EDUIQ437879	CAVA230275700	Delivery Order Fee (Non-manifested)	40	Quote/RA not matching invoice		Not Applicable
<input type="checkbox"/>	EDUGG308178	CAVA230275732	Delivery Order Fee (Non-manifested)		Invoice company		Not Applicable
<input type="checkbox"/>	EDUIQ345304	CAVA230275795	Delivery Order Fee (Non-manifested)		Invoice company		Not Applicable
<input checked="" type="checkbox"/>	EDUIQ439851	CAVA230275833	Delivery Order Fee (Non-manifested)	40	Quote/RA not matching invoice		Not Applicable

\* mandatory field

Attachments

File name:  No file chosen





### Step 3.2:

- To add a charge that was not listed on your invoice/correct a charge payment term please follow below:

#### EXPORT:

From COLLECT to PREPAID: Select the OCEAN FREIGHT, "Corrected Amount" should remain unchanged, "Dispute Reason" should be "Payment terms" and let us know on the comments which charge you would like to have updated to PREPAID.

From PREPAID to COLLECT: Select the charge you want to update, "Corrected Amount" should remain unchanged, "Dispute Reason" should be "Payment terms" and use the comments to let us know we should update to COLLECT since PREPAID charges would not be listed in your invoice.

Low Sulphur Fuel Contribution	100.00 USD	<input type="text" value="100"/>	Payment terms	LSF = COLLECT
Ocean Freight	15950.00 USD	<input type="text" value="1950"/>	Payment terms	THC = PREPAID

#### IMPORT:

From PREPAID to COLLECT: Select the OCEAN FREIGHT, "Corrected Amount" should remain unchanged, "Dispute Reason" should be "Payment terms" and let us know on the comments which charge you would like to have updated to COLLECT since PREPAID charges would not be listed in your invoice.

From COLLECT to PREPAID: Select the charge you want to update, "Corrected Amount" should remain unchanged, "Dispute Reason" should be "Payment terms" and use the comments to let us know we should update to PREPAID

Ocean Freight	15950.00 USD	<input type="text" value="15950"/>	Payment terms	INLAND = COLLEC
SECURITY MANIFEST DOC FEE	25.00 USD	<input type="text" value="25"/>	Payment terms	SEC = PREPAID



### Step 3.3:

- To dispute any invoice that is OLDER than 60 DAYS and to mass dispute invoices, we also offer an excel upload option. The link to this feature is on the bottom of the portal right corner.

The screenshot shows the MSC portal interface. At the top, there are search filters for Invoice Numbers, BL Numbers, Booking Numbers, and Container Numbers. Below these is a table of invoices with columns: Bill of Lading, Invoice Number, Invoice Type, Invoice Amount, Vessel, Port of Load, Port of Discharge, Date, Booking #, EQ #, and Dispute. A green bar at the bottom of the table indicates 'Dispute Selected'. In the bottom right corner, there is a red box around the text 'Mass upload & submit aging invoices'.

- The link will bring you to below page, where you can find a template file that you need to download and update with your dispute details then save on your computer (Step 1).
- Make sure to download and enable the excel file before filling it up with your information.

The screenshot shows the 'Disputes Dashboard' with the following steps:

- Step 1:** Download Excel Template (highlighted with a red box)
- Step 2:** Choose File (No file chosen)
- Step 3:** Upload Excel Template

Below the steps, there is a section for 'Attachments' with a 'File name:' field and a 'Choose Files' button (No file chosen). There is also a 'Supporting Documents Upload (optional)' button. At the bottom, there is a 'Submit' button.

• **Template filling instructions :**

- Bill of Lading Number -> The BL linked to the invoice you are disputing.
- Invoice Number -> The number of the invoice you are disputing.
- Disputed Charge Name -> The name of the charge you are disputing (Ocean Freight, ISPS...).
- Invoice amount -> The amount you see on your current invoice (use only numerals).
- Corrected amount -> The amount you wish to be billed (use only numerals).
- Reason for Dispute -> Pick a reason from the drop-down options making sure it matches your invoice type.
- Comments -> Add any supporting comments you would like.
- Do not use formulas or paste pictures on the file, our template usage is mandatory as provided, template structure should not be modified otherwise the upload will fail.
- Once the file is complete, you may save it in your computer.

A	B	C	D	E	F	G
Bill of Lading Number	Invoice Number	Disputed Charge	Invoice Amount	Corrected Amount	Reason for Dispute	Comments
1000000000	200000000	NAME OF THE CHARGE	10		10 LRF - Delays in returning a container	
					D&D - Wrong free time / Wrong tariff D&D - Block stow hold D&D - Delays in picking up a container <b>D&amp;D - Delays in returning a container</b> D&D - Wrong empty return date D&D - Wrong discharge date D&D - MEDLOG move D&D - Booking rolled / Vessel roll	

- Back at the portal page you should click on "Choose File" (Step 2).
- Find and select the template file to upload.
- Click on "Upload" the template file to the portal (Step 3).
- At this stage you can also upload supporting documents to justify your disputes. . For example: you contract / quotation number, a related e-mail exchange, a proof of payment, a container delivery proof, the terminal screen shot.
- Once ready you may click on "Submit" to send us your disputes.

**Disputes Dashboard**  
Please download our standard format for uploading mass disputes

Step 1:

Download Excel Template

Step 2:

Choose File | No file chosen

Step 3:

Upload Excel Template

File name:

Attachments

Choose Files | No file chosen

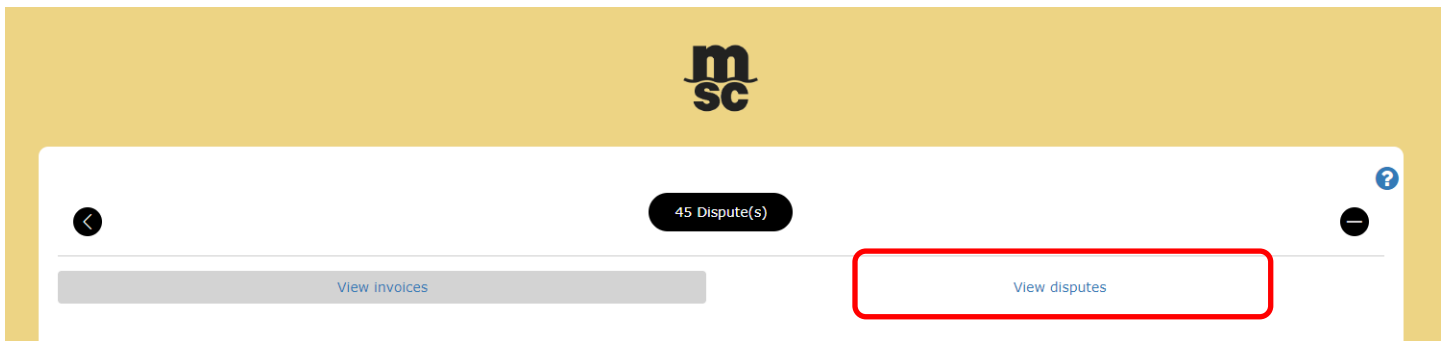
Supporting Documents Upload (optional)

Submit



#### Step 4:

- Once an invoice is disputed, it will no longer show under VIEW INVOICES tab, but it will be listed under the VIEW DISPUTES tab.



On the VIEW DISPUTES tab the latest status and MSC's feedback are provided and on you will be able to visualize the dispute details by clicking on the eye icon on the left of the screen. The Dispute Status can be:

- OPEN – The dispute is freshly submitted and is yet to be assigned to an agent.
- PENDING – The dispute was assigned to an agent, and we are investigating the issue.
- RESOLVED – The dispute was deemed as valid, and we will adjust our billing ( issue a credit / issue a new invoice)
- REJECTED – The dispute was deemed as invalid, and the original invoice is still due.
- PARKED REJECTED - The status will be applied if the relevant functions needs additional time for any negotiations et all (including not limited to commercial considerations, commercial waiver, write-offs, staff error).

At this tab, if your dispute is on "OPEN" or "PENDING" stage you have the opportunity of editing the dispute, adding more documents to support it or even cancel it.



### Dispute Details

Invoice Number: CAML23011417Y    Bill of Lading: MEDU126719    Created Date: Nov 7 2023 11:56AM

Change	Invoice Amount	Disputed Amount	Dispute Reason	Comments
DEMURAGE	152	0	Increased Free Time / Increased Tare	AFTER EMAILS SENT WE ARE UNABLE TO KNOW DETAILS ABOUT DATE FOR DEMURAGE WHEN CONTAINER WAS PICK UP CUSTOMER IS SAYING WAS RETURN ON TIME. PLEASE COULD YOU MODIFY AND ADJUST AMOUNT AND GIVE EXPLANATION THANKS

Attachments:  No file chosen

File name:

MSC Attachments:

- We also offer the possibility of downloading the list of disputed invoices to an excel file. To do that, just click on the download icon at the bottom right of the "View Dispute" tab.

Search Invoice Number.

View	Bill Of Lading	Invoice Number	Invoice Type	Invoice Amount	Status	MSC feedback	Attachment	Created Date	
	MEDUOL210608	CAML230122092Y	D&D	230.00USD	Rejected	Good day Please there is no free time in service contract 800000-1, so the standard of 5 days are applicable. In fact the invoice is valid.	No Attachemnts	1/16/2023 4:08:53 PM	<input type="button" value="Cancel"/>
	MEDUNT126301	CATO2301600191	Import	4049.00USD	Pending	Dear Queenie, Kindly note that we are checking with overseas, and we will revert to you soon. Thank you.	No Attachemnts	1/31/2023 2:05:45 PM	<input type="button" value="Cancel"/>
	MEDUZF242222	CATO2301611531	Import	3886.00USD	Resolved	Dear Dawn, Kindly note that Ocean freight has been updated. You will have the last update from TS. If you have any questions or concerns, please do not hesitate to contact us. Thank you.	No Attachemnts	1/27/2023 6:22:37 PM	<input type="button" value="Cancel"/>
	MEDUZF242362	CATO2301617421	Import	3886.00USD	Resolved	Dear Dawn, Kindly note that Ocean freight has been updated. You will have the last update from TS. If you have any questions or concerns, please do not hesitate to contact us. Thank you.	No Attachemnts	1/27/2023 6:23:18 PM	<input type="button" value="Cancel"/>
	MEDUZF242503	CATO2301610871	Import	3886.00USD	Resolved	Dear Dawn, Kindly note that Ocean freight has been updated. You will have the last update from TS. If you have any questions or concerns, please do not hesitate to contact us. Thank you.	No Attachemnts	1/27/2023 6:21:28 PM	<input type="button" value="Cancel"/>
	MEDUOL745785	CATO2301510781	Import	4186.00USD	Resolved	Dear Dawn, Kindly note that Ocean freight has been updated. You will have the last update from TS. If you have any questions or concerns, please do not hesitate to contact us. Thank you.	No Attachemnts	1/27/2023 7:37:23 PM	<input type="button" value="Cancel"/>
	MEDUOL746106	CATO2301503611	Import	4186.00USD	Resolved	Dear Dawn, Kindly note that Ocean freight has been updated. You will have the last update from TS. If you have any questions or concerns, please do not hesitate to contact us. Thank you.	No Attachemnts	1/19/2023 3:07:39 PM	<input type="button" value="Cancel"/>
	MEDUOL745595	CATO2301509801	Import	4186.00USD	Resolved	Dear Dawn, Kindly note that Ocean freight has been updated. You will have the last update from TS. If you have any questions or concerns, please do not hesitate to contact us. Thank you.	No Attachemnts	1/26/2023 7:38:03 PM	<input type="button" value="Cancel"/>
	MEDUOL214238	CAML230122093Y	D&D	230.00USD	Rejected	Good day, Please note BOL # MEDUOL214238 is under contract # 800000-1 with no special free days. Please note the invoice is valid and must be paid in full.	No Attachemnts	1/16/2023 4:11:32 PM	<input type="button" value="Cancel"/>
	MEDUZF242529	CATO2301612101	Import	3886.00USD	Resolved	Dear Dawn, Kindly note that Ocean freight has been updated. You will have the last update from TS. If you have any questions or concerns, please do not hesitate to contact us. Thank you.	No Attachemnts	1/27/2023 6:14:19 PM	<input type="button" value="Cancel"/>
	MEDUZF242214	CATO2301624011	Import	3886.00USD	Resolved	Dear Dawn, Kindly note that Ocean freight has been updated. You will have the last update from TS. If you have any questions or concerns, please do not hesitate to contact us. Thank you.	No Attachemnts	1/27/2023 6:15:00 PM	<input type="button" value="Cancel"/>



# FAQ

## INVOICES

### Q. How can I pay my invoice?

A. We accept payment via wire transfers/EFTs/ACH which can take up to 48 business hours to reflect as received on our side. You can take advantage of uploading the wire payment details to the below link and MSC would be able to see this within the hour: <https://eservices.msccanada.ca/epay>

## DISPUTE

### Q. I have my login credential for myMSC. Can I use the same for dispute portal?

A. **myMSC** is a global MSC tool while our Account Manager Portal is for Canadian customers usage only, hence under different platforms, so you need to register separately. However, you can use the same login and password you choose on both.

### Q. Once I submit a dispute, how will I know the status of the dispute?

A. The dispute portal is an intuitive portal allowing for 2-way communication hence by selecting 'View Disputes' (at the top-right of the dashboard screen) you will be forwarded to a page where you can see all your disputes and MSC's feedback. You will also get an e-mail notification whenever the status of your disputes changes from Open/Pending to Resolved/Rejected.

### Q. Can I dispute multiple invoices at the same time?

A. Yes, multiple or mass dispute options are available.

### Q. Can I attach a document when disputing? If yes, what are the supported files?

A. Yes, you can attach all relevant communication/document that may help expedite your dispute process. For your ease, we are supporting all the documents types (e.g., PDF, excel, email, word, etc.).

### Q. Can I re-dispute an invoice using the portal?

A. Yes, once the original invoice dispute request is deemed as "Rejected" the invoice will be made available again under the "VIEW INVOICES" tab to be re-disputed. Make sure to read the rejection remarks carefully and provide supporting information accordingly. For example: you contract / quotation number, a related e-mail exchange, a proof of payment, a container delivery proof, the terminal screen shot.

### Q. Which invoices I cannot dispute in the tool?

A. The only charges you cannot dispute is when the whole invoice is not issued in Canada for below charges:

1. Elsewhere charges
2. Collect Charges

If even a single charge is Canadian, then you should be able to dispute on MSC Account Manager Portal (follow step 3.2 in this manual). If the whole invoice is elsewhere and/or collect, then please send an email to: [ca193-internal.export-freighting@msc.com](mailto:ca193-internal.export-freighting@msc.com)





# FAQ – D&D Calculator

**Q. What is the Demurrage and Detention (D&D) Calculator?**

A. The D&D Calculator is a tool provided by MSC Canada for registered customers on the MSC Account management portal. It helps in calculating an estimated demurrage and detention charges for import or export containers that have just arrived or are about to arrive at Canadian ports.

**Q. How do I access the D&D Calculator?**

A. You can access the D&D Calculator through the MSC Account management portal. Ensure you are registered and logged in to use the tool.

**Q. What is the purpose of the D&D Calculator?**

A. The D&D Calculator is designed to aid MSC customers with supply chain planning and cost projection. It provides guidance on potential demurrage and detention charges for shipments that need to be cleared from the port or loaded onto a vessel.

**Q. Is the D&D Calculator accurate?**

A. The D&D Calculator is intended for guidance purposes only and reflects accurate tariff rates subject to your shipment details. While it provides an estimate of potential charges based on projected return date, it is not a definitive calculation. Actual charges may vary based on various factors.

**Q. Can I use the D&D Calculator for all shipments?**

A. The D&D Calculator is specifically for shipments that have just arrived or are about to arrive at Canadian ports. It is not intended for use with shipments at other locations.

**Q. How can the D&D Calculator help with my supply chain planning?**

A. By providing an estimate of demurrage and detention charges, the D&D Calculator helps you plan your supply chain more effectively. It allows you to project costs and make informed decisions about clearing shipments from the port or loading them onto a vessel.

**Q. Is there an option to export the data onto an Excel/ CSV?**

A. Yes, this is possible once logged in

**Q. Are the free days applied correctly in all destination scenarios (e.g., Vancouver POD but rail to TOR, etc.)?**

A. Yes, standard free days are applied for East coast and West coast ports accordingly, and values are applied correctly.

**Q. On the export from US origins, from what stage is the freetime captured if it's calculated from the D&D tool?**

A. For US exports, the freetime is calculated based on the container arriving in Canada.



# FAQ – D&D Calculator

**Q. Who can I contact for more information or support?**

A. If you have any questions or need support with the D&D Calculator, please contact MSC customer service through the MSC Account management portal.

**Q. Can I get an estimated Detention charge at the booking level stage**

A. At this booking stage, please email [CA193-inquiry.cr@msc.com](mailto:CA193-inquiry.cr@msc.com) to get your D&D cost based on your estimated return date. However, the tool can provide an estimated D&D once the B/L is issued, before the actual full gate-in to the load port.

**Q. What is the Demurrage and Detention Calculator?**

A. The Demurrage and Detention Calculator is a tool that helps you estimate the charges for storing and using containers beyond the free time period. You can use it to compare different scenarios and optimize your costs.

**Q. How does the Demurrage and Detention Calculator work?**

A. The Demurrage and Detention Calculator requires you to enter some basic information about your shipment, such as customer name, bill of lading number, origin, destination, container type, and the dates of arrival, pickup, and return. Based on this information, the calculator will show you the applicable free time period, the daily charges for demurrage and detention, and the total amount to pay.

**Q. What is the difference between demurrage and detention?**

A. Demurrage is the charge for storing the container at the terminal beyond the free time period. Detention is the charge for using the container outside the terminal beyond the free time period.

**Q. How can I reduce the demurrage and detention charges?**

A. You can reduce the demurrage and detention charges by planning your shipment in advance, picking up and returning the container as soon as possible, and choosing the most suitable container type and size for your cargo.

**Q. Where can I find the demurrage and detention tariffs and free time periods?**

A. You can find the demurrage and detention tariffs and free time periods on our website, under the Services section. You can also contact our customer service team for more information.