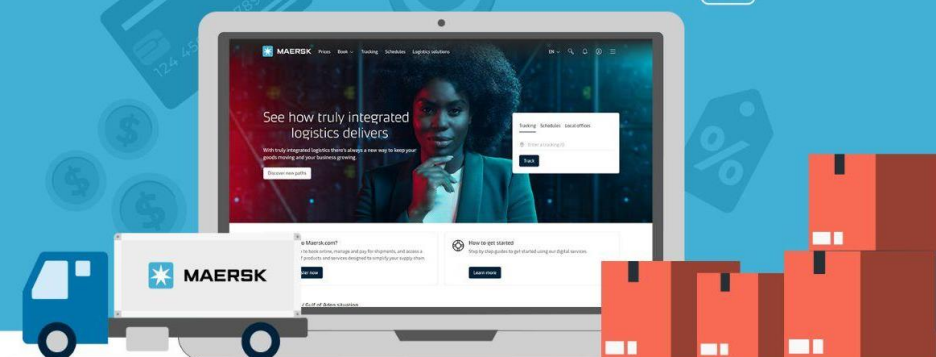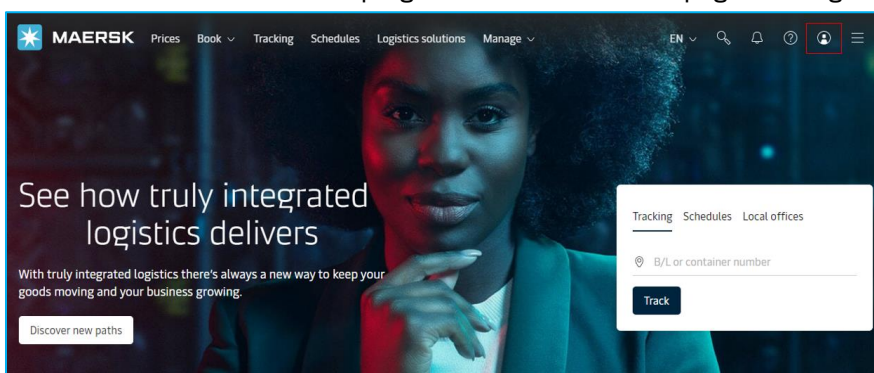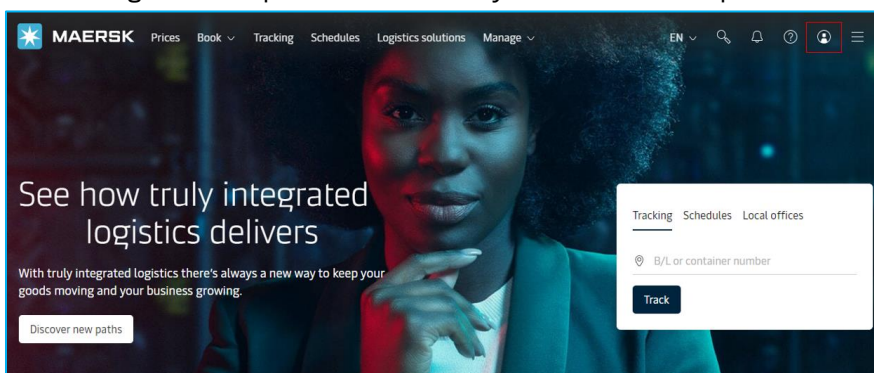# Raising Disputes

How to raise disputes on Maersk.com

We understand that there may have been issues with your current invoice, which requires disputing. We refer you to maersk.com to create a dispute case, where the reason and supporting documents are to be submitted.
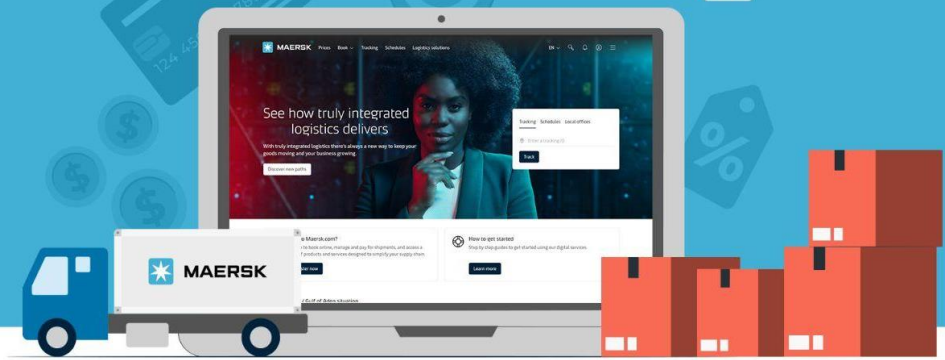
Step 1: Click Account located at the top right corner of the home page and Login.

Step 2: Click Manage in the top menu and click MyFinance in the drop-down.

Step 3: In MyFinance, click on Open, Overdue or Paid tab. Select the respective invoices you would wish to dispute, then select the button at the bottom right of the screen.
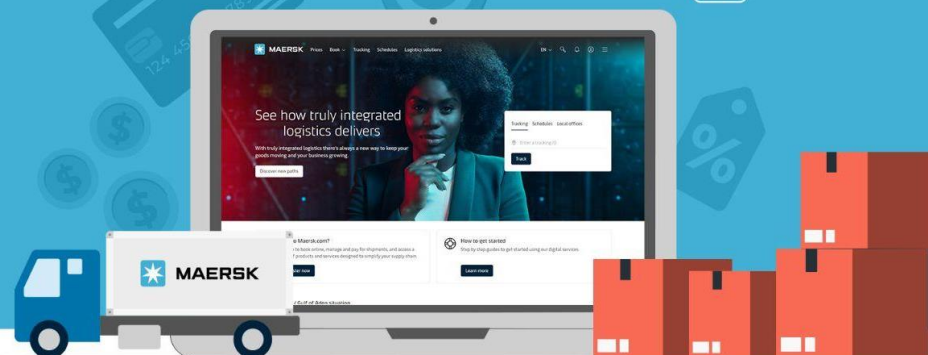

Step 4: For the selected invoice, use the dropdown to select the relevant dispute reason to proceed.

Raising Disputes

Step 5: An 'invoice breakup' section will then be shown, to enable selection of the specific charges to be disputed against. You may still add a dispute reason and any supporting documents, then submit the dispute case. Kindly note that disputes submitted have a timeline of 5 working days for resolution.

Should you wish to dispute on wrong payer assignment on the invoice, please note that you would be redirected to the Shipment Details page to select the correct payer for payer re-assignment. Payer Amendment Fees (unless under exceptional exclusion in contract) are applicable if the wrong payer was assigned by a party in shipment during submission of Shipping Instructions.

Raising Disputes
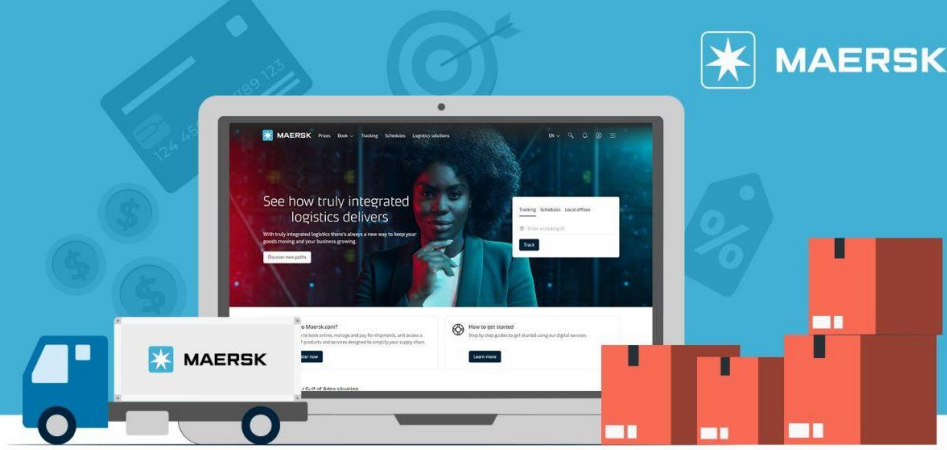
Need more help?

Should you require further assistance, please do not hesitate to [contact us](#).

Sales
We can help if you're an existing customer or interested in doing business with us
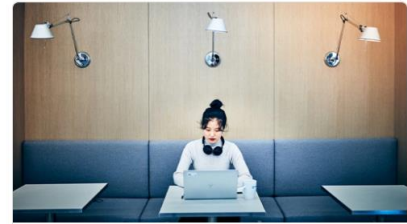
Sales enquiry   Prices

Support
Support for existing or prospective customers, with ongoing or upcoming transactions

Support   Case management

Find your local office

⊙ Enter country/region name

Find