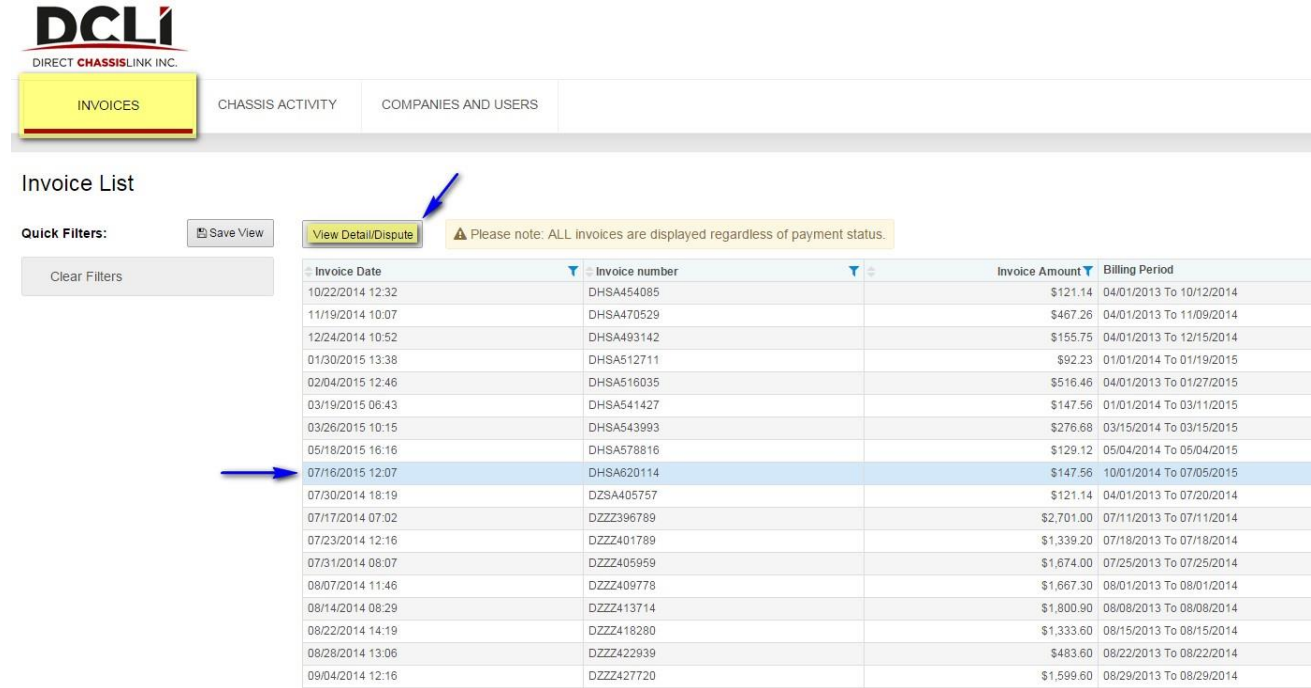


## How to Submit a Dispute:

1. Invoices older than 365 days cannot be disputed.
2. Navigate to [www.dcli.com](http://www.dcli.com) and login with your username and password
3. Under the Invoices tab, select the invoice number for which you would like to submit a dispute (the row you select will become highlighted once you click on it)
4. Click "View Detail/Dispute". This will open the Invoice Detail



**DCLI**  
DIRECT CHASSISLINK INC.

INVOICES CHASSIS ACTIVITY COMPANIES AND USERS

Invoice List

Quick Filters:   ⚠ Please note: ALL invoices are displayed regardless of payment status.

Clear Filters

| Invoice Date     | Invoice number | Invoice Amount | Billing Period           |
|------------------|----------------|----------------|--------------------------|
| 10/22/2014 12:32 | DHSA454085     | \$121.14       | 04/01/2013 To 10/12/2014 |
| 11/19/2014 10:07 | DHSA470529     | \$467.26       | 04/01/2013 To 11/09/2014 |
| 12/24/2014 10:52 | DHSA493142     | \$155.75       | 04/01/2013 To 12/15/2014 |
| 01/30/2015 13:38 | DHSA512711     | \$92.23        | 01/01/2014 To 01/19/2015 |
| 02/04/2015 12:46 | DHSA516035     | \$516.46       | 04/01/2013 To 01/27/2015 |
| 03/19/2015 06:43 | DHSA541427     | \$147.56       | 01/01/2014 To 03/11/2015 |
| 03/26/2015 10:15 | DHSA543993     | \$276.68       | 03/15/2014 To 03/15/2015 |
| 05/18/2015 16:16 | DHSA578816     | \$129.12       | 05/04/2014 To 05/04/2015 |
| 07/16/2015 12:07 | DHSA620114     | \$147.56       | 10/01/2014 To 07/05/2015 |
| 07/30/2014 18:19 | DZSA405757     | \$121.14       | 04/01/2013 To 07/20/2014 |
| 07/17/2014 07:02 | DZZZ396789     | \$2,701.00     | 07/11/2013 To 07/11/2014 |
| 07/23/2014 12:16 | DZZZ401789     | \$1,339.20     | 07/18/2013 To 07/18/2014 |
| 07/31/2014 08:07 | DZZZ405959     | \$1,674.00     | 07/25/2013 To 07/25/2014 |
| 08/07/2014 11:46 | DZZZ409778     | \$1,667.30     | 08/01/2013 To 08/01/2014 |
| 08/14/2014 08:29 | DZZZ413714     | \$1,800.90     | 08/08/2013 To 08/08/2014 |
| 08/22/2014 14:19 | DZZZ416280     | \$1,333.60     | 08/15/2013 To 08/15/2014 |
| 08/28/2014 13:06 | DZZZ422939     | \$483.60       | 08/22/2013 To 08/22/2014 |
| 09/04/2014 12:16 | DZZZ427720     | \$1,599.60     | 08/29/2013 To 08/29/2014 |

5. This screen will provide necessary information and move detail that is related to the invoice.
  - a. Individually select the move/line-items you wish to dispute:
  - b. Select the best reason for your dispute and fill in the amount that you would like to dispute.
    - i. Note: It is important to remember that if you are using the Reason "Billing (Repo/Shuttle Move)" that you also fill in the "Work Order #" field.
  - c. You may also add any supporting documentation and enter any comments that you wish to provide.
    - i. It is important to note that the attachments must be less than 2mb and are limited to the types: pdf, xls, or xlsx only.
    - ii. Additionally, the comments section has a maximum limit of 255 Characters.

Invoice List / Invoice Details

Invoice Detail

Invoice Date: 06/08/2017 22:40 Invoice Number: DZZZ1053254 Billing Period: 06/04/2016 To 06/04/2017

Attachments

Each document must be less than 2mb (pdf, xls or xlsx only).

Browse  x

Browse  x

Browse  x

Browse  x

Browse  x

Comments

Limit: 255 Characters

Document Types

Comment Limit

Work Order # for Repo Status

| # | Container   | Chassis    | Amt Billed | Dispute Id | Reason            | Amt Disputed | Redisputed... | Work Order # | Dispute Status | Amt Credited |
|---|-------------|------------|------------|------------|-------------------|--------------|---------------|--------------|----------------|--------------|
| 1 |             | APMZ406538 | \$222.75   |            | - Select reason - |              |               |              |                |              |
| 2 |             | MAEC279137 | \$66.83    |            | - Select reason - |              |               |              |                |              |
| 3 | TCKU2767780 | MAEC279137 | \$155.93   |            | - Select reason - |              |               |              |                |              |
| 4 | MSKU7438859 | NEDZ200768 | \$133.65   |            | - Select reason - |              |               |              |                |              |
| 5 | PONU0197404 | APMZ236968 | \$155.93   |            | - Select reason - |              |               |              |                |              |
| 6 | MRKU6636605 | NEDZ209201 | \$155.93   |            | - Select reason - |              |               |              |                |              |
| 7 | MRKU9823425 | POCZ200334 | \$133.65   |            | - Select reason - |              |               |              |                |              |
| 8 | MRKU9612654 | APMZ234140 | \$155.93   |            | - Select reason - |              |               |              |                |              |
| 9 | MSKU2033035 | FLXZ208309 | \$133.65   |            | - Select reason - |              |               |              |                |              |

6. Once you have selected and entered all the required information related to your dispute, select "Submit Dispute."

**\*\*\*Note: You can submit multiple line items at the same time\*\*\***

**How to re-dispute a line item:**

1. Follow the same instructions (1-6) and add all pertinent information
2. Enter the amount you are disputing in the "Redisputed Amount" field (Scroll all the way to the right if you do not see this column):

Attachments

Each document must be less than 2mb (pdf, xls or xlsx only).

Browse  x

Browse  x

Browse  x

Browse  x

Browse  x

Comments

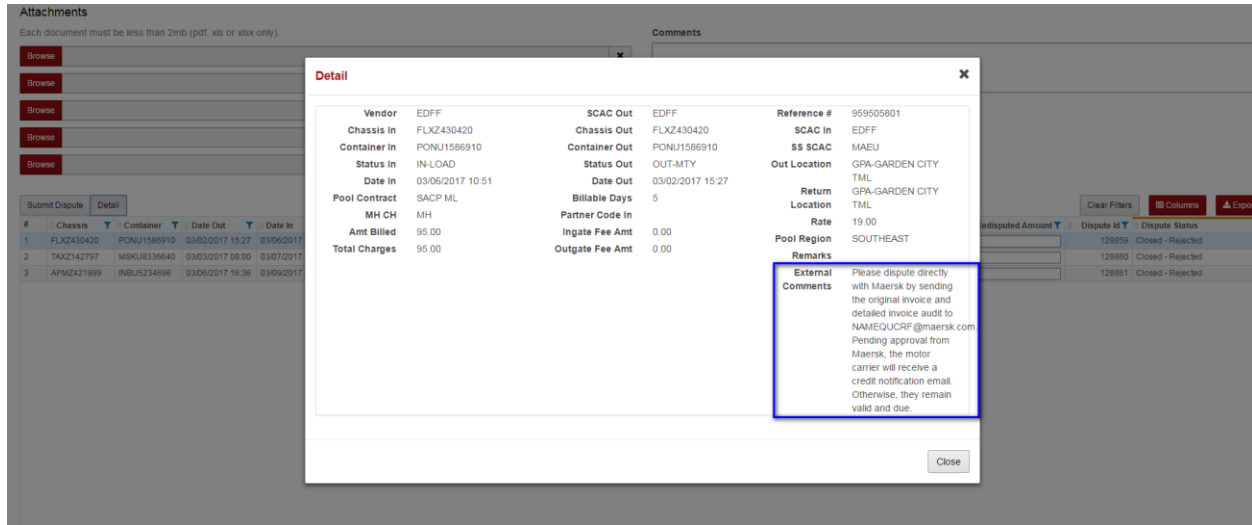
Submit Dispute Detail

| Issue In | Container In | Status In | Pool Contract | MH CH | SCAC Out | SCAC In | Status Out | Partner Code In | Pool Region      | SS Scac | Ingate Fee ... | Outgate Fe... | Total Charges | Redisputed Amount |
|----------|--------------|-----------|---------------|-------|----------|---------|------------|-----------------|------------------|---------|----------------|---------------|---------------|-------------------|
| 432084   | TCLU6371352  | IN-LOAD   | GACP          | MH    | KNIG     | KNIG    | OUT-MTY    |                 | PACIFIC SOUTH... | MOLU    | \$0.00         | \$0.00        | \$40.50       |                   |
| 106394   | FCIU8744082  | IN-MTY    | GACP          | MH    | KNIG     | KNIG    | OUT-MTY    |                 | PACIFIC SOUTH... | MOLU    | \$0.00         | \$0.00        | \$60.75       |                   |
| 408105   | MOEU1410876  | IN-BARE   | GACP          | MH    | KNIG     | KNIG    | OUT-LOAD   |                 | PACIFIC SOUTH... | MOLU    | \$0.00         | \$0.00        | \$141.75      |                   |
| 231585   | MOAU1449798  | IN-MTY    | GACP          | MH    | KNIG     | KNIG    | OUT-LOAD   |                 | PACIFIC SOUTH... | MOLU    | \$0.00         | \$0.00        | \$141.75      |                   |

**\*\*Note: line items can only be re-disputed one time, then the record will be locked for editing\*\***

## How to view details regarding closed disputes:

1. Select the disputed move in question and click on the “Detail” button. A popup window will appear and under the “External Comments” field, you will find additional details from the the analyst regarding your dispute claim.



**Attachments**  
Each document must be less than 2mb (pdf, xls or xlsx only)

**Comments**

**Detail**

|                      |                  |                        |                  |                          |   |
|----------------------|------------------|------------------------|------------------|--------------------------|---|
| <b>Vendor</b>        | EDFF             | <b>SCAC Out</b>        | EDFF             | <b>Reference #</b>       | 959505001   |
| <b>Chassis In</b>    | FLXZ430420       | <b>Chassis Out</b>     | FLXZ430420       | <b>SCAC In</b>           | EDFF  |
| <b>Container In</b>  | PONU1586910      | <b>Container Out</b>   | PONU1586910      | <b>SS SCAC</b>           | MAEU  |
| <b>Status In</b>     | IN-LOAD          | <b>Status Out</b>      | OUT-MTY          | <b>Out Location</b>      | GPA-GARDEN CITY   |
| <b>Date In</b>       | 03/06/2017 10:51 | <b>Date Out</b>        | 03/02/2017 15:27 | <b>Return Location</b>   | TML   |
| <b>Pool Contract</b> | SACP ML          | <b>Billable Days</b>   | 5                | <b>Rate</b>              | 19.00   |
| <b>MH CH</b>         | MH               | <b>Partner Code In</b> |                  | <b>Pool Region</b>       | SOUTHEAST   |
| <b>Amt Billed</b>    | 95.00            | <b>Ingate Fee Amt</b>  | 0.00             | <b>Remarks</b>           |   |
| <b>Total Charges</b> | 95.00            | <b>Outgate Fee Amt</b> | 0.00             | <b>External Comments</b> | Please dispute directly with Maersk by sending the original invoice and detailed invoice audit to NAMEQUCRF@maersk.com. Pending approval from Maersk, the motor carrier will receive a credit notification email. Otherwise, they remain valid and due. |

**Remarks**

**External Comments** Please dispute directly with Maersk by sending the original invoice and detailed invoice audit to NAMEQUCRF@maersk.com. Pending approval from Maersk, the motor carrier will receive a credit notification email. Otherwise, they remain valid and due.

Close

Submit Dispute Detail

| # | Chassis    | Container   | Date Out         | Date In    |
|---|------------|-------------|------------------|------------|
| 1 | FLXZ430420 | PONU1586910 | 03/02/2017 15:27 | 03/06/2017 |
| 2 | TAKZ142797 | MSKU8336540 | 03/03/2017 08:00 | 03/07/2017 |
| 3 | APMZ421999 | INGUS234566 | 03/06/2017 16:36 | 03/09/2017 |

Disputed Amount | Dispute Id | Dispute Status

|        |                   |
|--------|-------------------|
| 128859 | Closed - Rejected |
| 128860 | Closed - Rejected |
| 128861 | Closed - Rejected |