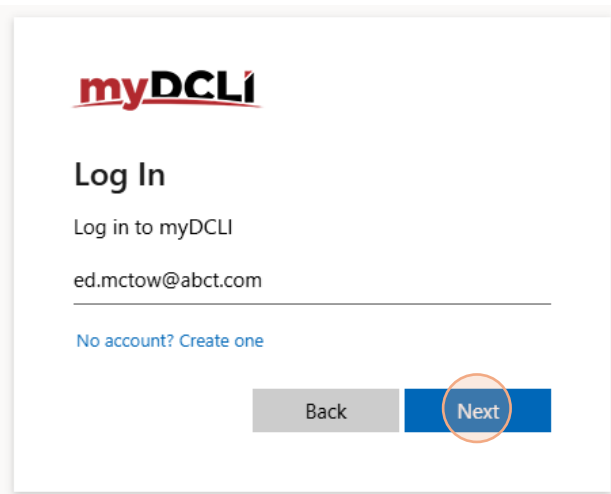


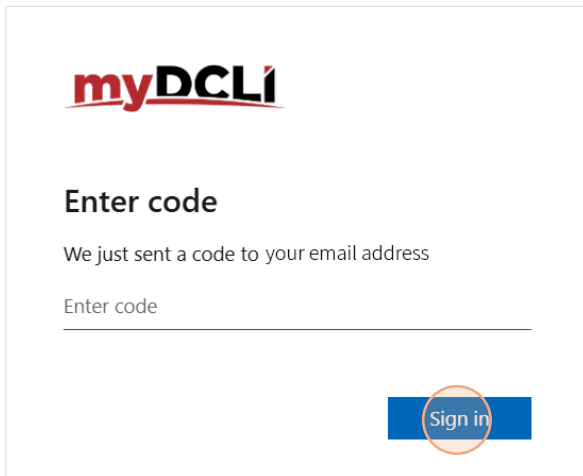
Disputing an Invoice Line Item on myDCLI

1. Go to myDCLI.com/login
2. Enter your email address and click Next.



The screenshot shows the myDCLI login interface. At the top left is the myDCLI logo. Below it is the heading "Log In" and the text "Log in to myDCLI". There is an input field containing the email address "ed.mctow@abct.com". Below the input field is a link that says "No account? Create one". At the bottom of the form are two buttons: a grey "Back" button and a blue "Next" button. The "Next" button is circled in orange.

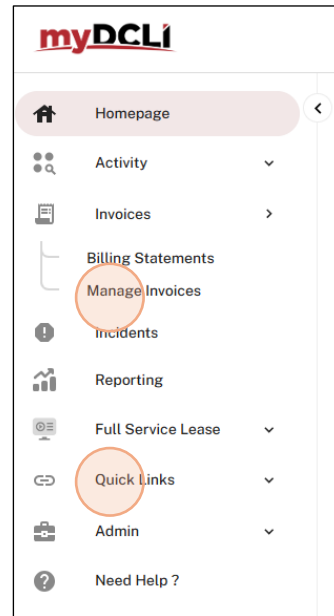
3. You will receive a multi-factor authentication email containing a code to confirm your identity. It will be sent from: myDCLI (via Microsoft). <account-security-noreply@accountprotection.microsoft.com> Enter the code you receive in the field indicated and click Sign in.



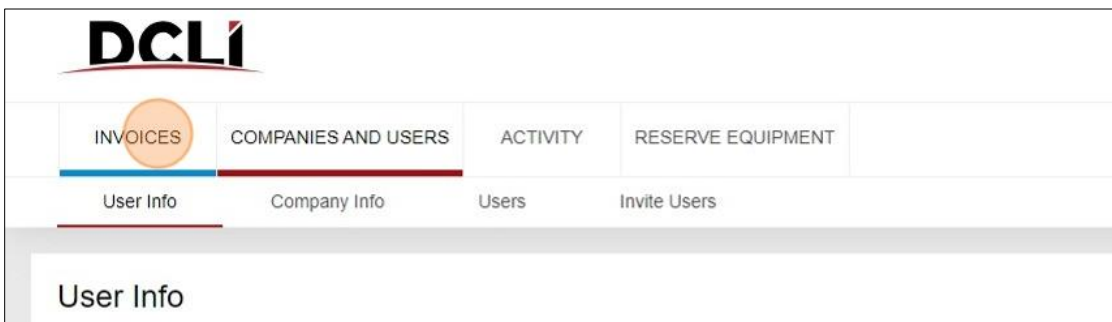
The screenshot shows the myDCLI "Enter code" page. At the top left is the myDCLI logo. Below it is the heading "Enter code" and the text "We just sent a code to your email address". There is an input field with the placeholder text "Enter code". At the bottom of the form is a blue "Sign in" button. The "Sign in" button is circled in orange.

NOTE: If you want to save your credentials for a quicker login process, you can select to do that on the following "Stay signed in?" screen.

- To dispute an invoice, click “Manage Invoices” in the Invoices section of the left-hand navigation. You can also click “Pay or Dispute Invoices” in the left-hand navigation Quick Links section. These links will open in a new browser tab.



- Make sure that the INVOICES tab is selected.



- Your view defaults to the Invoice List, a customizable view of all your summary invoices.

| DCLI | | | | | | | | | | |
|--------------------------|--|------------------------|--------------|----------------------|---------------|-------------------|------------|----------------|----------------|-------------|
| INVOICES | | COMPANIES AND USERS | | ACTIVITY | | RESERVE EQUIPMENT | | | | |
| Invoice List | | Mass Dispute Upload | | | | | | | | |
| Invoices | | | | | | | | | | |
| Help | | | | | | | | | | |
| Add All | | Summary Invoice Number | Billing Date | Invoice Type | Invoice Total | Remaining Balance | Due Date | Invoice Status | Dispute Status | Attachments |
| | View Pay Dispute | MF18615818 | 09/23/2024 | MANAGEMENT FEE INV | \$49.50 | \$0.00 | 10/23/2024 | Closed | | |
| | View Pay Dispute | TV18131580 | 09/17/2024 | TOLL & VIOLATION INV | \$1,156.87 | \$0.00 | 10/17/2024 | Closed | | |
| | View Pay Dispute | TV18131578 | 09/17/2024 | TOLL & VIOLATION INV | \$231.46 | \$0.00 | 10/17/2024 | Closed | | |
| <input type="checkbox"/> | View Pay Dispute | 125001 | 09/10/2024 | CMS DAILY USE INV | \$425.15 | -\$270.55 | 10/01/2024 | Credit | Disputed | |
| | View Pay Dispute | GA18060458 | 09/10/2024 | GATE FEES INV | \$91.00 | \$0.00 | 10/10/2024 | Closed | | |
| | View Pay Dispute | GA18060473 | 09/10/2024 | GATE FEES INV | \$249.00 | \$0.00 | 10/10/2024 | Closed | | |
| | View Pay Dispute | LP18060470 | 09/10/2024 | LATE PAYMENT FEE INV | \$114.18 | \$0.00 | 10/10/2024 | Closed | | |
| | View Pay Dispute | LP18060455 | 09/10/2024 | LATE PAYMENT FEE INV | \$89.00 | \$0.00 | 10/10/2024 | Closed | | |
| | View Pay Dispute | LP18060451 | 09/10/2024 | LATE PAYMENT FEE INV | \$48.00 | \$0.00 | 10/10/2024 | Closed | | |
| | View Pay Dispute | MA18060471 | 09/10/2024 | M&R REBILL INV | \$206.00 | \$0.00 | 10/10/2024 | Closed | | |
| | View Pay Dispute | MA18060456 | 09/10/2024 | M&R REBILL INV | \$96.00 | \$0.00 | 10/10/2024 | Closed | | |

Rows per page: 500 - 1-48 of 48

7. On the row of the invoice you need to dispute, click the Dispute link to the left of the invoice number.
*Note that you can sort or filter the Summary Invoice Number column to more easily find the invoice you're looking for. For instructions on customizing your invoice view, please refer to our **View Invoices how-to guide**.*

| DCL I | | | | | | | | | | |
|-------------------------------------|--|------------------------|--------------|----------------------|---------------|-------------------|------------|----------------|----------------|-------------|
| INVOICES | | COMPANIES AND USERS | | ACTIVITY | | RESERVE EQUIPMENT | | | | |
| Invoice List | | Mass Dispute Upload | | | | | | | | |
| Invoices | | | | | | | | | | |
| Help | | | | | | | | | | |
| Add All | | Summary Invoice Number | Billing Date | Invoice Type | Invoice Total | Remaining Balance | Due Date | Invoice Status | Dispute Status | Attachments |
| | View Pay Dispute | MF18615818 | 09/23/2024 | MANAGEMENT FEE INV | \$49.50 | \$0.00 | 10/23/2024 | Closed | | |
| | View Pay Dispute | TV18131580 | 09/17/2024 | TOLL & VIOLATION INV | \$1,156.87 | \$0.00 | 10/17/2024 | Closed | | |
| | View Pay Dispute | TV18131578 | 09/17/2024 | TOLL & VIOLATION INV | \$231.46 | \$0.00 | 10/17/2024 | Closed | | |
| <input checked="" type="checkbox"/> | View Pay Dispute | 125001 | 09/10/2024 | CMS DAILY USE INV | \$425.15 | -\$270.55 | 10/01/2024 | Credit | Disputed | |
| | View Pay Dispute | GA18060458 | 09/10/2024 | GATE FEES INV | \$91.00 | \$0.00 | 10/10/2024 | Closed | | |

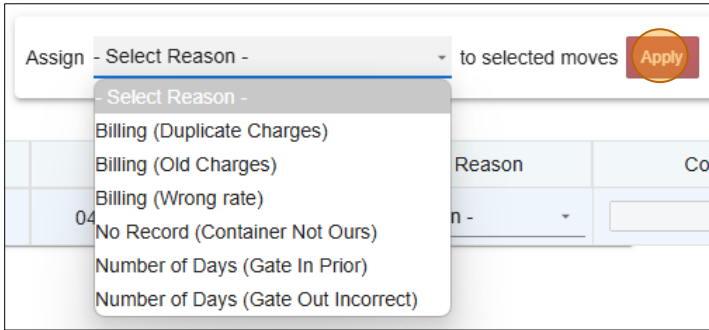
8. Select the check box(es) on the row(s) containing the move(s)/line item(s) that you wish to dispute.
NOTE: To select all disputable invoices on the screen, you can click the check box at the top of the column. Click this box again to deselect all of the checked rows.

| DCL I | | | | | | | | | | |
|-------------------------------------|-----------------------------|--|----------------|--|---------------|-------------------|---------------------|---------------------|---------------------------|--|
| INVOICES | | COMPANIES AND USERS | | ACTIVITY | | RESERVE EQUIPMENT | | | | |
| Invoice List | | Mass Dispute Upload | | | | | | | | |
| Dispute Invoices | | | | | | | | | | |
| Summary Invoice Number: 125001 | | Billing Date: 09/10/2024 | | Assign - Select Reason - to selected moves Apply Submit disputes | | | | | | |
| <input checked="" type="checkbox"/> | Attachments | Dispute Status | Invoice Number | Chassis Out | Container Out | Container In | Date Out | Date In | Dispute Reason | |
| <input type="checkbox"/> | | Closed - Accepted | DU18060466 | APMZ404034 | HAMU1282963 | HAMU1282963 | 06/10/2024 04:32 PM | 06/12/2024 10:46 AM | No Record (TIR Request -) | |
| <input checked="" type="checkbox"/> | | | DU18060465 | MSCZ451247 | | | 06/13/2024 03:10 PM | 06/13/2024 03:11 PM | - Select Reason - | |
| <input type="checkbox"/> | | Pending | DU18060464 | DCLZ235112 | UACU3997260 | UACU3997260 | 06/13/2024 04:22 PM | 06/14/2024 10:57 AM | Exempt with OC (Crowle -) | |
| <input type="checkbox"/> | | | DU18060463 | MAEC530417 | | | 06/12/2024 06:04 AM | 06/12/2024 04:30 PM | - Select Reason - | |
| <input checked="" type="checkbox"/> | | | DU18060462 | MSCZ451088 | | FSCU5307426 | 06/10/2024 12:13 PM | 06/12/2024 05:12 PM | - Select Reason - | |
| <input type="checkbox"/> | | Closed - Rejected | DU18060461 | MSCZ451247 | | | 06/13/2024 06:37 AM | 06/13/2024 06:38 AM | Exempt with OC (Neptun -) | |
| 2 rows selected | | Rows per page: 100 - 1-7 of 7 Export Table | | | | | | | | |

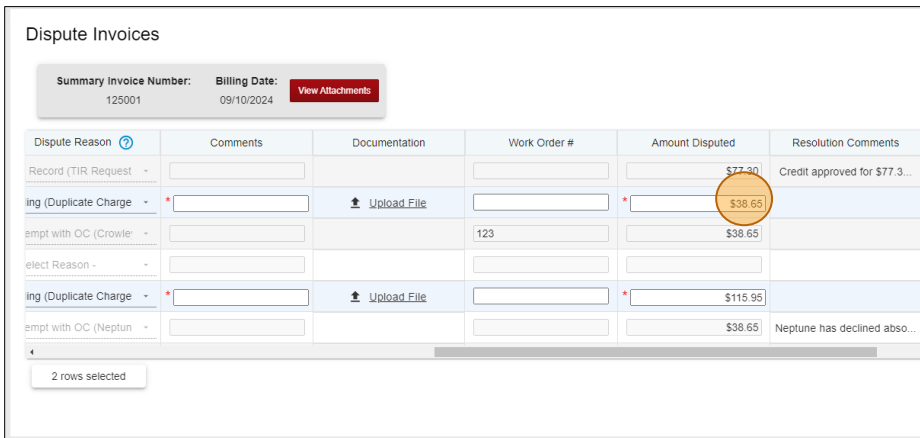
9. For each Mass selected row, choose the Dispute Reason from the dropdown list in the row.

- Select Reason -
- Billing (Duplicate Charges)
- Billing (Old Charges)
- Billing (Wrong rate)
- No Record (Container Not Ours)
- Number of Days (Gate In Prior)
- Number of Days (Gate Out Incorrect)

If all of the selected rows are being disputed for the same reason, you can instead use the dropdown list at the top of the table, select the reason, then click the Apply button to populate that same Dispute Reason on each selected row.



10. The Amount Disputed box will automatically populate with the full invoice amount owed. You can change the amount shown here if you aren't disputing the full amount of the invoice.



11. You may add Comments, Documentation, or Work Order Numbers in the fields indicated to support your dispute. Note that some Dispute Reasons require supporting information:

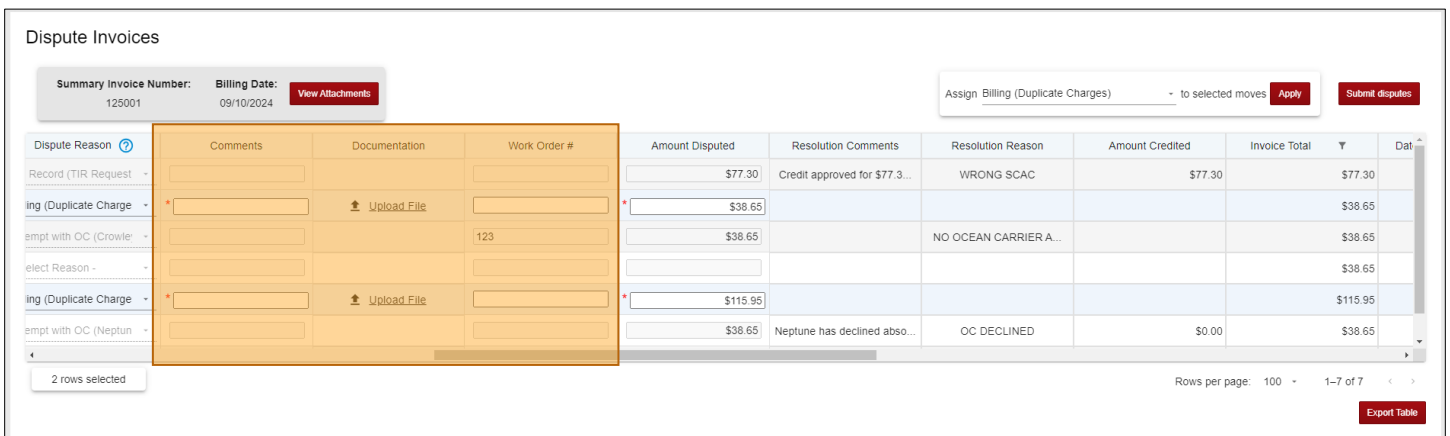
Dispute Reasons Requiring Comments:

- “Billing (Duplicate Charges)” MUST provide other invoice number where duplicate billing took place.

Dispute Reasons Requiring Documentation:

Note that disputes requiring documentation cannot be mass uploaded – these must be manually submitted.

- “Number of Days (Gate in Prior)” MUST provide interchange displaying same chassis/container with different drop off date than the billed date.
- “Number of Days (Gate Out Incorrect)” MUST provide interchange displaying same chassis/container with different pickup date than the billed date.



12. When you are finished with the above steps for all selected line items, click the red Submit disputes button.

Dispute Invoices

Summary Invoice Number: 125001 Billing Date: 09/10/2024 [View Attachments](#)

Assign Billing (Duplicate Charges) - to selected moves [Apply](#) [Submit disputes](#)

| Dispute Reason | Comments | Documentation | Work Order # | Amount Disputed | Resolution Comments | Resolution Reason | Amount Credited | Invoice Total | Date |
|------------------------|----------|-----------------------------|--------------|-----------------|------------------------------|-----------------------|-----------------|---------------|------|
| Record (TIR Request) | | | | \$77.30 | Credit approved for \$77.30 | WRONG SCAC | \$77.30 | \$77.30 | |
| ing (Duplicate Charge) | | Upload File | | \$38.65 | | | | \$38.65 | |
| empt with OC (Crowle) | | | 123 | \$38.65 | | NO OCEAN CARRIER A... | | \$38.65 | |
| elect Reason | | | | | | | | \$38.65 | |
| ing (Duplicate Charge) | | Upload File | | \$115.95 | | | | \$115.95 | |
| empt with OC (Neptun) | | | | \$38.65 | Neptune has declined abso... | OC DECLINED | \$0.00 | \$38.65 | |

2 rows selected Rows per page: 100 1-7 of 7 [Export Table](#)

Redisputing an Invoice Line Item on myDCLI

NOTE: Line items for Closed - Rejected disputes can only be redisputed one time, then the record will be locked for editing.

1. Follow steps 1-11 above under “Disputing an Invoice Line Item on myDCLI”. You will be selecting the Closed – Rejected line item(s) you are redisputing, selecting the Dispute Reason, and adding any necessary additional information.
2. Enter the amount you are redisputing in the Redisputed Amount field.

Dispute Invoices

Summary Invoice Number: 125001 Billing Date: 09/10/2024 [View Attachments](#)

Assign Billing (Duplicate Charges) - to selected moves [Apply](#) [Submit disputes](#)

| Resolution Reason | Amount Credited | Invoice Total | Date of Dispute | Invoice Status | Date of Redispute | Redisputed Amount | Invoice Type | SS Scac |
|-----------------------|-----------------|---------------|-----------------|----------------|-------------------|-------------------|-------------------|---------|
| WRONG SCAC | \$77.30 | \$77.30 | 09/19/2024 | Credit | | | CMS DAILY USE INV | HLCU |
| | | \$38.65 | | Closed | | | CMS DAILY USE INV | DCSZ |
| NO OCEAN CARRIER A... | | \$38.65 | 09/27/2024 | Closed | | | CMS DAILY USE INV | HLCU |
| | | \$38.65 | | Closed | | | CMS DAILY USE INV | DCSZ |
| | | \$115.95 | | Credit | | | CMS DAILY USE INV | OOLU |
| OC DECLINED | \$0.00 | \$38.65 | 09/27/2024 | Closed | | \$38.65 | CMS DAILY USE INV | DCSZ |

1 rows selected Rows per page: 100 1-7 of 7 [Export Table](#)

3. Click the red Submit disputes button.

Dispute Invoices

Summary Invoice Number: 125001 Billing Date: 09/10/2024 [View Attachments](#)

Assign Billing (Duplicate Charges) - to selected moves [Apply](#) [Submit disputes](#)

| Resolution Reason | Amount Credited | Invoice Total | Date of Dispute | Invoice Status | Date of Redispute | Redisputed Amount | Invoice Type | SS Scac |
|-----------------------|-----------------|---------------|-----------------|----------------|-------------------|-------------------|-------------------|---------|
| WRONG SCAC | \$77.30 | \$77.30 | 09/19/2024 | Credit | | | CMS DAILY USE INV | HLCU |
| | | \$38.65 | | Closed | | | CMS DAILY USE INV | DCSZ |
| NO OCEAN CARRIER A... | | \$38.65 | 09/27/2024 | Closed | | | CMS DAILY USE INV | HLCU |
| | | \$38.65 | | Closed | | | CMS DAILY USE INV | DCSZ |
| | | \$115.95 | | Credit | | | CMS DAILY USE INV | OOLU |
| OC DECLINED | \$0.00 | \$38.65 | 09/27/2024 | Closed | | \$38.65 | CMS DAILY USE INV | DCSZ |

1 rows selected Rows per page: 100 1-7 of 7 [Export Table](#)

Submitting Mass Disputes on myDCLI

1. Follow steps 1-7 above under “Disputing an Invoice Line Item on myDCLI”.
2. Export the move-level information from the Dispute screen to expedite filling out the Mass Dispute Template. The exported file will download as an Excel worksheet. You can then manipulate the exported data in Excel to isolate the items you will be Mass Disputing.

DCLI Home N G

INVOICES COMPANIES AND USERS ACTIVITY RESERVE EQUIPMENT

Invoice List **Mass Dispute Upload**

Dispute Invoices

Summary Invoice Number: 125001 Billing Date: 09/10/2024 [View Attachments](#)

Assign - Select Reason - to selected moves [Apply](#) [Submit disputes](#)

| | Attachments | Dispute Status | Invoice Number | Chassis Out | Container Out | Container In | Date Out | Date In | Dispute Reason |
|-------------------------------------|-------------|-------------------|----------------|-------------|---------------|--------------|---------------------|---------------------|-------------------------|
| <input type="checkbox"/> | | Closed - Accepted | DU18060466 | APMZ404034 | HAMU1282963 | HAMU1282963 | 06/10/2024 04:32 PM | 06/12/2024 10:46 AM | No Record (TIR Request) |
| <input checked="" type="checkbox"/> | | | DU18060465 | MSCZ451247 | | | 06/13/2024 03:10 PM | 06/13/2024 03:11 PM | - Select Reason - |
| <input type="checkbox"/> | | Pending | DU18060464 | DCLZ235112 | UACU3997260 | UACU3997260 | 06/13/2024 04:22 PM | 06/14/2024 10:57 AM | Exempt with OC (Crowle) |
| <input type="checkbox"/> | | | DU18060463 | MAEC530417 | | | 06/12/2024 06:04 AM | 06/12/2024 04:30 PM | - Select Reason - |
| <input checked="" type="checkbox"/> | | | DU18060462 | MSCZ451088 | | FSCU5307426 | 06/10/2024 12:13 PM | 06/12/2024 05:12 PM | - Select Reason - |
| <input type="checkbox"/> | | Closed - Rejected | DU18060461 | MSCZ451247 | | | 06/13/2024 06:37 AM | 06/13/2024 06:38 AM | Exempt with OC (Neptun) |

2 rows selected Rows per page: 100 1-7 of 7 [Export Table](#)

3. Select the Mass Dispute Upload tab.

DCLI Home N G

INVOICES COMPANIES AND USERS ACTIVITY RESERVE EQUIPMENT

Invoice List **Mass Dispute Upload**

Dispute Invoices

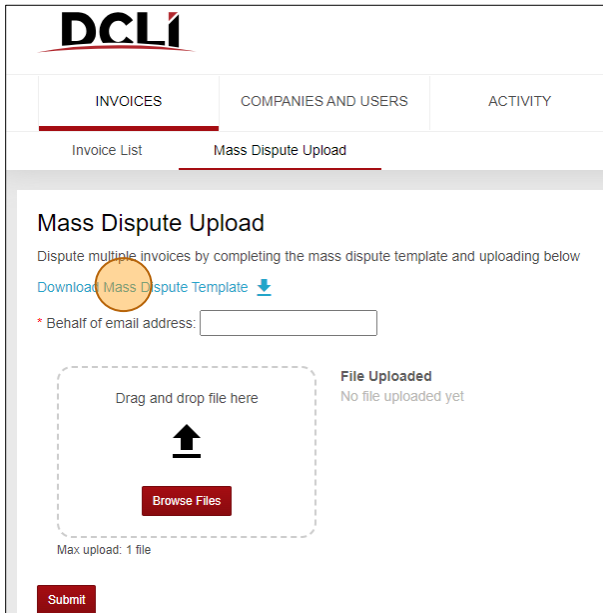
Summary Invoice Number: 125001 Billing Date: 09/10/2024 [View Attachments](#)

Assign - Select Reason - to selected moves [Apply](#) [Submit disputes](#)

| | Attachments | Dispute Status | Invoice Number | Chassis Out | Container Out | Container In | Date Out | Date In | Dispute Reason |
|-------------------------------------|-------------|-------------------|----------------|-------------|---------------|--------------|---------------------|---------------------|-------------------------|
| <input type="checkbox"/> | | Closed - Accepted | DU18060466 | APMZ404034 | HAMU1282963 | HAMU1282963 | 06/10/2024 04:32 PM | 06/12/2024 10:46 AM | No Record (TIR Request) |
| <input checked="" type="checkbox"/> | | | DU18060465 | MSCZ451247 | | | 06/13/2024 03:10 PM | 06/13/2024 03:11 PM | - Select Reason - |
| <input type="checkbox"/> | | Pending | DU18060464 | DCLZ235112 | UACU3997260 | UACU3997260 | 06/13/2024 04:22 PM | 06/14/2024 10:57 AM | Exempt with OC (Crowle) |
| <input type="checkbox"/> | | | DU18060463 | MAEC530417 | | | 06/12/2024 06:04 AM | 06/12/2024 04:30 PM | - Select Reason - |
| <input checked="" type="checkbox"/> | | | DU18060462 | MSCZ451088 | | FSCU5307426 | 06/10/2024 12:13 PM | 06/12/2024 05:12 PM | - Select Reason - |
| <input type="checkbox"/> | | Closed - Rejected | DU18060461 | MSCZ451247 | | | 06/13/2024 06:37 AM | 06/13/2024 06:38 AM | Exempt with OC (Neptun) |

2 rows selected Rows per page: 100 1-7 of 7 [Export Table](#)

4. Click Download Mass Dispute Template to download a copy of the Excel template to your computer.
NOTE: If you will be submitting Mass Disputes often, you can save the template to your computer for easy access.



5. Review the instructions for completing the template, which are located on the first tab of the Excel file.

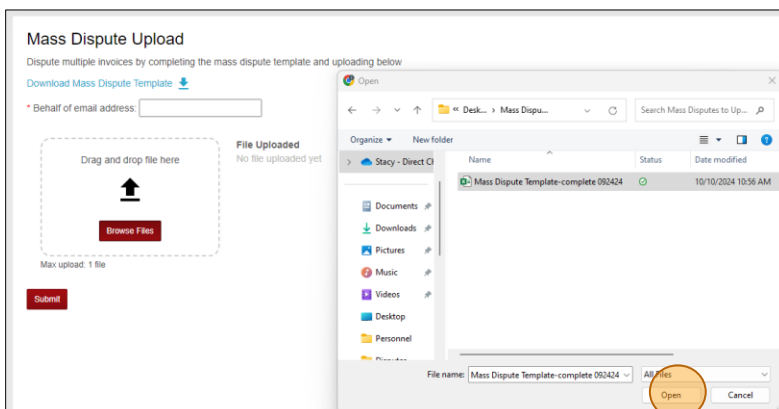
Instructions for Mass Upload

1. Use TAB 2 of this template to fill out your disputes. You will be required to fill out the Move Invoice Number, Dispute Reason, Dispute Amount, any required Work Order Number, and any required Comments. Chassis field is optional.
2. Use the drop down to select the Dispute Reason. Dispute reasons can be copied and pasted, but cannot be overwritten with options not in the drop down list.
3. Once completed, save the template.
4. Open the Mass Dispute Upload tab and click on the "Browse Files" button. Select the file you have prepared and click Open. Alternatively, you can drag and drop the Mass Upload Template you've saved in the "Drag and drop file here" area on the
5. Once the dispute template is submitted you will receive an email confirmation with an attachment. The attachment will show (1) all line items that successfully uploaded and/or (2) any line items that failed to upload including a failure reason.

Mass Upload Reasons for Failure

1. Dispute requires comments
 - a. Dispute reason "Billing (Duplicate Charges)" MUST provide other invoice number where duplicate billing took place.
2. Dispute requires documentation
 - a. Dispute reason "Number of Days (Gate In Prior)" MUST provide interchange displaying same chassis/container with different drop off date than the billed date.
 - b. Dispute reason "Number of Days (Gate Out Incorrect)" MUST provide interchange displaying same chassis/container with different pick up date than the billed date.

6. Copy and paste the items you are Mass Disputing from the downloaded move-level information into the Mass Dispute Template. You can also fill out the Mass Dispute Template manually if you prefer.
7. Upload the completed Mass Dispute Template by dragging and dropping the file into the area indicated or by browsing to locate the file on your computer.



- If you are submitting the Mass Dispute for someone else, enter their email address in the Behalf of email address field. They will then be copied on the submission information email.

Mass Dispute Upload

Dispute multiple invoices by completing the mass dispute template and uploading below

[Download Mass Dispute Template](#)

* Behalf of email address:

- Click the red Submit button.

Mass Dispute Upload

Dispute multiple invoices by completing the mass dispute template and uploading below

[Download Mass Dispute Template](#)

* Behalf of email address:

- You will receive an email detailing the status of your Mass Dispute submission. Line-item information for each submitted dispute is detailed in the attached Excel file. You may attempt to resubmit any failed disputes manually.

Subject: Disputes email notification

6 KB

From: disputesalesforce@dcli.com <disputesalesforce@dcli.com>
Sent: Tuesday, February 25, 2025 2:31 PM
To: Michelle Bruckdorfer <Michelle.Bruckdorfer@dcli.com>
Subject: ***TESTING*** Disputes email notification

Dear Customer,

We would like to inform you about the status of the recent report.

Report Status:
 Successful Disputes: 56
 Failed Disputes: 6

Please see the attached Mass Disputes Report for your reference.

Important: This is an automated notification. Please do not respond to this email.

| invoiceNumber | Status | Chassis | Message |
|---------------|---------|------------|--|
| DUI13532472 | SUCCESS | NSP2144389 | Dispute record for invoice number: DUI13532472 created. Please keep the case number 01487337 for your reference. |
| DUI13519473 | SUCCESS | TSFZ538146 | Dispute record for invoice number: DUI13519473 created. Please keep the case number 01487338 for your reference. |
| DUI13545331 | SUCCESS | DDR2990224 | Dispute record for invoice number: DUI13545331 created. Please keep the case number 01487339 for your reference. |
| DUI13531681 | SUCCESS | LSF2135120 | Dispute record for invoice number: DUI13531681 created. Please keep the case number 01487340 for your reference. |
| DUI13551770 | SUCCESS | DDR2998162 | Dispute record for invoice number: DUI13551770 created. Please keep the case number 01487341 for your reference. |
| DUI13551529 | SUCCESS | TSFZ565364 | Dispute record for invoice number: DUI13551529 created. Please keep the case number 01487342 for your reference. |
| DUI13505562 | SUCCESS | DDR280626 | Dispute record for invoice number: DUI13505562 created. Please keep the case number 01487344 for your reference. |
| DUI13554262 | SUCCESS | DDTZ306745 | Dispute record for invoice number: DUI13554262 created. Please keep the case number 01487345 for your reference. |
| DUI13553929 | SUCCESS | TSFZ536950 | Dispute record for invoice number: DUI13553929 created. Please keep the case number 01487346 for your reference. |
| DUI13550814 | SUCCESS | DOTZ327744 | Dispute record for invoice number: DUI13550814 created. Please keep the case number 01487347 for your reference. |
| DUI13554023 | SUCCESS | TSFZ534507 | Dispute record for invoice number: DUI13554023 created. Please keep the case number 01487348 for your reference. |
| DUI13555484 | SUCCESS | DDTZ302421 | Dispute record for invoice number: DUI13555484 created. Please keep the case number 01487349 for your reference. |
| DUI13555694 | SUCCESS | DDTZ328962 | Dispute record for invoice number: DUI13555694 created. Please keep the case number 01487350 for your reference. |
| DUI13576365 | FAILED | LSF2136432 | Please Review - a dispute has already been submitted for invoice number DUI13576365 |
| DUI13555886 | SUCCESS | LSF2136432 | Dispute record for invoice number: DUI13555886 created. Please keep the case number 01487351 for your reference. |

Viewing Closed Dispute Details on myDCLI

1. Follow steps 1-7 above under “Disputing an Invoice Line Item on myDCLI”.
2. On the Dispute Invoices screen, scroll to the right and hover your mouse over the information in the Resolution Comments and Resolution Reason columns. The closed dispute details will show on a pop-up comment.

Dispute Invoices

Summary Invoice Number: 125001 Billing Date: 09/10/2024 [View Attachments](#) Assign - Select Reason -

| Dispute Reason | Comments | Documentation | Work Order # | Amount Disputed | Resolution Comments | Resolution Reason |
|-------------------------|----------|---------------|--------------|-----------------|---|-----------------------|
| No Record (TIR Request) | | | | \$77.30 | Credit approved for \$77.30... | WRONG SCAC |
| - Select Reason - | | | | | Credit approved for \$77.30 on unit. Another MC was already billed. | |
| Exempt with OC (Crowle) | | | 123 | \$38.65 | | NO OCEAN CARRIER A... |
| - Select Reason - | | | | | | |
| - Select Reason - | | | | | | |
| Exempt with OC (Neptun) | | | | \$38.65 | Neptune has declined abso... | OC DECLINED |

3. You can also view this information by clicking on the Invoice Number for the dispute.

DCLI

Home IN G

INVOICES COMPANIES AND USERS ACTIVITY RESERVE EQUIPMENT

Invoice List Mass Dispute Upload

Dispute Invoices

Summary Invoice Number: 125001 Billing Date: 09/10/2024 [View Attachments](#) Assign - Select Reason - to selected moves [Apply](#) [Submit disputes](#)

| | Attachments | Dispute Status | Invoice Number | Chassis Out | Container Out | Container In | Date Out | Date In | Dispute Reason |
|--------------------------|-------------|-------------------|----------------|-------------|---------------|--------------|---------------------|---------------------|-------------------------|
| <input type="checkbox"/> | | Closed - Accepted | CU18060465 | APMZ404034 | HAMU1282963 | HAMU1282963 | 06/10/2024 04:32 PM | 06/12/2024 10:46 AM | No Record (TIR Request) |

4. In the Invoice Details pop-up window, scroll to the right to view the External Comments column for additional information about the dispute.

Invoice Details

Invoice Header

| Reference Number | Billable Customer Co... | Asset Prefix Num... | Related Asset Prefix Number In | Haulage Type | Ocean Carrier Scac | Total Invoice Amo... | External Comments | Comments | Redispute |
|------------------|-------------------------|---------------------|--------------------------------|--------------|--------------------|----------------------|---|----------|-----------|
| AM | ABCT | APMZ404034 | HAMU1282963 | OV | HLCU | 77.3 | Credit approved for \$77.30 on unit. Another MC was already billed. | | |

Line Items

| Charge Type | Quant... | Rate | Line Item Description | Bill Start Date | Bill End Date | Business Verti... | Pool Contract | Outgate Location Co... | Outgate Location Name | Ingate Location Co... | Ingate Location Name | Start Load |
|-------------|----------|-------|-----------------------|-----------------|---------------|-------------------|---------------|------------------------|--------------------------|-----------------------|----------------------------|------------|
| STREET | 3 | 36.25 | Tier 1 | 06/10/2024 | 06/12/2024 | 1703 | DCLI | USNWKMT | MAHER TERMINAL-ELIZABETH | USNWK30 | GLOBAL TERMINALS-ELIZABETH | |
| FREE_DAYS | -1 | 36.25 | Tier 1 | 06/10/2024 | 06/12/2024 | 1703 | DCLI | USNWKMT | MAHER TERMINAL-ELIZABETH | USNWK30 | GLOBAL TERMINALS-ELIZABETH | |

Attachments