

Disputing an Invoice Line Item on myDCLI

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

myDCLI

Log In

Log in to myDCLI

ed.mctow@abct.com

[No account? Create one](#)

Back Next

After entering your password, you will follow one of two possible login paths:

3a. **If your company uses Microsoft Entra**, you will be asked for your company/network password (not your legacy dcli.com password). Enter the password then click Sign in.

myDCLI

← ed.mctow@abct.com

Enter password

Password

[Forgot password?](#)

Sign in

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.

3b. **If your company does not use Microsoft Entra**, 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.

myDCLI

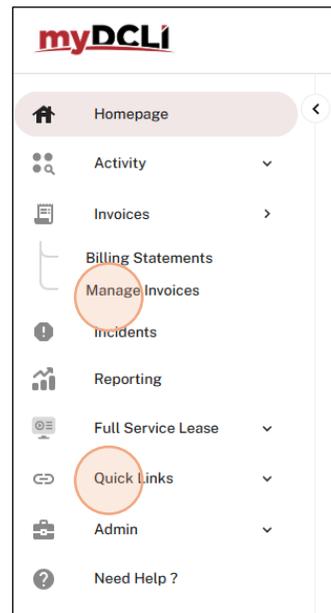
Enter code

We just sent a code to your email address

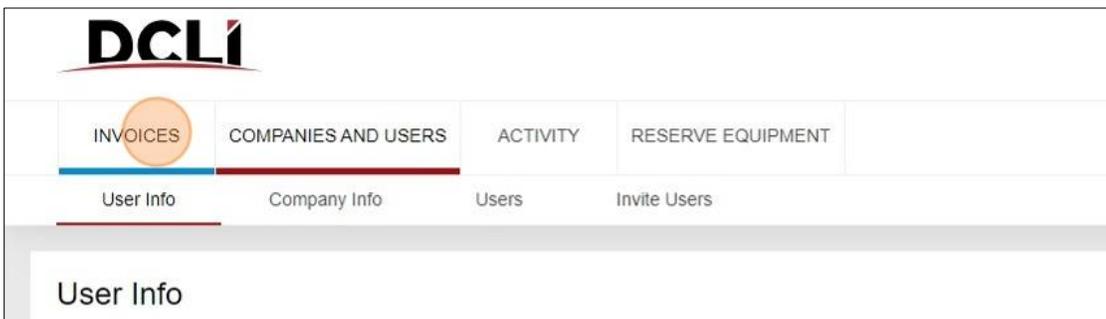
Enter code

Sign in

- 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.

The image shows the 'Invoices' page in the DCLI dashboard. It features a table with the following columns: Add All, Summary Invoice Number, Billing Date, Invoice Type, Invoice Total, Remaining Balance, Due Date, Invoice Status, Dispute Status, and Attachments. The table contains 10 rows of invoice data. At the bottom right, it indicates 'Rows per page: 500' and '1-48 of 48'.

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		

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		

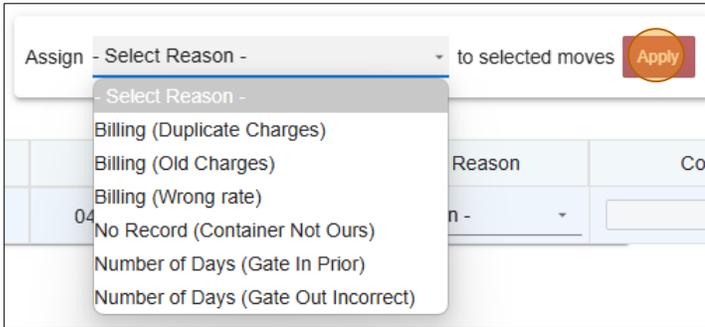
8. Select the check box(es) on the row(s) containing the move(s)/line item(s) that you wish to dispute.
NOTE: To select all disputable invoices on the screen, you can click the check box at the top of the column. Click this box again to deselect all of the checked rows.

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		View Attachments		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										

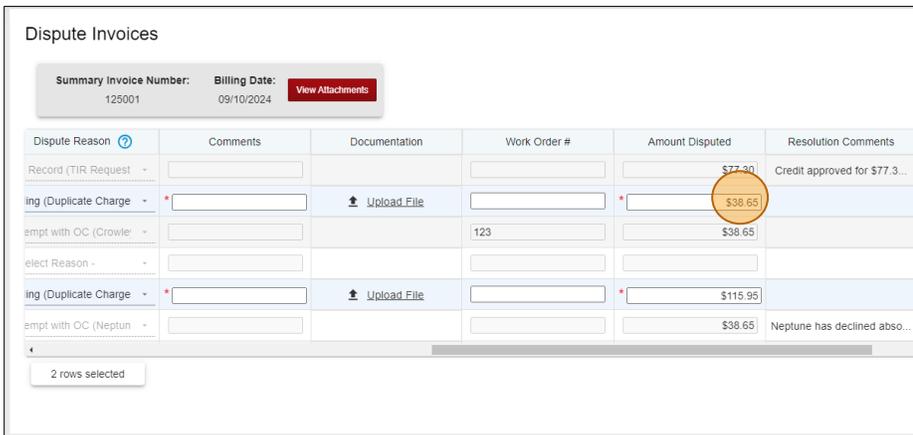
9. For each Mass selected row, choose the Dispute Reason from the dropdown list in the row.

- 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:

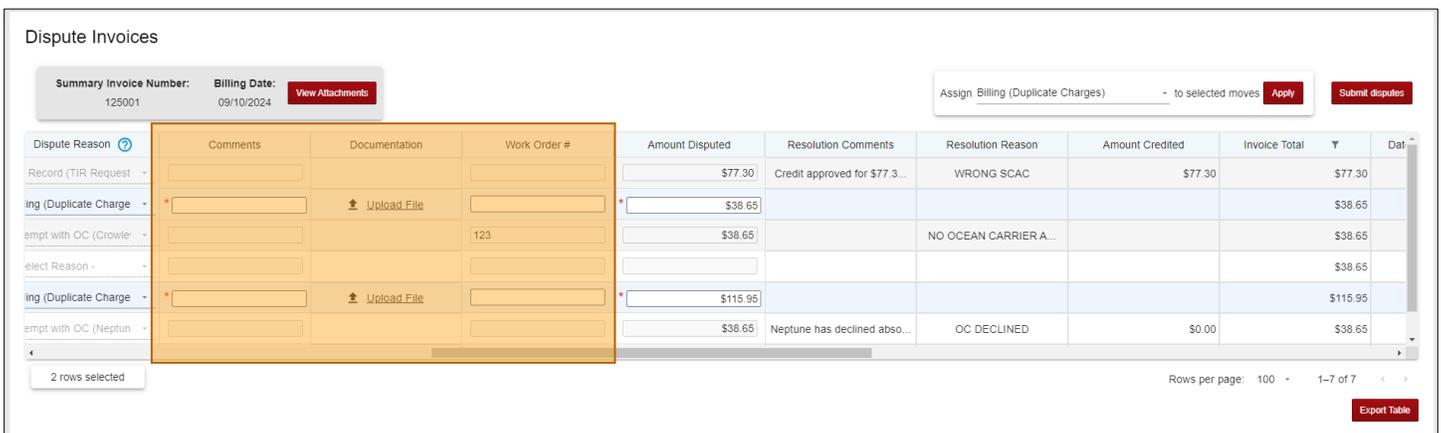
Dispute Reasons Requiring Comments:

- “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.

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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.

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INVOICES COMPANIES AND USERS ACTIVITY RESERVE EQUIPMENT

Invoice List **Mass Dispute Upload**

Dispute Invoices

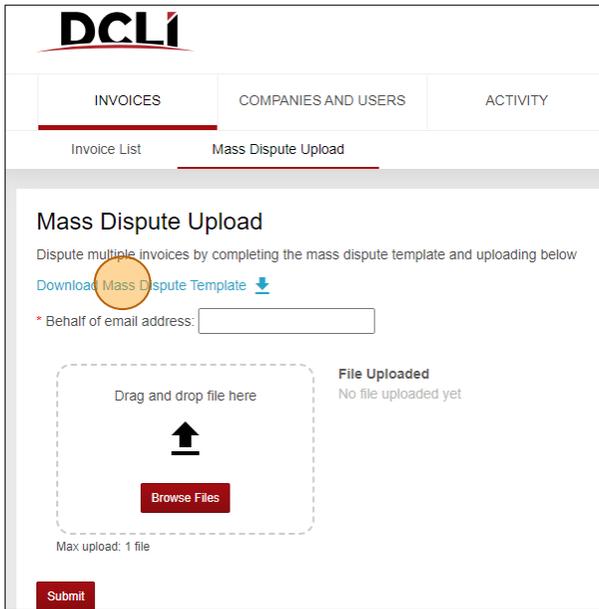
Summary Invoice Number: 125001 Billing Date: 09/10/2024 [View Attachments](#)

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.

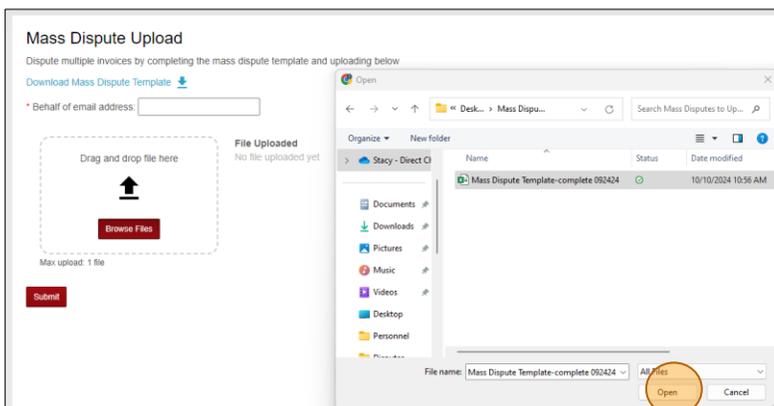
Instructions for Mass Upload

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:

[Submit](#)

- 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:

[Submit](#)

- 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.

Send
To:

Cc:

Subject: Disputes email notification

disputes.xlsx
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.
DUI13531683	SUCCESS	LSF2135120	Dispute record for invoice number: DUI13531683 created. Please keep the case number 01487341 for your reference.
DUI13551770	SUCCESS	DDR2998162	Dispute record for invoice number: DUI13551770 created. Please keep the case number 01487342 for your reference.
DUI13551529	SUCCESS	TSFZ565364	Dispute record for invoice number: DUI13551529 created. Please keep the case number 01487343 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.
DUI13553814	SUCCESS	DOTZ327744	Dispute record for invoice number: DUI13553814 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.

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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	CU18060469	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