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

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

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.

4. From the myDCLI Homepage, the Disputes Dashboard offers a view of your invoice dispute trends for the current and previous year. You can hover over any dot on the line graph to see the underlying data.
Click on the buttons above the chart to see trends for dispute cases submitted, billable days, amounts disputed, and amounts credited.
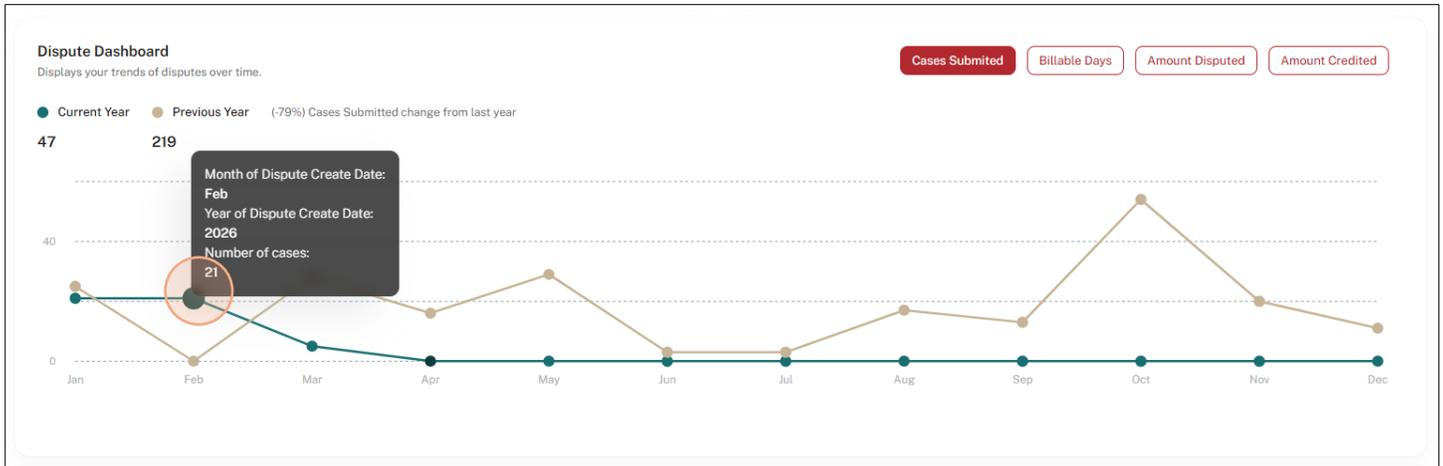

5. To dispute an invoice, click "Manage Invoices" in the Invoices section of the left-hand navigation. You can also click "Pay or Dispute Invoices" in the left-hand navigation Quick Links section. These links will open in a new browser tab.
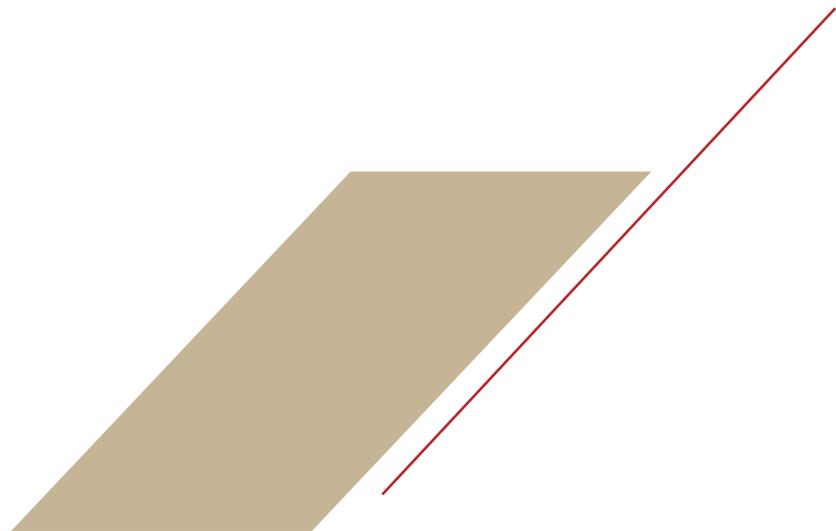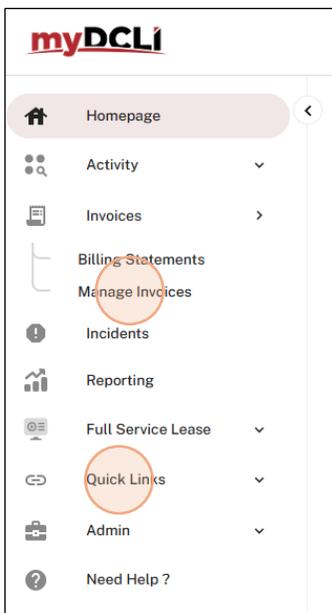
6. Make sure that the INVOICES tab is selected.
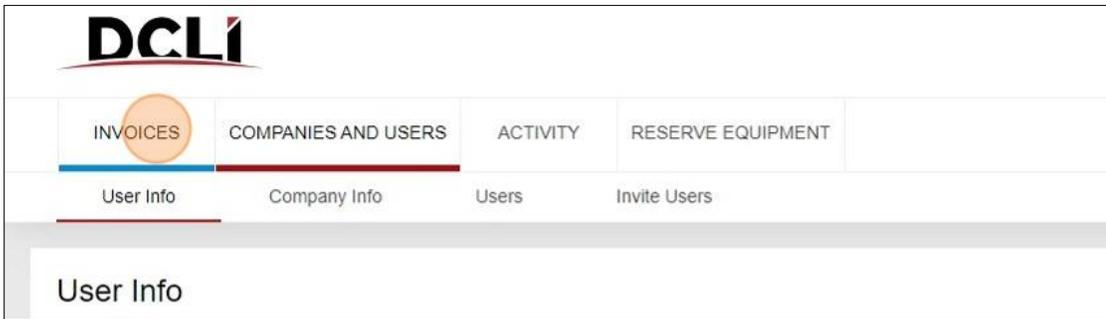
7. Your view defaults to the Invoice List, a customizable view of all your summary invoices.
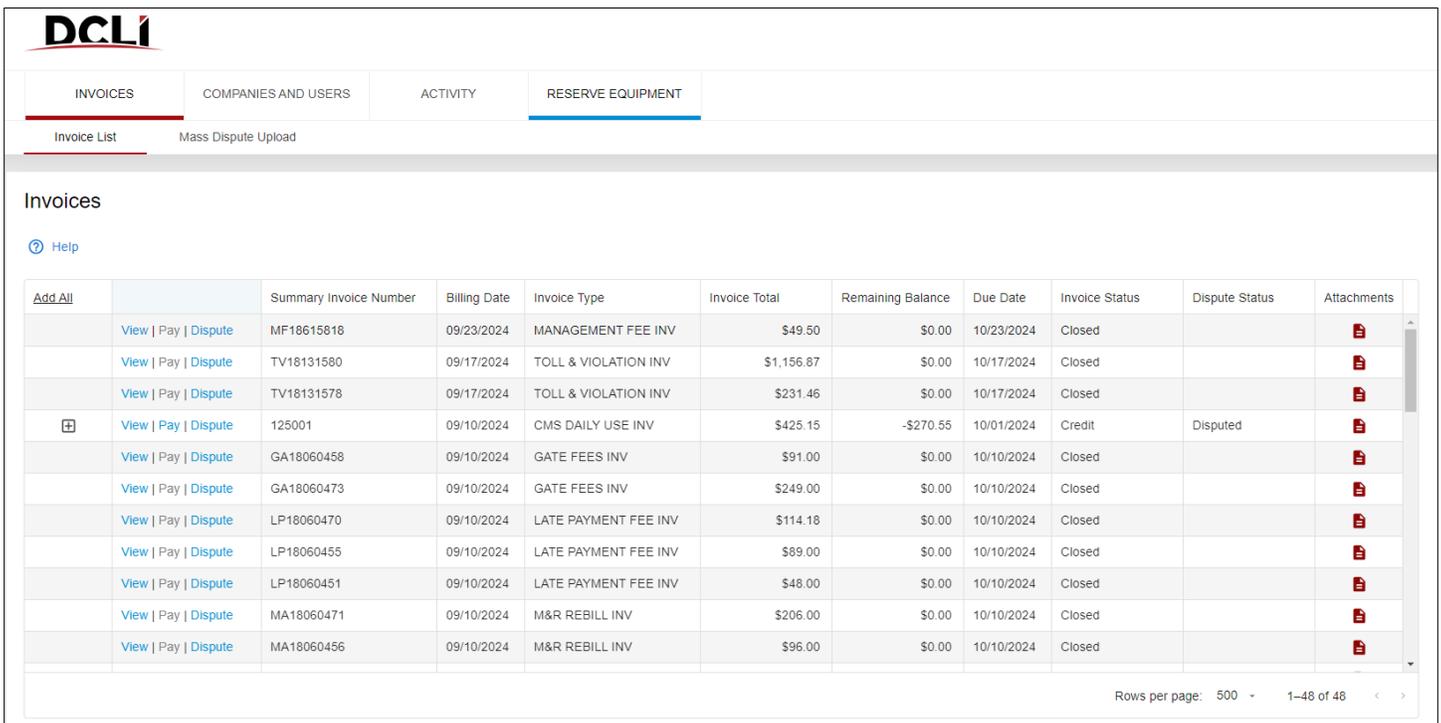
8. On the row of the invoice you need to dispute, click the Dispute link to the left of the invoice number.
Note that you can sort or filter the Summary Invoice Number column to more easily find the invoice you're looking for. For instructions on customizing your invoice view, please refer to our **View Invoices how-to guide**.
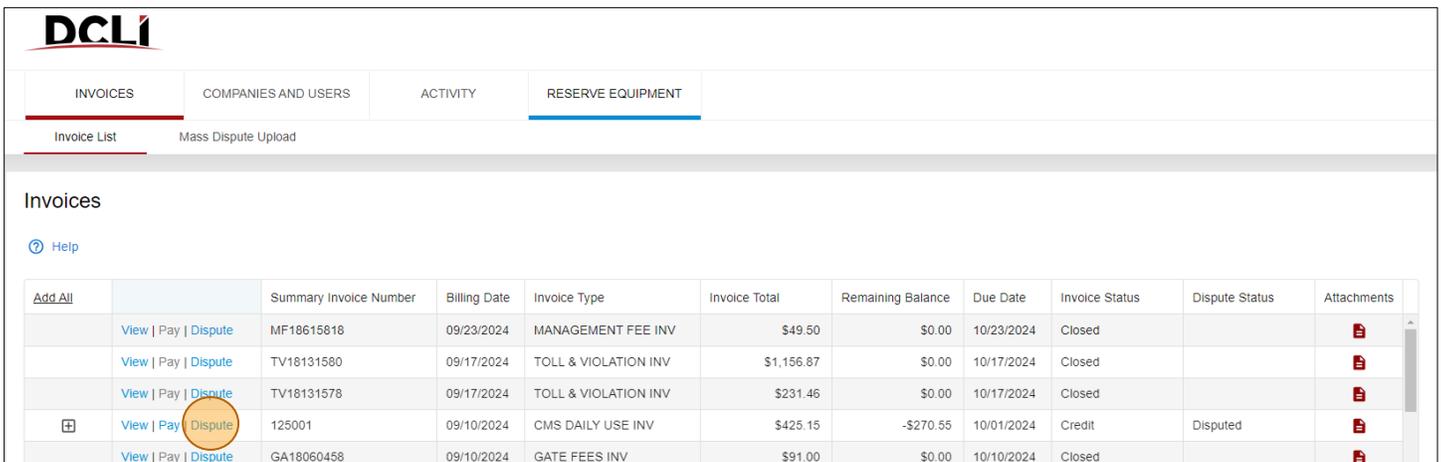
9. Select the check box(es) on the row(s) containing the move(s)/line item(s) that you wish to dispute.
   NOTE: To select all disputable invoices on the screen, you can click the check box at the top of the column. Click this box again to deselect all of the checked rows.

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

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.

11. 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.

12. 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 (Other BCO/NVOCC)" MUST provide the name of the "other" BCO/NVOCC.
- "Billing (Duplicate Charges)" MUST provide other invoice number where duplicate billing took place.
- "Billing (Rapid Rail/Shuttle)" MUST provide confirmation that the move cycle was a shuttle/rapid rail move.
- "Exempt with SSL (Other)" MUST provide the name of the "other" SSL.
- "Exempt with SSL" MUST provide related container number if cycle is bare to bare.

Dispute Reasons Requiring a Work Order #:
- "Billing (Repo)" MUST provide the work order number associated to repo cycle.
- "Exempt with SSL (Crowley)" MUST provide the work order number.

Dispute Reasons Requiring Documentation:
Note that disputes requiring documentation cannot be mass uploaded – these must be manually submitted.
- "Billing (Street Turn)" MUST provide street turn documentation showing both parties accepted the street turn notification.
- "Billing (Used own Equipment)" MUST provide the documentation such as an interchange showing your own equipment paired with the container on the same date of the move cycle DCLI billed.
- "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.
- "Billed by Another Provider (other invoice required)" MUST provide the invoice issued to customer from "other" IEP.

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

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 1-12 above under "Disputing an Invoice Line Item on myDCLI". You will be selecting the Closed – Rejected line itm(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.

3. Click the red Submit disputes button.

Submitting Mass Disputes on myDCLI

1. Follow steps 1-8 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.

3. Select the Mass Dispute Upload tab.

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.

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.
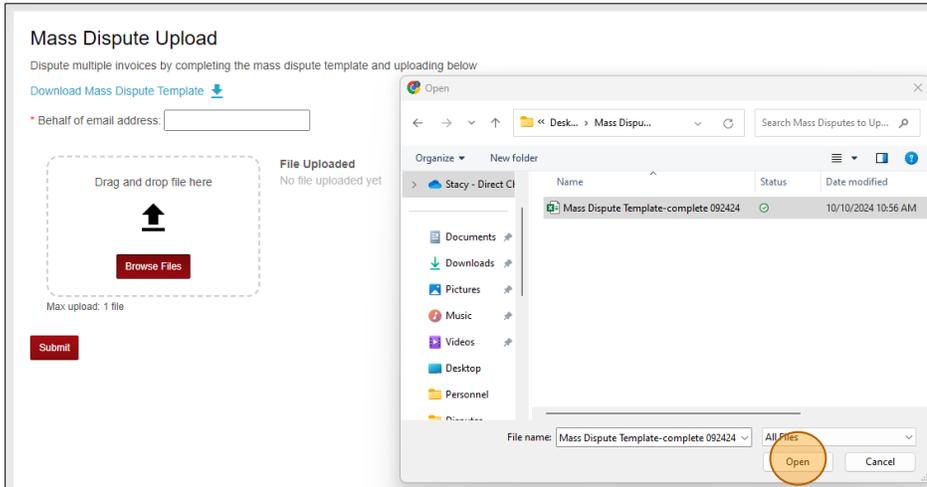
8. If you are submitting the Mass Dispute for someone else, enter their email address in the Behalf of email address field. They will then be copied on the submission information email.
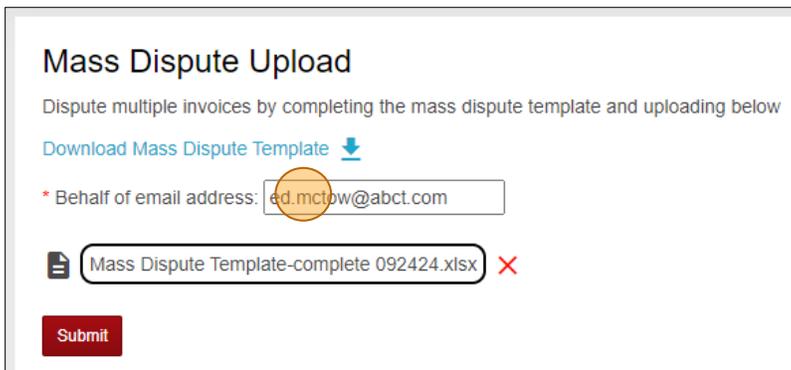
9. Click the red Submit button.
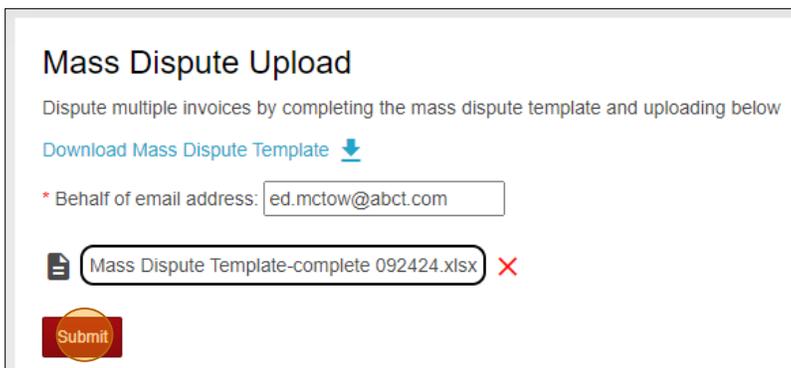
10. You will receive an email detailing the status of your Mass Dispute submission. Line-item information for each submitted dispute is detailed in the attached Excel file. You may attempt to resubmit any failed disputes manually.
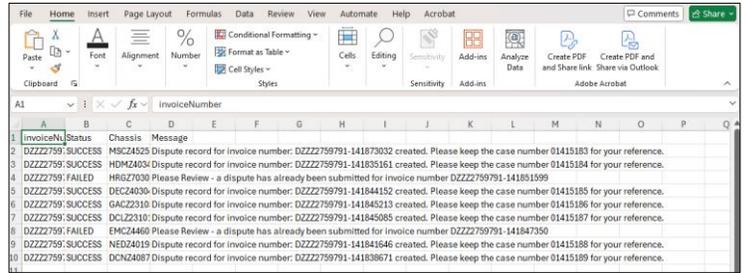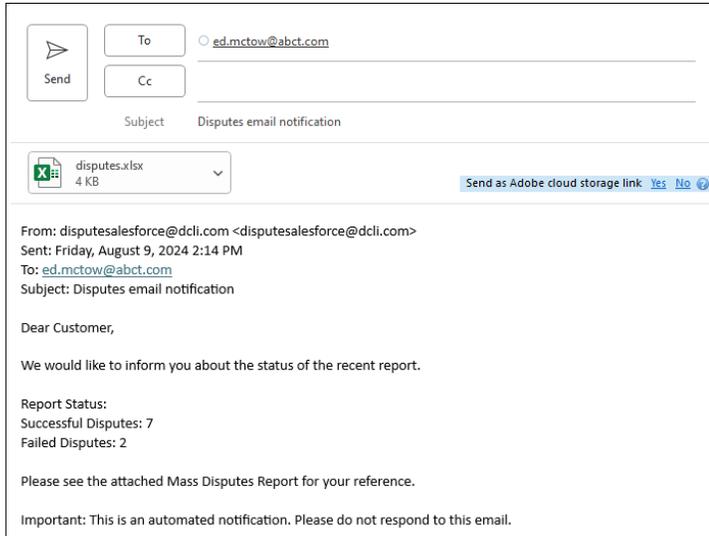
Viewing Closed Dispute Details on myDCLI

1. Follow steps 1-8 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.
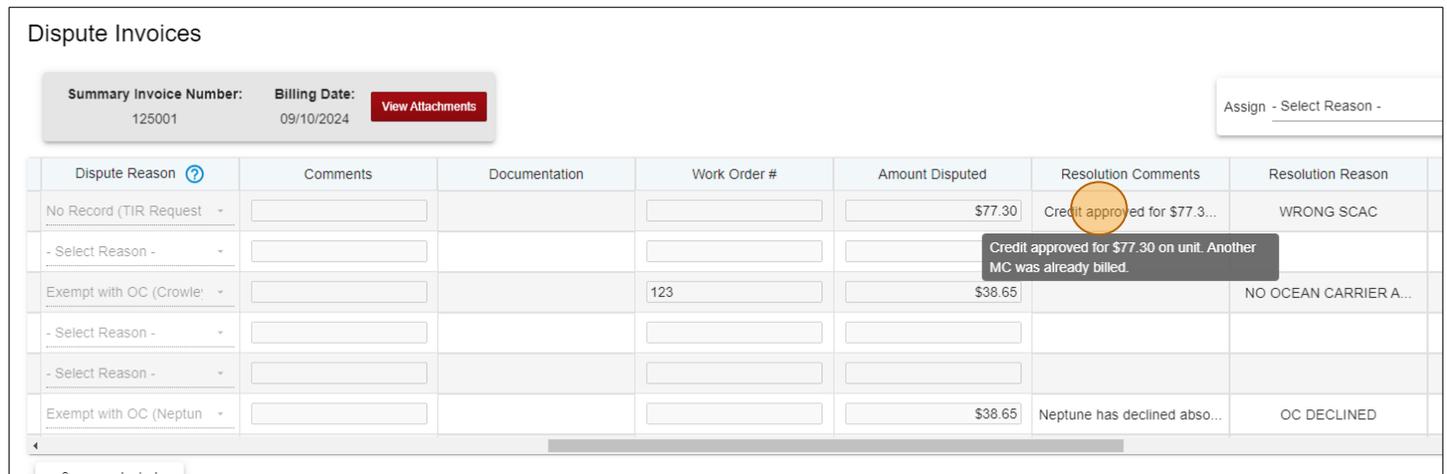
3. You can also view this information by clicking on the Invoice Number for the dispute.

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

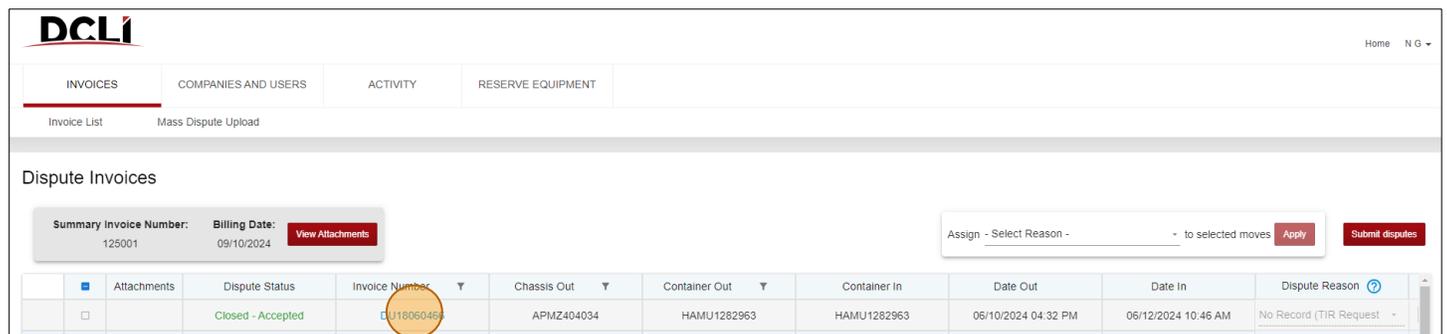|	Reference Number	Billable Customer Co...	Asset Prefix Num...	Related Asset Prefix Number In	Haulage Type	Ocean Carrier Scac	Total Invoice Amo...	External Comments	Comments	Redispute
iM		ABCT	APMZ404034	HAMU1282963	OV	HLCU	77.3	Credit approved for $77.30 on unit. Another MC was already billed.		

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