Veconinter

5 How to register a dispute in SIMPLE STEPS

Did you receive a Veconinter invoice and want to open a dispute?

Follow the steps below and submit your request quickly and easily using our online tool.

1 GO TO DISPUTES.VECOACCESS.COM AND FOLLOW THE INSTRUCTIONS BELOW:

Select the country, enter the customer code and a BL, then click Check Invoices.

Tip: if you are already registered on VecoAccess, log in with your username and password and select “Dispute” from the main menu. Your information will load automatically, saving steps in the process.

SELECT THE CARRIER. 2

3 SELECT OR SEARCH FOR THE INVOICES YOU WANT TO DISPUTE AND CLICK DISPUTE INVOICES.

We recommend checking the status: the invoice may already be in dispute, under review, or in payment confirmation.

4 REVIEW THE SUMMARY OF THE SELECTED INVOICES,

choose the reason for the dispute, and attach the required documents.

Required documents may vary depending on the selected reason.
Below is a list of available reasons, their description, required documents, and estimated resolution time:

Reason	Description	Required evidence
Vessel Delay and/or Rolling	When the vessel has been delayed and/or cargo is roled to another vessel, or placed on a later vessel than originally booked.	Message with date adjustment with the Shipping Company / Shipowner.
Damages	When the unit has been damaged and it can not be in/out the terminal	Cost Recovery (MSC case); Copy of the B/L (Bill of Lading); EIR (Equipment Interchange Receipt); Damage & Shortage Report; Photos of the container receipt at origin, the cargo consolidation process, and the unstuffing / devanning.
Cargo Restuffed and/or D&D cost due to damage (Stripped)	When cargo has been transloaded to another container.	Occurrence message with the Shipping Company (Shipowner).
Discrepancy in start date and/or end of charges, tracking (external)	Container availability date mismatch and/or incorrect tracking.	Date confirmation/proof from the Depot and/or Terminal.
Discrepancy in Free Time and/or Tariffs	Discrepancy in Free Time and/or Tariffs	Negotiation message / communication.
Discrepancy in Tariff and/or Freight Charges	Discrepancy in Tariff and/or Freight Charges	Negotiation message / communication.
Lack of appointment	Lack of appointment	Message with the Depot and/or Terminal and the Shipping Company (Shipowner).

Reason	Description	Required evidence
Short Shipment	The containers within a same BL have been separated at port due to operational constrains.	No documentation needed to generate this dispute.
Invoice Paid and/or Duplicated	The Invoice has been already paid and/or it has been duplicated.	Proof of Payment.
Change of bill to party, consignee, shipper, notify	In those cases where there has been a request to change the billing party.	Payment acceptance from the new payer.
Live Unload / Pick Up	When a live unload or pick up has ocurred.	Evidence showing the SSL Approved the street turn, reuse request with date and timestamp.
Shipper Own	Charges do not apply because the container is Shipper own.	No documentation needed to generate this dispute.
Commercial Waiver	When a commercial waiver is in place for specific containers.	Evidence showing the SSL approved to waive the charges.
Reused/Street Turns	When a container has been reused or street turned.	Evidence showing the SSL Approved the street turn, reuse request with date and timestamp.
Loose Cargo	When a container contains LCL cargo.	Back up showing this is a loose cargo.
Port Closure	When the port is closed.	Evidence showing there was a port closure during the days being disputed or limited access causing the charges.
Custom hold	When customs places a hold on the cargo.	When customs holds were removed and when the necessary docs were provided to the carrier.

5 DONE!

our dispute has been created, and you will receive a confirmation email with a summary of your request.

Questions? Contact our customer service team.

Important: To streamline the process, have your invoice ready before starting.