

Payment Dispute Guide

Streamline's new Payment Dispute tool is being rolled out on 12/16/2013. This tool will make the payment dispute process easier and faster. This tool will replace previous spreadsheets or other forms that you may be familiar with to dispute any payables with Streamline.

Where do I find it?

Go to our homepage at www.shipstreamline.com. From the homepage you can access the link by going to Carriers ->Tools ->Payment Disputes. This action will take you to the following screen.



If you have current disputes in pending status, you will see them here, if you don't, you will see a window with the words "create new"

In the top left hand portion of this screen you will see 3 menu options: (1) Queue, (2) Create New, and (3) Preferences.

1. **QUEUE** – Shows your pending accessorials .



This "Pending" window will show you the number of disputes that you are waiting for disposition (you mean resolution?) on from Streamline. You can access these pending disputes by simply clicking on the individual load number listed.

2. **Create New** – Allows you to submit a new dispute by clicking the "Create New Button"



Move Lookup

Move ID:

0123456-01

Carrier Invoice ID:

abc123

Submit

From here you can type in Streamline’s move id or your carrier invoice id (provided that you have updated that in “Track My Trips”). If you choose to use Streamline’s load number, you don’t have to include the leading 0 or the -01 or -03.

The website will highlight which specific move id you will be able to dispute as well as a list of payments that you can dispute (are there stuff they cannot dispute? And would it tell them why?. If your accessorial is not listed, you have the option to select “Accessorial Missing?” . If your accessorial is missing, click on the link and select an accessorial from the drop down provided, along with a comment explaining further in detail what you are disputing.

Move Information

Move ID: 01234567-01

Payment Status: **Released**

Applies to:

Origin Stop	Destination Stop
Name: STREAMLINE FOODS Address: 555 STREAMLINE RD OMAHA NE US 68102 Appointment Date: 2009-09-02 11:30 Stop Type: Initial Pickup Drop/Stay: Drop Appointment Type: Appointment Appointment: 2009-09-02 11:30 Weight: 44744 Pieces: 33 ETA: Actual Arrival: 2009-09-02 11:29 Actual Departure: 2009-09-02 19:30	Name: YARD CENTER Address: 350 E STREAMLINE BLVD 350 E STREAMLINE BLVD OMAHA NE US 68102 Appointment Date: 2009-09-03 03:00 Stop Type: Ramp Drop/Stay: Drop Appointment Type: Appointment Appointment: 2009-09-03 03:00 Weight: 0 Pieces: 0 Miles from Origin: 88 ETA: Actual Arrival: 2009-09-02 21:25 Actual Departure: 2009-09-02 21:25

Select a line item to dispute

Fuel and Freight Charges \$311.40	Actualized - Payable	Approved ✓
Power Detention \$375.00	Actualized - Payable	Pending ⚠

[Accessorial Missing?](#)

Search Again

If the item that you are disputing is listed, simply hover over it with your mouse and click. Your screen will change, giving you more detailed information on the specific item as well as a “Dispute Reason” drop down menu with a comment box. **COMMENTS ARE REQUIRED** when disputing; make sure you are typing information in the box about your dispute before clicking on the “Dispute” button.

Move Information

Move ID: 01234567-03

Payment Status: Released

Origin Stop	Destination Stop
Name: PORT STREAMLINE Address: STREAMLINE OMAHA NE US 68102 Appointment Date: Stop Type: Ramp Drop/Stay: Drop Appointment Type: Appointment: Weight: 0 Pieces: 0 ETA: Actual Arrival: 2009-09-07 12:10 Actual Departure: 2009-09-07 12:10	Applies to: Name: STREAMLINE MISSION CONTROL Address: STREAMLINE OMAHA NE US 68102 Appointment Date: 2009-09-08 12:00 Stop Type: Final Delivery Drop/Stay: Stay Appointment Type: Appointment: 2009-09-08 12:00 Weight: -44744 Pieces: -33 Miles from Origin: 1 ETA: 2009-09-06 08:02 Actual Arrival: 2009-09-08 11:54 Actual Departure: 2009-09-08 13:51

Fuel and Freight Charges

Payable Quantity: 1
Free Quantity: 0

Total Payable Quantity: 1
Payable Rate: \$125.00

Total Payable Amount: \$125.00
Is Applicable: Yes
Accessorial Comment:
Is Payable: Yes
Period End Date: 09/13/2013
Missing Documents: None
Available Documents:

- [Proof of Delivery](#) - DPEG999 (2009-09-08 18:11)

Non-payment

Did not receive a payment...

Once your dispute has been submitted, it will be forwarded to the necessary r Streamline department to review and process.

Preferences – Gives you the ability to receive email notifications, which you can elect to turn on or off. These notifications alert you that your dispute has been completed by Streamline.

Guidelines for Disputes

All the necessary documents must be submitted before creating a dispute

A certain payable item can only be disputed once.