Last Updated 8/26/2026

SACP 3.0 Dispute Portal Instructions

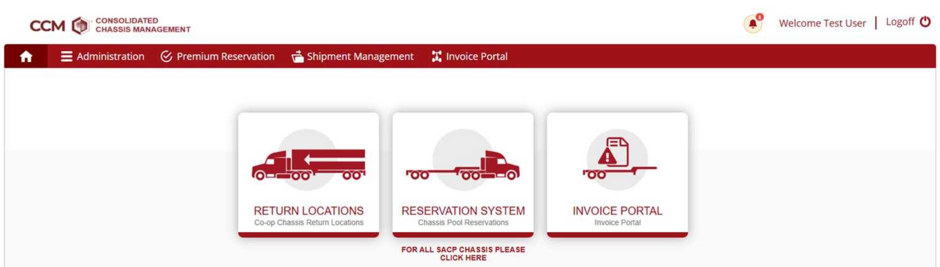
Please note that this process applies only to invoices for SACP 3.0 per diem usage. **For other invoice types**, please reference your invoice for instructions on how to dispute or contact remit@ccmpool.com for additional guidance.

Timeline

1. Disputes on SACP 3.0 per diem invoices must be submitted on the Dispute Portal before the invoice due date. Disputes submitted after this date will not be accepted.
2. Once submitted, your dispute will be reviewed in a timely manner. We endeavor to reach a decision within 1 week. However, some disputes require additional research. You may check the status of your dispute at the Dispute Portal at any time. Once it has been resolved, you will also be notified via email if it has been awarded, denied, or partially awarded.
3. For inquiries regarding the status of your dispute, please contact SAC3disputes@ccmpool.com.

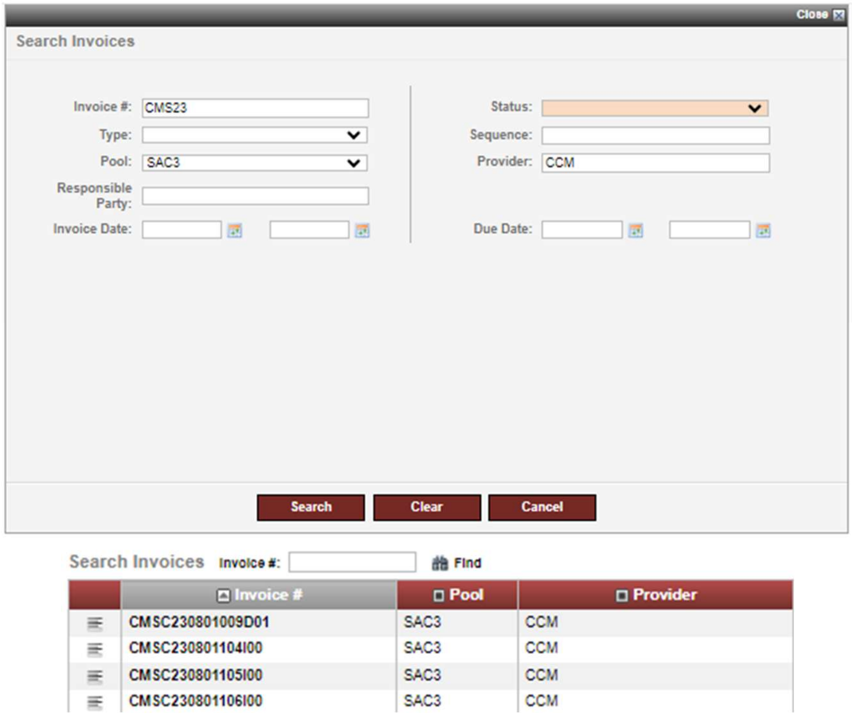
Submitting a Dispute

1. SACP 3.0 customers (including Motor Carriers, BCOs, and Ocean Carriers) can dispute eligible per diem invoices via the CCM Shipments portal at https://ccmshipments.com/ by selecting the Invoice Portal module option after signing in. If you do not have a CCMShipments account or access to the Invoice Portal module, you may request access by clicking Register on the home screen and requesting access for Per Diem Invoice Disputes. For assistance in setting up your account with access to invoices and disputes, please contact cmsadmin@ccmpool.com.

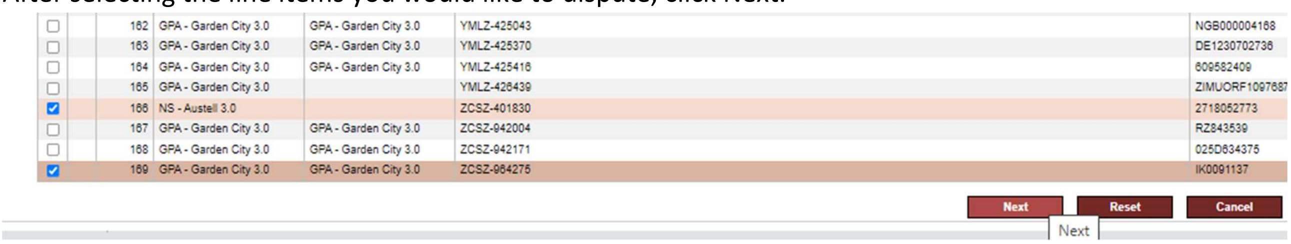


2. After clicking on the Invoice Portal, select View Invoices to review your CCM per diem invoices or select Per Diem Related Invoice Disputes to navigate directly to the Dispute Portal where per diem disputes may be submitted and reviewed.

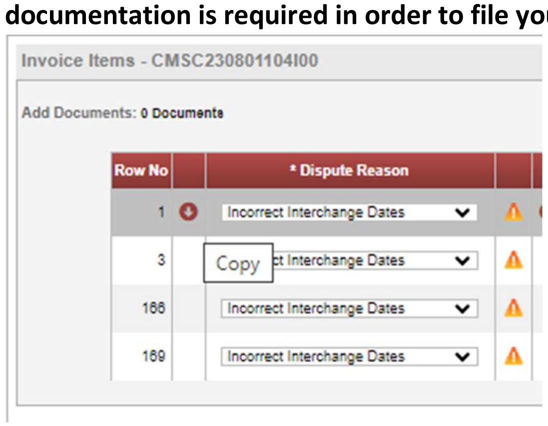
3. After selecting Per Diem Related Invoice Disputes, you will first be directed to the Search Invoices tab in CMS. Use the search criteria to identify the invoice you would like to dispute. **Please note only invoices that are eligible to be disputed (prior to the invoice due date) are displayed.** Click on the desired invoice to select specific line items.



4. After selecting the line items you would like to dispute, click Next.

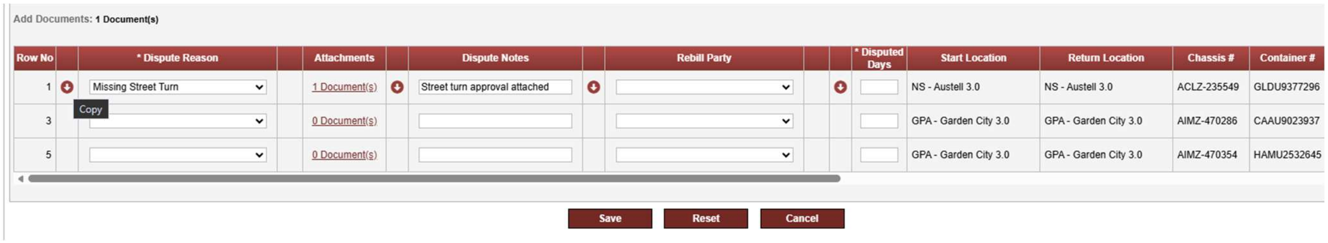


5. For each line item, select the dispute reason from the dropdown. To populate the same dispute reason across all line items, **click the red arrow to the left of the Dispute Reason field.** If a yellow triangle appears to the right of the dispute reason, **supporting documentation is required in order to file your dispute.**

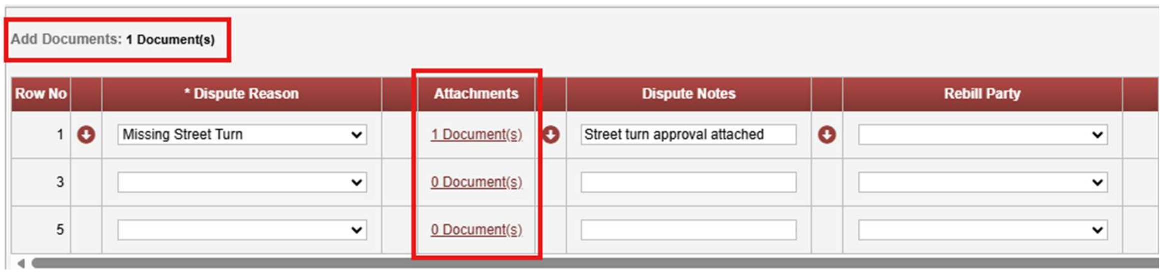


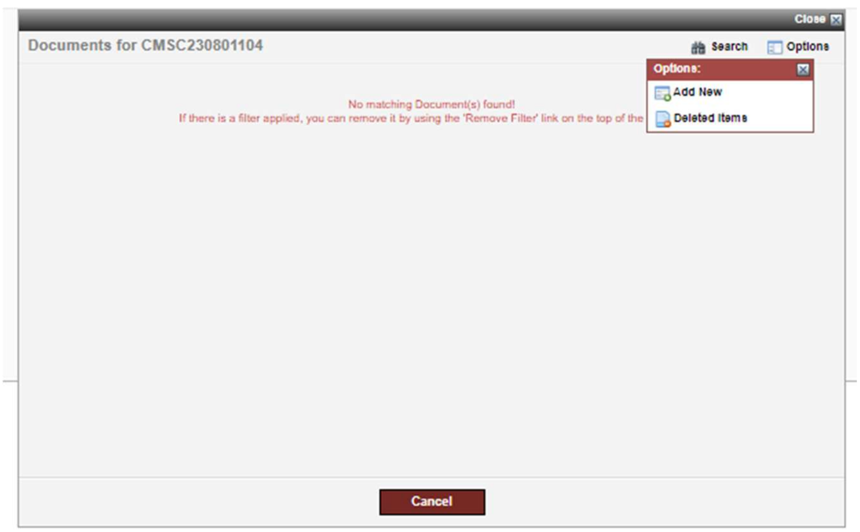
6. If the reason "BCO/Customer should have been billed chassis fees," a rebill party must be selected to submit the dispute.

7. Continue filling in dispute notes (optional), the number of days you are disputing and rebill party if applicable. Use the red arrow to copy your input to the rest of the line items on the dispute.

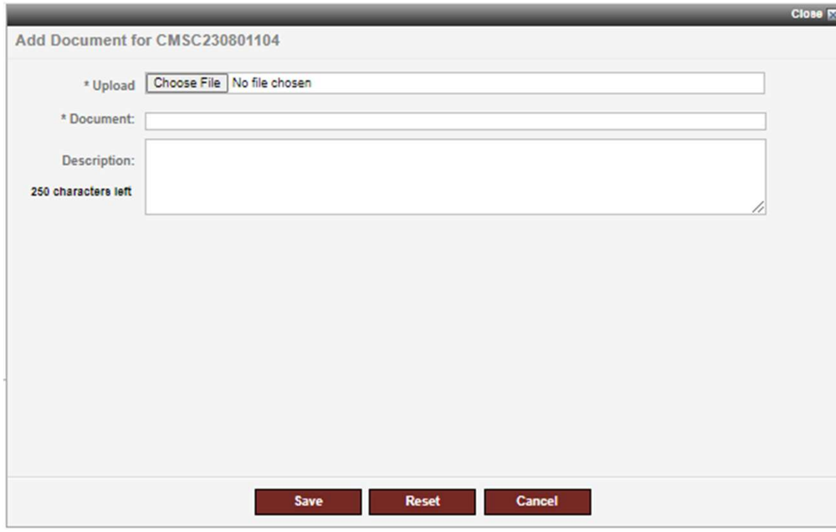


8. Add supporting documents by clicking the **“0 Documents”** button at the top or at the line-item level by clicking **“0 Documents”** in the Attachments column. Select Options>Add New and choose a file to upload. An unlimited number of documents can be uploaded for a dispute with a 20 MB threshold. Allowable file types include Excel spreadsheets, PDFs, Word documents, and JPG images.

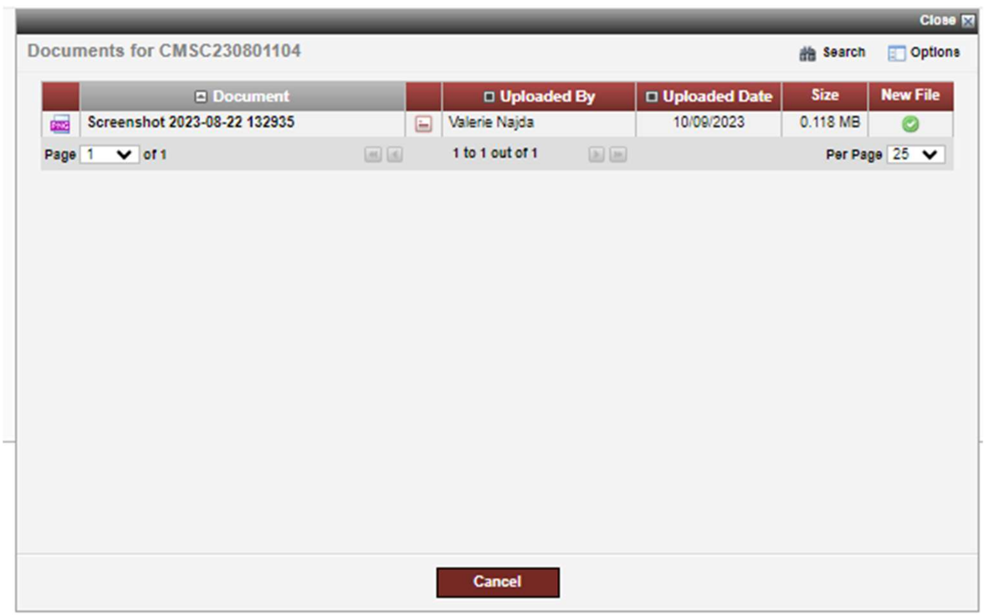




Choose the file you wish to upload and provide a name and optional description. Then click **Save.**



You will see a list of the documents you have added to your dispute. Once completed, click the X or Cancel to return to your dispute.

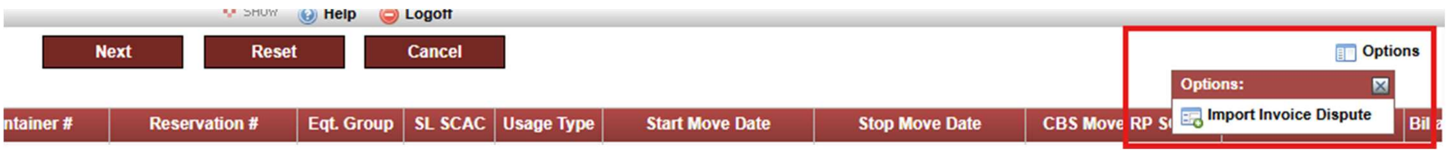


9. Once all dispute information has been provided, click Save to submit your dispute. You will be redirected to a list of your disputes, where you can view the current status. You will receive a confirmation email stating your dispute has been submitted successfully. You may also receive email communication from CCM's Dispute Team (SAC3disputes@ccmpool.com) regarding the status of your dispute. Any additional questions/concerns may be sent to SAC3disputes@ccmpool.com.

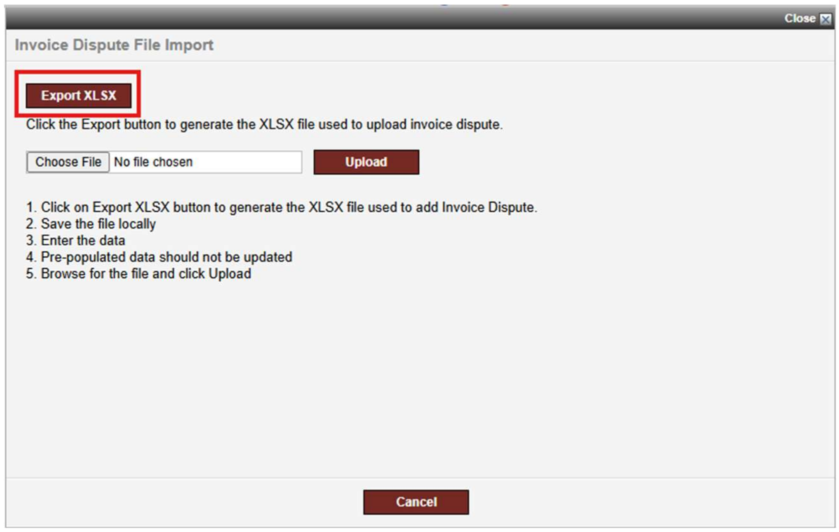
10. You will receive an email notification when the status of your dispute has changed or your dispute has been resolved. You may also return to the Invoice Dispute portal to check on the status of your dispute. **Please note there may be a gap between the time when your dispute has been resolved and credit is issued.** Any credit due will be issued in the next regular billing run.

Submitting a Dispute by Mass Upload

1. Navigate to the dispute portal as you would to submit a manual dispute.
2. After selecting an invoice to dispute, in the top right corner, click on the Options dropdown. Then select "Import Invoice Dispute."

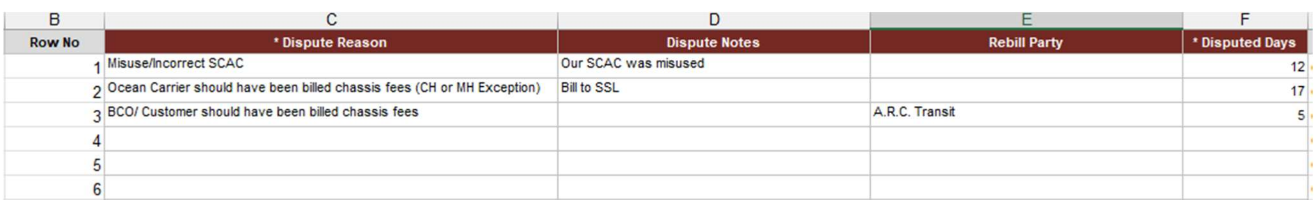


3. Click on the Export XLSX button to export an Excel file containing the disputable invoice line items.



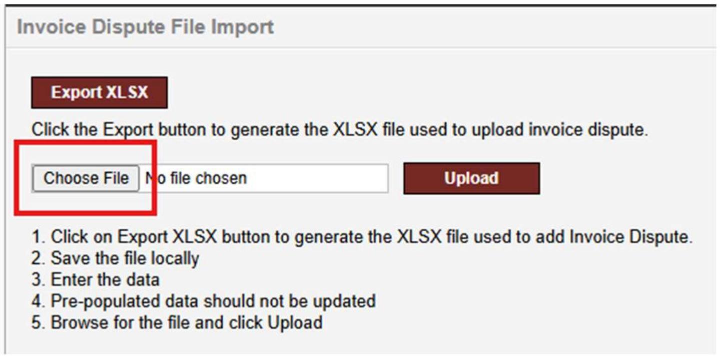
4. In the exported Excel file, fill out required fields which consist only of the following columns:
   a. Dispute Reason
   b. Disputed Days (only **whole numbers** should be used)
   c. Rebill Party (if applicable)

   Optionally, provide Dispute Notes (up to 250 characters). DO NOT edit any of the information in the other columns.



B	C	D	E	F
Row No	* Dispute Reason	Dispute Notes	Rebill Party	* Disputed Days
1	Misuse/Incorrect SCAC	Our SCAC was misused		12
2	Ocean Carrier should have been billed chassis fees (CH or MH Exception)	Bill to SSL		17
3	BCO/ Customer should have been billed chassis fees		A.R.C. Transit	5
4				
5				
6				

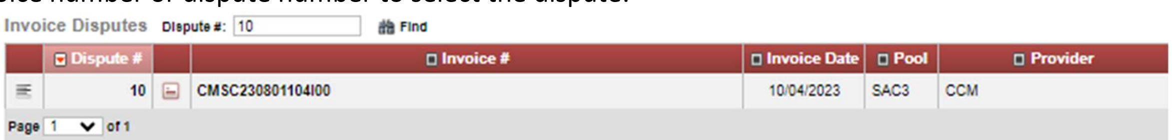
5. In the exported Excel file, delete all rows that you do not wish to dispute.
6. Once you have populated the dispute information and deleted undisputed rows from the Excel file, save the updated file to your computer.
7. Click the Choose File button to open the File Explorer and select the saved dispute file. Then click the Upload button.



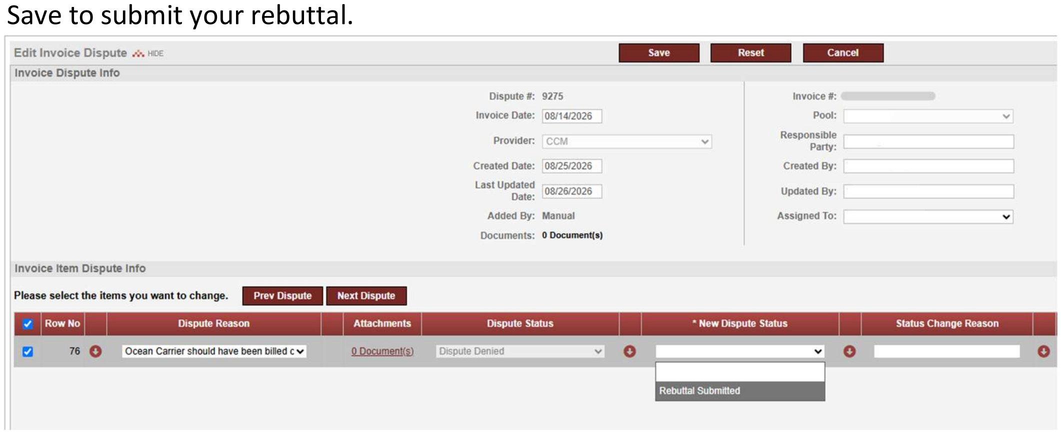
8. Once the file has been uploaded, review the dispute on the preview screen. Clear out any errors that generated by updating the dispute details as needed. If you have imported any undisputed line items or decide you do not wish to dispute a line, ensure the checkbox in the first column "Do Not Import" is checked off. This will remove those line items from your dispute. Then click save to submit your dispute.

Submitting a Rebuttal

1. If your dispute was denied but you have additional information to support your claim or need to update the dispute reason, you may submit a rebuttal. Please note any rebuttals must also be submitted prior to the invoice due date. In order to submit a rebuttal, use the search to locate the dispute on the Invoice Dispute list. Click on the invoice number or dispute number to select the dispute.



2. Check the box to the left of the line item(s) you would like to update. Select the New Dispute Status from the dropdown list and provide any additional notes in the Status Change Reason. Upload any additional documents needed and Save to submit your rebuttal.

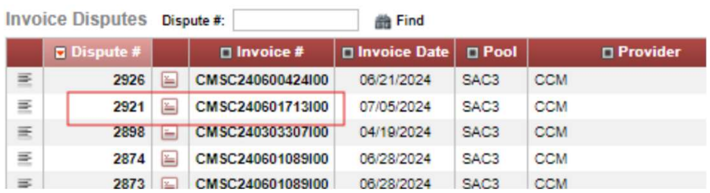


Viewing Your Dispute's Status

1. Log into CCMShipments.com and navigate to Invoice Portal> Per Diem Related Invoice Disputes as you would to log a dispute.

2. This will bring you to the Search Invoices Screen. To view the status of disputes you've already submitted, click on the menu item for Invoice Disputes. From there, select the invoice dispute you wish to review from the list screen or use the Search function to search for the invoice.

3. Click on the Dispute # or Invoice # to view the details of the dispute.


Invoice Disputes Dispute #: Find

Dispute #	Invoice #	Invoice Date	Pool	Provider
2926	CMSC240600424I00	06/21/2024	SAC3	CCM
2921	CMSC240601713I00	07/05/2024	SAC3	CCM
2898	CMSC240303307I00	04/19/2024	SAC3	CCM
2874	CMSC240601089I00	06/28/2024	SAC3	CCM
2873	CMSC240601089I00	06/28/2024	SAC3	CCM

4. There is a column that indicates the dispute status (Approved or Denied) as well as Dispute Notes that will have an explanation for any denials. If further explanation is required, please email sac3disputes@ccmpool.com.