

+ New Invoice Dispute

1. 进入 [Invoice Dispute 发票纠纷](#), 选择 [创建 Dispute](#)

Dispute Type 2.选择发票纠纷的类型, 如果一份账单您有多种争议原因, 请选择其中一种, 并在争议描述部分提供更多详细信息。
Select the type of dispute.

i If you have multiple dispute reasons, select one of the types below and provide more details in the Dispute Description section.

Dispute Type

- Incorrect seafreight / haulage 海运费及内陆拖车费金额有误或合约价格有误
- Incorrect payment terms / payer 已付款重复收费/付款方有误
- Incorrect or not applicable surcharge/local charge (启运港或目的港)附加费或当地费用有误
- Incorrect demurrage/detention charges or freetime application (启运港或目的港)场内外滞箱费滞期费有误

Invoice Identification

Invoice

Provide the details of the disputed invoice.

i If you want to dispute an invoice without related shipment number, please contact [Customer Service](#)

1 Invoice Details			
Hapag-Lloyd Invoice Number /...	Shipment Number	Difference Amount	Currency
<input type="text" value="3. 输入账单号码"/>	<input type="text" value="4. 输入订舱号码"/>	<input type="text" value="5.发生争议金额"/>	USD <input type="text" value="6. 发生争议币制"/>
<small>10 digits starting with "2", e.g. "2012398765"</small>	<small>If you have multiple shipment numbers in the invoice, provide any of them.</small>	<small>Up to 6 decimal places.</small>	<small>Select one of the currencies from invoice.</small>

+ Add Invoice

*若同一种发票纠纷类型有多笔账单发生费用争议, 即可点击ADD Invoice(最多新增额外9份账单) 新增栏位填写其余账单号码, 不同的纠纷类型请勿一起递交, 以避免被拒绝不受理。

Dispute Details

Dispute Description

Provide a detailed reasoning for the incorrect invoice.

i For example, "Freight on the invoice is USD 900.00 and should be USD 800.00 per contract no. CC1234567."

Dispute Description

7.请详细说明情形, 正确的金额或者 Payment Term, 与提单SI不符合等 (建议此栏位输入英文)

0 / 1000

i Please upload any mail exchanges as PDF-File

+ Add attachments
or drag and drop your files here

Accepted file types: .jpg,.jpeg,.pdf,.png

Maximum files size: 5 MB

*Add attachments (新增附件, 非必要上传, 附件接受文件格式: .jpg, .jpeg, .pdf, .png), EX: 合约价格不正确, 可以提供订舱时的报价单号; 与提单SI不符, 可以提供原始SI, 若要提供往来邮件或其余文件请将文件转存成PDF格式再上传。

Contact Details

Contact Person

Provide your contact details so we can inform you about the next steps.

E-mail Address

Your Customer's Reference Number (optio...

*请注意费用纠纷联系人邮箱地址建议使用登录账户邮箱地址，若要修改请务必使用已经注册及关联过CU/MR 或者付款CODE邮箱，否则 Dispute 会无法创建。

Submit Dispute

8. 确认填写所有信息无误(包含联系人邮箱地址) 再点击 **Submit Dispute** 提交发票纠纷。

Invoice Dispute [About this app](#)

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9. Dispute 提交完成后，就会列出 Dispute No. 同时也能查询状态。

Dispute No.
 Dispute Status
 User Role
 Dispute Creation Date

Provide a date range in the last 90 days

Dispute No.	Dispute Status	Invoice No.	Booking No.	Your Reference	Invoice Amount	Dispute Creation Date ↓
3400001	In Review	2113	324		TWD 88002.00	2024-05-30
3070001	Rejected	2113	141		TWD 525.00	2024-04-01
3070001	Accepted	2113	336		TWD 42463.00	2024-04-01
3000120	Rejected	2113	141		TWD 77954.00	2024-03-28
3000120	Rejected	2113	920		TWD 77954.00	2024-03-28
3000120	Accepted	2113	336		TWD 11760.00	2024-03-04

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*递交成功后，出现状态就会是：In Review 待确认中，

处理完毕后会分别出现Accepted 接受/Rejected 拒绝 同时也会邮件通知当初预留联系人邮箱。