

[+ New Invoice Dispute](#)

1. 登入 [Invoice Dispute 發票糾紛](#)，點選 [建立 Dispute](#)

**Dispute Type** 2. 選擇發票糾紛的類型，一張帳單有多種糾紛選取一個當代表，在描述欄位詳加說明  
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 海運費或內陸托運費金額有誤或批價合約有誤
- Incorrect payment terms / payer 已付款重複收款/付款方有誤
- Incorrect or not applicable surcharge/local charge (起運港或目的港)附加費或當地費用有誤
- Incorrect demurrage/detention charges or freetime application (起運港或目的港)場內外延滯費用有誤

## 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                                   |
|--|--|-------------------------|--|
| 3. 輸入帳單號碼                                      | 4. 輸入領櫃代號  | 5. 發生爭議金額               | USD 6. 發生爭議幣別 ▾                            |
| 10 digits starting with "2", e.g. "2012398765" | If you have multiple shipment numbers in the invoice, provide any of them. | Up to 6 decimal places. | Select one of the currencies from invoice. |

[+ Add Invoice](#)

\*若同一個發票糾紛類型有多筆帳單發生費用爭議，即可點選 **ADD INVOICE** 新增欄位填寫其餘帳單號碼，不同糾紛類型請勿新增一起，避免被拒絕不受理。

## 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.簡述哪個費用異常，正確金額為何，或 **PAYMENT TERM** 與提單指示不符合等 ((此欄位只能輸入英文))

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 (Optional)** 不一定要上傳，此處檔案類型接受- 圖片檔/PDF)，**EX:**合約價錢不正確，可以提供報價單；與提單做法指示不符合，可以提供原始 **SI** 若要提供往來 **EMAIL** 或其餘文件請全部先轉檔成 **PDF** 類型再上傳。

## Contact Details

### Contact Person

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

E-mail Address

\*請注意這裡的 **Email Address** 原始預設條件為登入的 **email** 帳號，若要修改請務必留存已經註冊過的信箱，否則 **Dispute** 會傳送失敗。

Your Customer's Reference Number (optio...

Submit Dispute

8. 確認所有資料正確無誤(包含聯絡人 EMAIL) 再按 **Submit Dispute** 提交發票爭議。

## Invoice Dispute [About this app](#)

+ New Invoice Dispute

9. Dispute 提交完成後，就會列出 **Dispute No.** 同時也能查詢狀態

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 ↓ |
|-------------|----------------|-------------|-------------|----------------|----------------|-------------------------|
| 3462001     | In Review      | 2113        | 324         |                | TWD 88002.00   | 2024-05-30              |
| 307001      | Rejected       | 2113        | 141         |                | TWD 525.00     | 2024-04-01              |
| 307001      | Accepted       | 2113        | 33E         |                | TWD 42463.00   | 2024-04-01              |
| 307002      | Rejected       | 2113        | 141         |                | TWD 77954.00   | 2024-03-28              |
| 307004      | Rejected       | 2113        | 920         |                | TWD 77954.00   | 2024-03-28              |
| 307001      | Accepted       | 2113        | 33E         |                | TWD 11760.00   | 2024-03-04              |

Rows per page: 20 1-6 of 6

\*提交成功後，出現的狀態就會是: **In Review** 待確認中，處理完畢後會分別出現 **Accepted** 接受 / **Rejected** 拒絕 同時信件也會通知當初留的聯繫人信箱。