

Hapag Lloyd Taiwan

Online Business

2026/01/29



Hapag-Lloyd

HAPAG LLOYD

Online Business

A.Documentation –單證

- A-1 如何查詢Draft
- A-2 如何線上下載 SWB 提單/ 訂艙確認書

B.Finance - 財務

- B-1 如何線上下載帳單
- B-2 如何提交帳單爭議



A-1 如何查詢 **Draft**
Documentation - 單證

A-1.如何查詢 Draft

1. 登入 [BL Drafts](#)

Hapag-Lloyd We're hiring! | [Log in](#)

Home | Services & Information | Our Company | **Online Business Suite** | [Search](#) | EN

- Quote
- Schedule
- Book
- Documentation**
 - My Shipments
 - Verified Gross Mass (VGM)
 - Shipping Instructions
 - BL Drafts**
 - Customs Status
 - Customs Reference
 - Cargo Claims
 - Electronic Bill of Lading

Move Your Business the Smart Way

Online Business Suite – Manage Your Shipping Process

About the Online Business Suite

The Hapag-Lloyd Online Business Suite is a fully featured platform that helps you to manage your shipping process seamlessly online. The intuitive navigation makes shipping easier for you than ever before. Integrate our web and mobile solutions into your daily

A-1.如何查詢 Draft

BL Drafts [About this app](#)

BL Draft List

2. Search 的地方輸入提單號碼或是直接尋找需要改單的單號。點選提單號碼進入頁面。

Search

Date range

*若Search的地方沒找到提單號碼，請調整 Date Range的時間到最長的期限。



Last 90 days

All (156)

Open for review (7)

Correction sent (0)

Approved (0)

Released (149)

Document Type: Bill of Lading

Sea Waybill

Document Status : Released=已經放單/ Open For Review 提單已經完成可以線上查閱草稿

Document Type: 提單類型

Draft Updated: 最後一次更新提單底稿的日期

Document no	Document Status ⓘ	Draft Updated ⓘ	Document Type ⓘ	Booking no	Customer Reference	Vessel name	Voyage no	Port
HLCUTPE220252011	Released	2026-01-16	Bill of Lading 📄	52152011	SOC CERT / OLD-3454NEW-0073	MAERSK EMDEN	675565	TWK
HLCUTPE220251314	Open for review	2026-01-15	Bill of Lading 📄	11314520		MAERSK ENSENADA	675567	TWK

A-1. 如何查詢 Draft

3. 點選 View Original BL Draft 即可下載提單草稿。

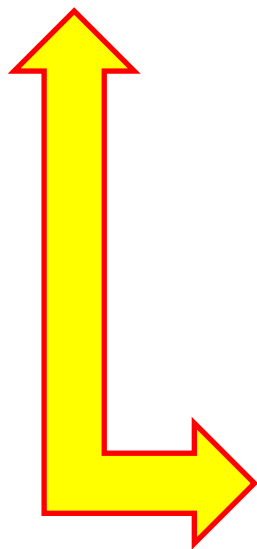
The screenshot displays the 'BL Drafts' section of the Hapag-Lloyd Online Business Suite. The navigation menu on the left includes: Home, Services & Information, Our Company, and Online Business Suite. The main content area shows a 'Back to List' button and a 'View original BL Draft' button (highlighted with a red box). Below this is the 'Addresses & References' section, which includes a 'Shipper' field with the address: HAPAG-LLOYD (TAIWAN) LTD, 11F, 285, CHUNG HSIAO EAST ROAD, SEC. 4, 106 TAIPEI TAIWAN. To the right, the 'Booking Number' is 52152011 and the 'B/L No.' is HLCUTPE220252011. Below these, the 'Shipper's Reference (optional)' is S/O:1064. An 'Approve without Changes' button is also visible on the right side of the interface.

A-2

如何線上下載 **SWB** 提單/
訂艙確認書
Documentation – 單證

A-2. 如何線上下載SWB提單+訂艙確認書

1. 點選 Navigator 並登入



Hapag-Lloyd

Home | Services & Information | Our Company | Online Business Suite

- Quote
- Schedule
- Book
- Documentation
- Finance
- Track
- Import
- Navigator**
- Quality Promises
- Digital Insights Dock
- Gemini Cooperation

The Navigator is Here

Learn more

A-2. 如何線上下載SWB提單+訂艙確認書

2.右邊Search 的地方可以依照所篩選的項目輸入: Booking Number / 提單號碼/櫃號

Navigator 2.0 | About this app

Shipments | To Do's

Search: Booking No. e.g. 12345678

Start Location: City or Location Code

End Location: City or Location Code

Your Reference: Search for Reference

Vessel: e.g. KYOTO EXPRESS

Date Range: ETD : 2023-03-15 - 2023

Clear Apply

3.點選搜尋出的結果進入該票BOOKING 的相關訊息

Navigator 2.0 | About this app

Shipments | To Do's

Search: Booking No. 11520134

1 results for "11520134"

11520134	(TWKHH) Kaohsiu...	(CRHER) Heredia
Ref.:CFS TO CY UNDER C...	2022-11-13	CISNES 2022-12-31

Start Location: City or Location Code

End Location: City or Location Code

Your Reference: Search for Reference

Vessel: e.g. KYOTO EXPRESS

A-2. 如何線上下載SWB提單+訂艙確認書

4. 點選搜尋出的結果進入該票BOOKING 的相關訊息

Navigator 2.0 | [About this app](#)

< Back | 11520134

Booking No. 11520134 Your Reference	<p>(TWKHH) Kaohsiung ETD: 2022-11-13</p> <p>(CRHER) Heredia ETA: 2022-12-31</p>	Containers 45RT Commodity BICYCLE AND PARTS & ACCESSORIES	Document Status Completed
---	---	---	------------------------------

To Do: 5. To Do: 顯示著該筆BOOKING 代辦事項(若VGM/SI 尚未提交則會顯示)

Overview | Containers and Cargo | Documents | Additional Services

Details | [Copy Booking](#) | [Update Booking](#) | [More Actions](#) | Progress

A-2. 如何線上下載SWB提單+訂艙確認書

Navigator 2.0 | About this app

< Back 11520134

Booking No. 11520134 W230200278317 FM 9322 TO 8000	<p>(TWKEL) Keelung ETD: 2023-02-22</p> <p>(GBBEL) Belfast Northern Ireland ETA: 2023-04-19</p>	Containers 2 x 45GP Commodity AUTO SPARE PARTS	Document Status Completed
---	--	---	-------------------------------------

To Do: -

Overview Containers and Cargo **Documents** Additional Services

6. Documents 的欄位有最新版訂艙確認書/帳單/SWB電子檔，皆可點選右方 Download 下載

月結客人可於ON BOARD 後直接線上下載SWB，非月結客人請於款項繳清後，發信到TAIWAN@SERVICE.HLAG.COM 索取SWB 電子檔，電子檔僅限首次下載，若下載後修改提單則無法透過此功能重新下載新提單。

Number	Status	Last changed	
Sea Waybill (1)			
HLCUTPE230300000	Issued	2023-03-06	Download
Invoice (1)			
2115201314	Issued	2023-03-06	Download
Booking Confirmation (1)			
11520134	Issued	2023-02-22	Download



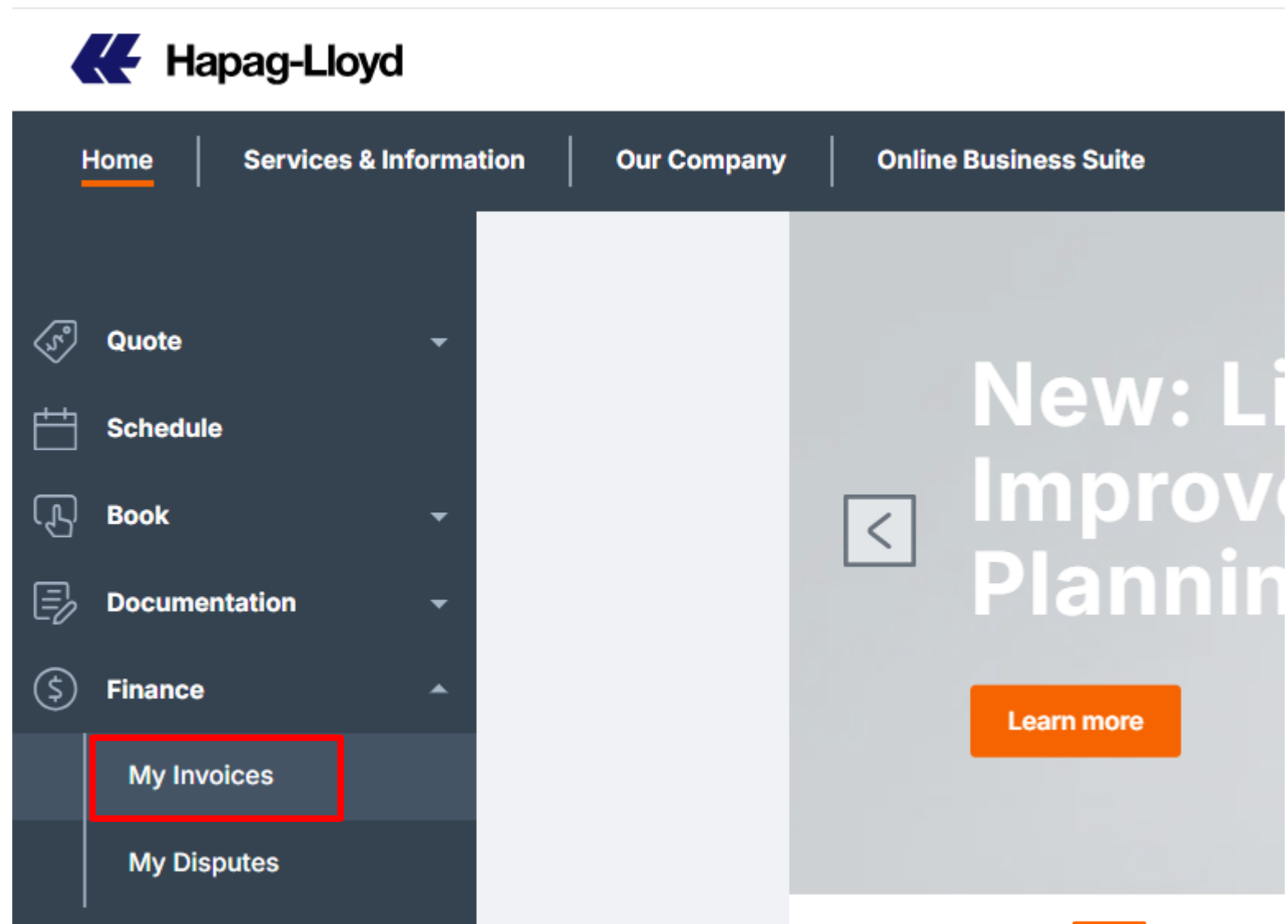
B-1

如何線上下載帳單

Finance - 財務

B-1. 如何線上下載帳單

1. 點選 [My Invoices](#) 並登入



B-1. 如何線上下載帳單

Home | Services & Information | Our Company | **Online Business Suite** EN

My Invoices About this app

2. My Invoices 會列出所有帳單，搜尋欄位預設為 Invoice No. (帳單代號)，可以點選下拉選單，改成 Booking No.

Download as PDF Download Table New Invoice Dispute

Invoice No. Status Currency Payability Payment Ref.

Invoice No.

Booking No.

Document No.

Payment Ref. No.	Invoice Status	Booking No.	Document No.	Payability	Invoice Amount	Invoice Date	Due Date ↓	Payment Ref. No.	Collecting Office
<input type="checkbox"/> 2570191234	Overdue	00001558	HLCUTPE251200000	Prepaid	TWD 10994.00	2026-01-16	2026-01-16		Taiwan
<input type="checkbox"/> 2570180001	Cancelled	885214785	HLCUTPE251212121	Prepaid	TWD 1119.00	2026-01-02	2026-01-02		Taiwan
<input type="checkbox"/> 2570180002	Cancelled	885214785	HLCUTPE251212122	Prepaid	TWD 1119.00	2026-01-02	2026-01-02		Taiwan
<input type="checkbox"/> 2570180003	Cancelled	885214785	HLCUTPE251212123	Prepaid	TWD 1119.00	2026-01-02	2026-01-02		Taiwan
<input type="checkbox"/> 2118520000	Paid	77485236	HLCUTPE251200001	Prepaid	TWD 35619.00	2025-12-30	2025-12-30		Taiwan

Quote
Schedule
Book
Documentation
Finance
Track
Import
Navigator
Quality Promises
Digital Insights Dock
Gemini Cooperation

B-1. 如何線上下載帳單

3. 點選 Invoice No. 前方的 ，再點選右上方: Download as PDF 即可下載帳單。

The screenshot shows the 'My Invoices' section of a web application. At the top, there are navigation tabs: Home, Services & Information, Our Company, and Online Business Suite. Below this, there's a sidebar with various icons and labels like Quote, Schedule, Book, Documentation, Finance, Track, Import, and Navigator. The main content area is titled 'My Invoices' and includes a search bar for 'Invoice No.' and 'Invoice Date'. A table of invoices is displayed below, with the first row selected. The 'Download as PDF' button is highlighted with a red box, and the checkbox for the first invoice is also highlighted with a red box.

	Invoice No.	Invoice Status	Booking No.	Document No.	Payability	Invoice Amount	Invoice Date	Due Date ↓	Payment Ref. No.	Collecting Office
<input checked="" type="checkbox"/>	257019123	Overdue	00001558	HLCUTPE251200000	Prepaid	TWD 10994.00	2026-01-16	2026-01-16		Taiwan

*如果登入之後My invoices 查詢不到任何帳單，有可能帳號沒有被開放完整權限，請和客服聯繫。

發信到 [台灣客服信箱](#) 主旨: **DIGITAL mapping : Booking XXXXXXXX 開通權限**

內文請提供登入的信箱，並告知要開通權限。



B-2

如何提交帳單爭議

Finance - 財務

B-2. 如何提交帳單爭議

1. 點選 [My Invoices](#) 並登入

The screenshot shows the 'My Invoices' interface. At the top, there is a 'Matchcode:' field and a 'Submit' button. Below this, there are four buttons: 'Download as PDF', 'Download Table', 'New Invoice Dispute' (highlighted with a red box), and 'New Payment Ref.'. A search bar contains 'Booking No.' (highlighted with a red box) and the value '78965412'. Below the search bar, there is a date range selector for 'Invoice Date' and a 'Clear All' button. A table of invoices is displayed with columns: Invoice No., Invoice Status, Booking No., Document No., Payability, Invoice Amount, Invoice Date, Due Date, Payment Ref. No., and Collecting Office. The first row is highlighted with a red box, showing an invoice with 'Invoice No.' 22119891234, 'Invoice Status' Unpaid, 'Booking No.' 78965412, 'Document No.' HLCUTPE251296354, 'Payability' Prepaid, 'Invoice Amount' TWD 62347.00, 'Invoice Date' 2025-12-31, 'Due Date' 2025-12-31, 'Payment Ref. No.', and 'Collecting Office' Taiwan. At the bottom, there are two footnotes: (1) The invoice copies available for download here are for reference only and may not be legally valid for tax purposes in certain locations. Please follow existing local processes to obtain fiscal invoices. (2) This overview shows the latest available payment status. Bank transfers may take a few days to process and update the status.

*如果登入之後My invoices 查詢不到任何帳單，有可能帳號沒有被開放完整權限，請和客服聯繫。
發信到 [台灣客服信箱](#) 主旨: DIGITAL mapping : Booking XXXXXXXX 開通權限
內文請提供登入的信箱，並告知要開通權限。

B-2. 如何提交帳單爭議

2. 進入 Dispute 頁面之後選取 帳單爭議類型

Incorrect sea freight / haulage

- Incorrect Seafreight / Ocean Freight amount (海運費帳單批價金額與報價單不符合)
- Incorrect Pre / Oncarriage related charges
- Incorrect / different contract applied

Incorrect payment terms / payer

- The payer was incorrectly assigned. (EX: Prepaid / Collect / 付款方不正確)
- The invoice is already paid
- Incorrect Invoice Currency / RoE

Incorrect or not applicable surcharge/local charge

- Booking related (Booking 取消費)
- Documentation related (傳輸費/電放費/修改費/晚交提單費)
- Import related
- Customs related
- Port charge related (吊櫃費/封條費/文件費)
- Incorrect demurrage/detention charges or freetime application (合約內特殊 FREE TIME 計算錯誤)
- Incorrect origin timepending charges (非顧客原因產生的出口貨櫃延滯費)
- Incorrect destination timepending charges (非顧客原因產生的進口貨櫃延滯費)

B-2. 如何提交帳單爭議

3. Invoice Identification (帳單資訊)

先前已經有選定帳單代號等資訊所以系統會帶入相關資料。

選取和“金額”有關的選項，需要在 Difference Amount 打上爭議的費用。

EX: 吊櫃費是 5600 TWD 但是帳單顯示 7000 TWD ，
Difference Amount 要輸入 7000 TWD

4. Dispute Details (爭議原因)

Dispute Description 輸入爭議的原因(限英文)

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 Nu...	Shipment Number	Difference Amo...	Currency
<input type="text" value="2576587412"/>	<input type="text" value="14084596"/>	<input style="border: 2px solid red; color: red; text-align: center; font-weight: bold; font-size: 1.2em; vertical-align: middle;" type="text" value="7000"/>	<input type="text" value="TWD"/>

Only a positive number is allowed

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 (Maximum 2000 characters)

i Please upload any mail exchanges as PDF-File

+ Add attachments
or drag and drop your files here

Accepted file types: .jpg,.jpeg,.pdf,.xlsx
Maximum files size: 5 MB

B-2. 如何提交帳單爭議


5. Contact Details (聯繫資訊)

Contact 部分預設為登入信箱，請不要更動，避免 Dispute 提交失敗，謝謝。


6. Submit Dispute (提交爭議)

資料確認無誤之後 點選 Submit Dispute 。

Contact Details

 **Contact Person**

The contact person gets all the dispute updates and can access details online if they are a Business Suite registered user.

 Only the Invoice Payer and Dispute Contact have online access to dispute details.

E-mail Address

Customer Reference (optional)

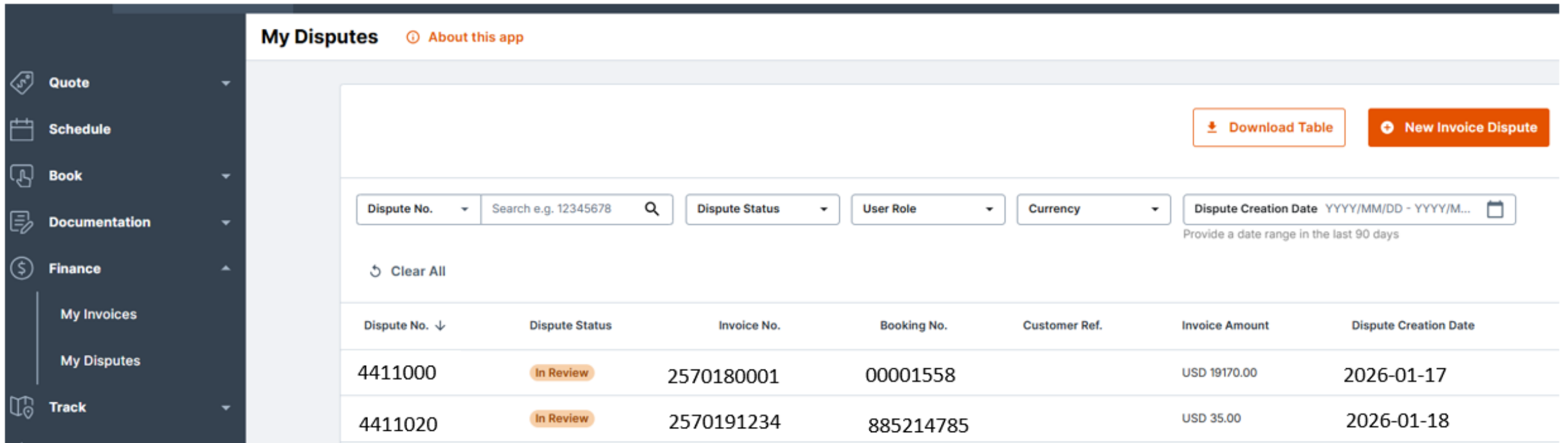
[Submit Dispute](#)

B-2. 如何提交帳單爭議

7. Dispute 提交完成後，在 [My Disputes](#) 就會列出 Dispute No. 同時也能查詢狀態

* Dispute Status:

In Review 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。



My Disputes [About this app](#)

[Download Table](#) [New Invoice Dispute](#)

Dispute No. Dispute Status User Role Currency Dispute Creation Date YYYY/MM/DD - YYYY/M...
Provide a date range in the last 90 days

Dispute No. ↓	Dispute Status	Invoice No.	Booking No.	Customer Ref.	Invoice Amount	Dispute Creation Date
4411000	In Review	2570180001	00001558		USD 19170.00	2026-01-17
4411020	In Review	2570191234	885214785		USD 35.00	2026-01-18

聯繫資訊

有任何問題請連繫客服人員: TEL: 02-7704 7772

輸入訂艙代碼/Case Number 按#

部門代碼: 出口訂艙按 1/ 進口查詢按 2 /出口文件按 3 /業務部按 4 / 財務部按 5

[台灣客服信箱:TAIWAN@SERVICE.HLAG.COM](mailto:TAIWAN@SERVICE.HLAG.COM)

因郵件系統已升級為自動辨識，來信時請在主旨標記 Booking number+ 協助事項，
避免遺漏，謝謝

Thank You

