

登入 [My Invoices](#) 我的發票，

My Invoices [About this app](#) Matchcode:

1. 搜尋欄位 下拉選單 選擇 **Booking No.**
再輸入 **Booking Number** 搜尋對應的帳單

3. 點選 **New Invoice Dispute** 建立帳單爭議

Booking No. 78965412 Status Currency Payability

Invoice Date YYYY/MM/DD - YYYY/MM/DD

Provide a date range in the last 180 days

<input type="checkbox"/>	Invoice No.	Invoice Status	Booking No.	Document No.	Payability	Invoice Amount	Invoice Date	Due Date	Payment Ref. No.	Collecting Office
<input type="checkbox"/>	22119891234	Unpaid	78965412	HLCUTPE251296354	Prepaid	TWD 62347.00	2025-12-31	2025-12-31		Taiwan

2. 選取 要提出爭議的帳單 前方的小方框

Rows per page: 20 1-1 of 1

(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.

Dispute Type 4. 點選帳單爭議類型(不屬於以下類型請直接聯繫客服確認 TAIWAN@SERVICE.HLAG.COM)

海運費或內陸運輸費用計費不正確

Incorrect seafreight / haulage :

1. 錯誤的海運運費金額- Incorrect Seafreight / Ocean Freight amount
2. 不正確的啟運港/目的港內陸運輸相關 - Incorrect Pre / Oncarriage related charges
3. 合約錯誤/不同- Incorrect / different contract applied

付款相關/付款人不正確 **Incorrect payment terms / payer:**

1. 付款方不正確 - The payer was incorrectly assigned
2. 帳單已支付重複出帳 - The invoice is already paid
3. 帳單幣種/匯率錯誤 - Incorrect Invoice Currency / RoE

不正確或不適用的附加費/當地收費 **Incorrect or not applicable surcharge/local charge:**

applicale surcharge/local charge:

1. 訂艙相關 Booking related
2. 單證/文件相關 Documentation related
3. 進口相關 Import related
4. 海關相關 Customs related
5. 與港口收費有關 Port charge related

起運港或目的港 場內外貨櫃延滯費用有誤 **Incorrect demurrage/detention charges or freetime application:**

1. 不正確的啟運港 貨櫃延滯費 Incorrect origin timepending charges
2. 不正確的目的港 貨櫃延滯費 Incorrect destination timepending charges

Invoice 5. 帳單資訊，系統會直接帶入，爭議類型不同呈現出的格式也不相同。

Provide the details of the Hapag-Lloyd invoice you would like to dispute. If an Invoice has a dispute already created against it, you can raise a re-dispute in the Dispute Details screen or contact us directly to add more information.

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

1 **Invoice Details**

Invoice Number	Shipment Number	Difference Amount	Currency
21524568609	85857962	(發生爭議金額)	TWD

Up to 3 decimal places.

*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

6.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

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

7. 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。

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

Download Table

New Invoice Dispute

Dispute No. Search e.g. 12345678 Dispute Status User Role Currency

Date Range 90 days 180 days 270 days Custom **Clear All**

Dispute No. ↓	Dispute Status	Invoice No.	Booking No.	Customer Ref.	Invoice Amount	Dispute Creation Date
467	In Review	25	9252		USD 2584.00	2026-05-22
467	In Review	25	1058		USD 3004.00	2026-05-22
467	In Review	257	1058		USD 35.00	2026-05-22
466	In Review	25	3040		USD 6333.00	2026-05-22
461	In Review	257	3118		USD 1519.00	2026-04-24
461	Rejected	2	19496		USD 3024.00	2026-05-06
459	In Review	257	3423		USD 2304.00	2026-05-18
45	Accepted	25	303		USD 3645.00	2026-04-20

***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。