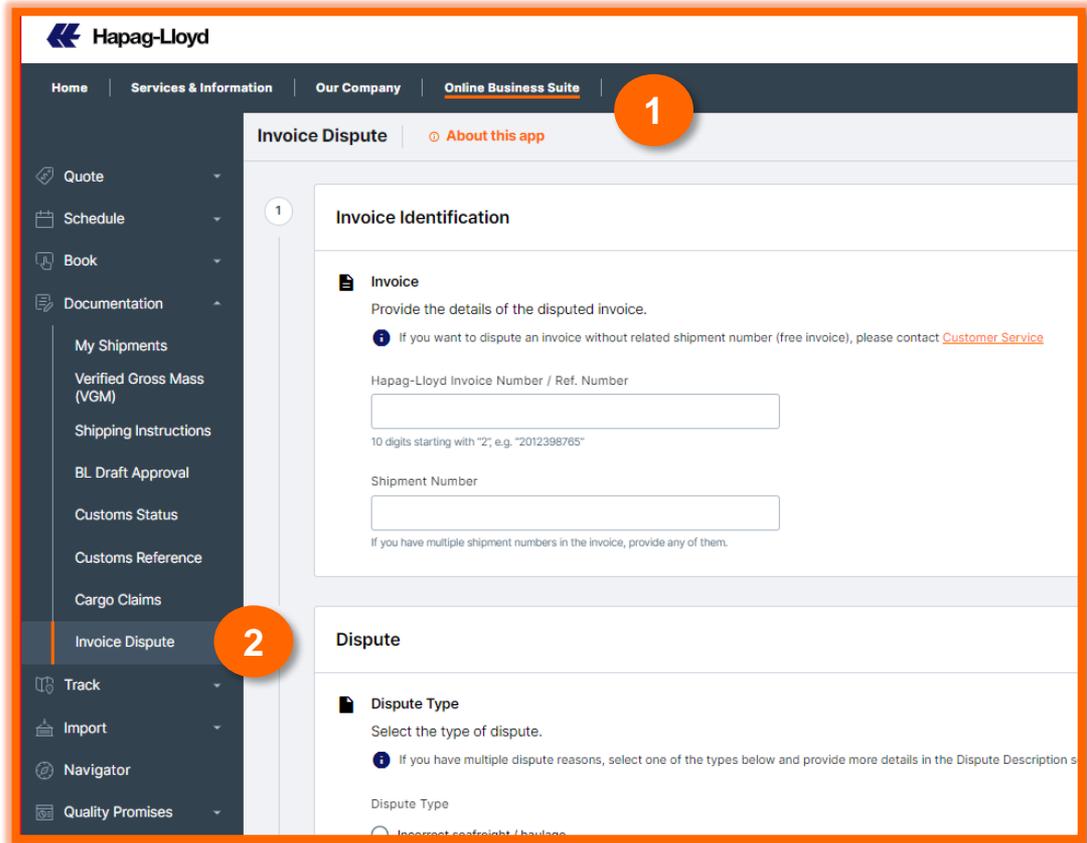


# Dispute App User Guide





We enter our **"Online Business Suite"** page from our website.

We press the **"Invoice Dispute"** option under the **"Documentation"** menu.

## Invoice Identification

### Invoice

Provide the details of the disputed invoice.

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

Hapag-Lloyd Invoice Number / Ref. Number

1

10 digits starting with "2"; e.g. "2012398765"

Shipment Number

2

If you have multiple shipment numbers in the invoice, provide any of them.

1

You need to write your  
**BIM number** starting  
with 211.

2

Write down your  
reservation number.

**Dispute**

**Dispute Type**  
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
- Incorrect payment terms / payer
- Incorrect or not applicable surcharge/local charge
- Incorrect demurrage/detention charges or freetime application

**Dispute Description**  
Provide a detailed reasoning for the incorrect invoice.

Dispute Description

0 / 1000

1

Select your reason for  
**dispute.**

2

You must clearly explain why the  
invoice was *refused/refunded* and  
indicate your **Hapag-Lloyd E-Invoice**  
number.

## Contact Details

### Contact Person

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

E-mail Address

1

Your Customer's Reference Number (optional)

Submit Dispute

2

1

Write the e-mail address of the person who will receive information about the invoice.

2

You can create the **Dispute** here.

## Invoice Dispute Acknowledgement



Thank you. Your Invoice Dispute has been successfully sent.



### Your Invoice Dispute

Our Invoice Dispute experts will evaluate your dispute and contact you as soon as possible.

If you want to provide additional documents or have any questions regarding your dispute, please contact [Customer Service](#). Provide your Invoice Dispute number so we can relate your e-mail to the right dispute case.

Your Invoice Dispute number: **3433734**

[Submit a New Invoice Dispute](#)

[Copy Invoice Dispute number](#)

If your request is made, you will reach this page and you will receive an e-mail stating that your request has been made.

**If you are curious or have any questions,  
you can contact us.**

**[greece@service.hlag.com](mailto:greece@service.hlag.com)**

**Tel: +30 211 9906020**

