

My Invoices – User Guide

Welcome to Hapag-Lloyd's Online [Invoice Overview](#)! This simple solution is your single source of truth for all your invoices, allowing you to find, check status and download your invoices online, anytime.

This guide is designed for Hapag-Lloyd customers who are shipping cargo globally and want to easily manage their invoices.

1. Logging In and Accessing the Application

- Access the Online Business Suite using your Hapag-Lloyd credentials for log in.

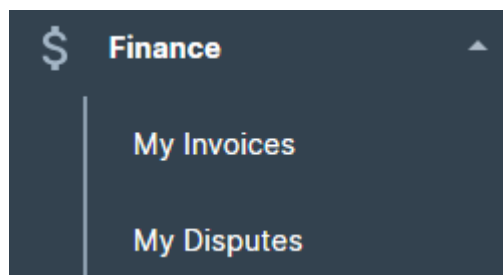
Please Log in

E-mail Address

Password [Forgot your password?](#)

Log in

- Once in the Online Business Suite navigate to the “My Invoices” solution under “Finance” in the left side menu.



2. Overview of Invoices

- Upon opening the application, you'll be presented with an overview of your invoices.
- This section displays all invoices linked to your account as payer, which were not yet archived in our system.
- Live data is shown, enabling real-time tracking of invoice status.

<div> <div> Invoice No. Search e.g. 12345678 </div> <div> Invoice Status Select </div> <div> Payability Select </div> <div> Invoice Creation Date YYYY/MM/DD - YYYY/MM/DD </div> <div>Reset Filters</div> </div>								
<input type="checkbox"/>	Invoice No.	Invoice Status	Booking No.	Document No.	Payability	Invoice Amount	Invoice Creation Date	Invoice Due Date
<input type="checkbox"/>	2046755173	Overdue	0		Prepaid	EUR 1000.00	2024-04-18	2024-04-23
<input type="checkbox"/>	2046755170	Overdue	66844674		Prepaid	CHF 2400.00	2024-04-16	2024-05-16
<input type="checkbox"/>	2046755221	Overdue	0		Prepaid	EUR 1000.00	2024-05-13	2024-05-18
<input type="checkbox"/>	2046755233	Overdue	0		Prepaid	EUR 1110.60	2024-05-20	2024-05-25
<input type="checkbox"/>	2046755256	Overdue	123		Prepaid	EUR 184.61	2024-05-29	2024-06-03
<input type="checkbox"/>	2046755269	Overdue	0		Prepaid	EUR 1.00	2024-06-07	2024-06-12
<input type="checkbox"/>	2046755315	Unpaid	66840271		Prepaid	EUR 13150.00	2024-06-19	2024-07-19
<input type="checkbox"/>	2046755321	Unpaid	0		Prepaid	EUR 5819.82	2024-06-24	2024-07-24
<input type="checkbox"/>	2046755024	Paid	66947838		Prepaid	EUR 1190.08	2024-02-13	2024-03-14

- Use filters to narrow down results by invoice number, booking number or by invoice status¹.
- You can also filter for payability (prepaid/collect) or for specific invoice creation dates.



<div> <div> Invoice No. Search e.g. 12345678 </div> <div> Invoice Status <div> Select Paid Unpaid Overdue Credit Cancelled Disputed </div> </div> <div> Payability Select </div> <div> Invoice Creation Date YYYY/MM/DD - YYYY/MM/DD </div> <div>Reset Filters</div> </div>								
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<input type="checkbox"/>	2046755221	Overdue	0		Prepaid	EUR 1000.00	2024-05-13	2024-05-18
<input type="checkbox"/>	2046755233	Overdue	0		Prepaid	EUR 1110.60	2024-05-20	2024-05-25

- If no invoices are linked to your account, a clear message will be displayed.



<div> <div> Invoice No. Search e.g. 12345678 </div> <div> Invoice Status Select </div> <div> Payability Select </div> <div> Invoice Creation Date YYYY/MM/DD - YYYY/MM/DD </div> <div>Reset Filters</div> </div>								
<div> <div> <i>There are currently no invoices linked to your account.</i> </div> <div> The table will update once there are invoices issued to you. </div> </div>								

3. Downloading Invoices

- You can select one or multiple invoices (up to 20) by checking the boxes on the left side of the table

- Whenever an invoice is selected, you will see a  button on the top of the table. Click  to download the selected invoice(s)
- Please note that if more than one invoice is selected, the invoices will be grouped as a .zip file
- In case any of the invoices are not available for download, a message will be displayed on the top of your screen
 - There are two main reasons why invoices may not be available for download:
 - Invoices are no longer part of our online archive
 - Your company is not yet set for online invoice distribution
 - Please contact customer service in these cases.

4. Initiating Disputes

- You can select one or multiple invoices (up to 10) by checking the boxes on the left side of the table
- Whenever an invoice is selected, you will see a  button on the top of the table. Click  to initiate a dispute for the selected invoice(s)
- Please note that if multiple invoices are selected, all selected invoices must share the same dispute reason
- After clicking Dispute, you will be redirected to our dispute solution
- The invoice related information will be already pre-filled, and all you need to do is to specify the dispute type, the dispute amount (if applicable) and the dispute description as per the usual process (for more information please check the [Dispute Solution User Guide](#)).

By following these steps, you can efficiently manage your invoices through our digital application.

Note:

¹The existing invoice status:

Unpaid: Payment is still pending for this invoice.

Paid: This invoice has been successfully paid.

Overdue: Payment is past due. Immediate action required.

Credit: This invoice reflects a credit amount.

Cancelled: This invoice has been voided and is no longer valid.