

# How to lodge an Invoice Dispute Online?

This guide has been designed to help you with our Disputes process - how, where, and what information to input for invoice disputes and waiver requests through our Hapag Lloyd web e-form.

- **Invoice Dispute:** where you receive an invoice and there is a discrepancy between what you have agreed within quotation or contract terms and what has been invoiced to you.
- **Waiver request:** where you would like a reduction on a charge or complete waiver of the charge.

Access via below links, or alternatively:

1. Access Hapag Lloyd Website
2. Find Services and Information tab, click 'Offices and Local info'
3. Click 'Oceania' and select the respective country
4. Click 'News and Documents' to find our range of e-forms
5. Click 'Dispute form'

[Australia Dispute](#)  
[New Zealand Dispute](#)

[Dispute Video Tutorial](#)

## Dispute Form

**3 mandatory fields for 'Dispute Party'**

**Dispute Requestor Name**

**7 mandatory fields for 'Invoice Identification Details'**

**Currency of the charge type disputed**

**Charge type which you are disputing - select from Ocean Freight, Demurrage, Detention, & Local Charges**

**Where you select and detail up to 14 broad options covering a variety of potential reasons**

**Dispute Party**

- \*Company Name:  **Name of the company who the invoice has been issued to**
- \*Name:
- Phone Number:
- \*E-Mail Address:  **Dispute Requestor email**

**Invoice Identification Details: Invoice number or Bill of Lading Number**

- \*Invoice Number:  **10-digit invoice number**
- Customer Reference Number:
- Bill of Lading Number:
- \*Amount Disputed:  **Here you update the current invoice amount for the charge type**
- \*Currency:
- \*Amount to be Billed:  **Amount you are requesting to be invoiced.**
- \*Charge Type:  **Amount you are requesting to be invoiced.**
- \*Dispute Type:  **Please input any additional details for your dispute**
- \*Dispute Description:

**Submit**

# Keep reading to find out more...

[Australia Dispute](#)  
[New Zealand Dispute](#)

We offer you 14 varies dispute types, here we guide you as to what they mean & when to use – you can benefit from faster responses on your requests when nominating the correct dispute type.

- **Incorrect rates** – Freight or Haulage charges not in line with your provided quote or contract
- **Destination time pending charge** – Detention or Demurrage at Destination
- **Origin Time pending Charge** – Detention or Demurrage at Origin
- **Incorrect Payer** – Charge allocation on Invoice not in line with provided Shipping Instruction
- **Invoice Already Paid** – Dispute here where invoice has already been paid
- **Ancillary Charges (Booking, Import & Documentation)** – As per our local charges **Australia & New Zealand** such as:
  - Booking Amendment fee or Booking Cancellation Fee
  - Manifest Amendment Fee or Late Shipping Instruction Fee
  - Invoice Amendment Fee
- **Customs Charge** – Charges such as Customs Clearance at Origin or Destination
- **Equipment Recovery** – Costs incurred where there are repair or cleaning charges on export or import shipment
- **Haulage Charge**
- **Destination or Origin Operational Ancillary Charge**
- **Port charge** – Charges applied following operational activities

[Dispute](#)  
[Video Tutorial](#)

— Invoice Identification Details: Invoice number or Bill of Lading Number —

\*Invoice Number:

Customer Reference Number

Bill of Lading Number:

\*Amount Disputed

Select...

Incorrect Rates (wrong Ocean Freight and related charges, wrong Lumpsum)  
Destination Time Pending Charge (Detention and/or Demurrage)  
Origin Time Pending Charge (Detention and/or Demurrage)  
Incorrect Payer (wrong invoice receiver)  
Invoice Already Paid  
Booking Ancillary Charge (booking related charge)  
Documentation Ancillary Charge (export document related charge)  
Import Ancillary Charge (import document related charge)  
Customs Charge (customs related charge)  
Equipment Recovery Charge (repair or cleaning charge)  
Haulage Charge (precarriage or oncarriage)  
Destination Operational Anc. Charge (waiting time at destination)  
Origin Operational Anc. Charge (waiting time at origin)  
Port Charge (port related charge, e.g. new seal, adding DG-placard)

Select... ▼

This field is required.

\*Dispute Description

Submit