

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

- During the pilot phase, the application is accessible via this [link](#) only. Later, it will be easily accessible via the navigation of the Online Business Suite.

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.

Invoice No.	Invoice Status	Booking No.	Document No.	Payability	Invoice Amount	Invoice Creation Date	Invoice Due Date
<input type="checkbox"/>	Overdue	0		Prepaid	EUR 1000.00	2024-04-18	2024-04-23
<input type="checkbox"/>	Overdue	66844674		Prepaid	CHF 2400.00	2024-04-16	2024-05-16
<input type="checkbox"/>	Overdue	0		Prepaid	EUR 1000.00	2024-05-13	2024-05-18
<input type="checkbox"/>	Overdue	0		Prepaid	EUR 1110.60	2024-05-20	2024-05-25
<input type="checkbox"/>	Overdue	123		Prepaid	EUR 184.61	2024-05-29	2024-06-03
<input type="checkbox"/>	Overdue	0		Prepaid	EUR 1.00	2024-06-07	2024-06-12
<input type="checkbox"/>	Unpaid	66840271		Prepaid	EUR 13150.00	2024-06-19	2024-07-19
<input type="checkbox"/>	Unpaid	0		Prepaid	EUR 5819.82	2024-06-24	2024-07-24
<input type="checkbox"/>	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.

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<input type="checkbox"/>	Overdue	0		Prepaid	EUR 1000.00	2024-04-18	2024-04-23
<input type="checkbox"/>	Overdue	66844674		Prepaid	CHF 2400.00	2024-04-16	2024-05-16
<input type="checkbox"/>	Overdue	0		Prepaid	EUR 1000.00	2024-05-13	2024-05-18
<input type="checkbox"/>	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.

Invoice No.	Invoice Status	Payability	Invoice Creation Date
<p>There are currently no invoices linked to your account. The table will update once there are invoices issued to you.</p>			

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 **Download** button on the top of the table. Click **Download** 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 support in these cases.

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.