



How to register:

For cash customer with with a billing history.

For cash customer without a billing history.

Enter the following information in:

¿No tienes cuenta? Crear una.

- Company name
- TAX ID
- Email requesting the access.

In case you do not have invoicing issued to your TAX ID, it will not be possible to create your access at the moment. We would appreciate waiting for the issuance in order to be able to register on the portal and enter your payment.

If your shipment has already arrived and there are still no invoices issued for your TAX ID, please send an email addressed to EderYamil.Saldana@hlag.com and Lizbet.Marquez@hlag.com attaching your proof of payment, TAX ID, and mentioning the BL in the subject of the email for its exceptional processing. If your request does not meet these requirements, it will not be possible to confirm your payment, and any additional costs incurred will not be the responsibility of HL.

- For security, third parties cannot access your information, including Customs Agents. Each email can be registered once and access only one business name.



IMPORTANTE



- **Confirmation time is 6 to 12 business hours** (Mon-Fri 8 a.m. to 5 p.m. CDMX time).
- You can check the status with your confirmation number by clicking on Client > View requests.
- The status of approved or rejected does not change; for more information, please review the notes made in section 4 of comments and contact your account representative if necessary.
- Invoices take 24 business hours to appear on the portal; we kindly ask that you wait for this time to pass before reporting your payment to avoid complications.
- Please do not consider bank fees when making your payment; only pay the invoiced amount.
- We suggest reporting the payment on the same day you make it to expedite processing.
- The portal only accepts one proof of payment and only one currency per request.
- The description section is mandatory with information about your shipment; we kindly ask that it be used exclusively for this purpose..
- The portal does not allow using or generating credit balances. If you have a credit balance on your account statement, please request your refund.
- Recommended browsers: Chrome and Edge. Other browsers may present problems and errors.

STEPS TO FOLLOW:

1 Enter the site hapagpay.hlag-cl.com and enter username and password > Client > Enter request.

Click on "NUEVO COMPROBANTE" and upload the file.

UPLOAD PAYMENTS: INVOICE SELECTION

4 In browse upload the proof of payment, add amount, currency, company, and a brief description and click on save.

5 By attaching the receipt, the pending invoices will be displayed; you must select the items to pay.

DOCUMENTO	EMPRESA	IMPORTE DOCUMENTO	REFERENCIA	NOMBRE	IDP
[Image]	JANALCA EXPRESS	090306			
[Image]	MSC IVA	043415			
[Image]	MSC IVA	043415			
[Image]	AZAN	058075			
[Image]	ONE SPARKLE	058075			
[Image]	ONE SPARKLE	058075			
[Image]	ONE SPARKLE	058075			
[Image]	TS MAHARAJ	051009			
[Image]	ONE SPARKLE	058075			
[Image]	ONE SPARKLE	058075			

IPO payment, guarantee and partial demurrages.

4 If you are paying IPO, partial demurrages or guarantee, do not select anything in section 2. Skip to section 3 in Manual debt entry "Ingreso manual de deudas" and click on 'Add debt "Agregar deuda"

5 Enter the BL in "Referencia", add the amount and the legend "Depósito de garantía", "IPO" or "demurrages on advance" in the description accordingly.

6 In case invoice should be issued to a third party, please let us know in the manual debt description "DESCRIPCION DE LA DEUDA MANUAL" and upload the TAX ID / CSF of the company that invoice should be issued to by using the button browse in "RESPALDO" at the moment of uploading the guarantee deposit.



Both for bill payments and manual debts, once the receipt, amount, and invoices or concepts to be paid are entered, click on submit Request "Registrar solicitud" at the bottom.



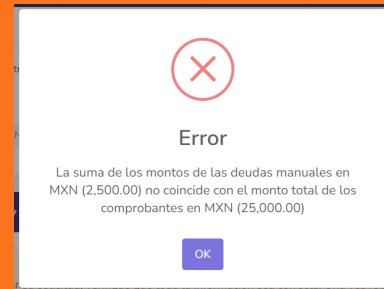
7

Click on send "Enviar" in the pop-up message. Once you click send, the record cannot be modified.



8

9 If the entered amount does not match with the selected documents, the record will not be accepted.



PROGRESS BAR



Shows the order to follow. You can find it at the top of the request .

HOW TO READ THE STATUS

Registrado

The payment has been uploaded in the system; however, it has not been reviewed yet by any executive.

Aprobado

The payment has been reviewed, confirmed, and applied in the system.

Rechazado

The payment has been reviewed, but it was not applied for one of the following reasons:

- There is an outstanding balance, therefore, it is not released. However the payment is applied. Mail of the executive is added in comments.
- The amount of the receipt does not match the selected/entered debts.
- The attached receipt is not valid. Data is missing, please check comments.

Aprobado con Observaciones

The payment has been reviewed; however, there is no invoice issued.

Pago Pendiente

The payment has already been reviewed, however, it has not been credited to Hapag Lloyd's account.