



Finance – Payment Solution User Guide

Welcome to Hapag-Lloyd's Online [Payment Solution](#), your streamlined tool for managing invoices and payments—all in one place. Accessible via the [My Invoices](#) section of our **Online Business Suite**, this feature empowers you to:

-  Generate a payment reference for one or more invoices
-  Receive payment details via email and share them with additional recipients

This guide is tailored for Hapag-Lloyd customers who ship cargo globally and want a simple way to manage invoices and payments from a single dashboard.

1. Logging In and Accessing the Payment Solution

- Access the [Online Business Suite](#) using your Hapag-Lloyd credentials for log in.

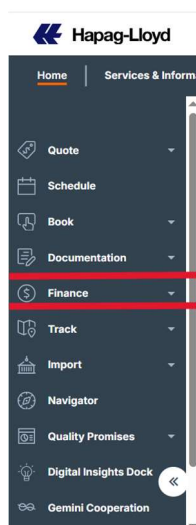
Please Log in

E-mail Address

Password [Forgot your password?](#)

Log in

- Once in the Online Business Suite, in the left-hand navigation menu, click on “Finance”.



- Expand the Finance section and select “My Invoices” to access the payment solution



2. A fresh look at your Invoice Overview

Once you open the **My Invoices** section, you'll notice a redesigned, user-friendly interface that makes managing your invoices easier than ever.

Invoice No.	Invoice Status	Booking No.	Document No.	Payability	Invoice Amount	Invoice Date	Due Date	Payment Ref. No.	Collector
<input type="checkbox"/> 2046755573	Overdue In Dispute	66979480		Prepaid	EUR 97.42	2025-03-14	2025-04-13	HL2507230736X768	Germany
<input type="checkbox"/> 2046755576	Overdue In Dispute	66905418		Prepaid	EUR 666.00	2025-04-03	2025-05-03	HL2507230736X768	Germany
<input type="checkbox"/> 2046755591	Overdue In Dispute	66858805		Collect	EUR 800.00	2025-05-08	2025-06-07	HL2508040913X704	Germany
<input type="checkbox"/> 2046755592	Overdue In Dispute	66727456		Collect	EUR 800.00	2025-05-08	2025-06-07	HL2507101305X757	Germany
<input type="checkbox"/> 2046755593	Overdue In Dispute	66833102		Collect	EUR 1000.00	2025-05-08	2025-06-07	HL2508040913X704	Germany
<input type="checkbox"/> 2046755594	Overdue In Dispute	66832091		Collect	EUR 1000.00	2025-05-08	2025-06-07	HL2508040913X704	Germany

Smart Filtering Options

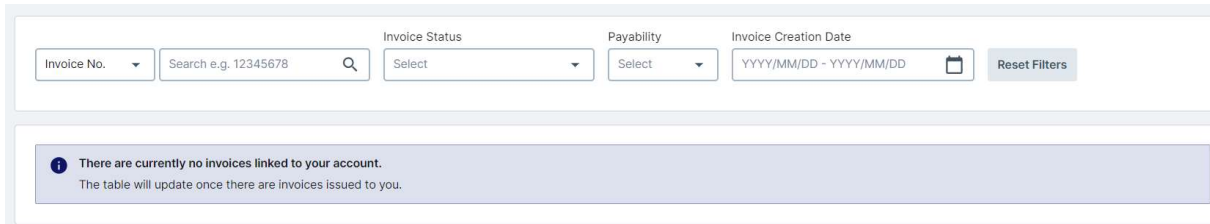
Quickly locate specific invoices using a variety of filters:

- Invoice number, booking number, document number, or payment reference number
- Invoice status¹ (e.g., paid, unpaid, overdue)
- Currency and payability (prepaid or collect)
- Presence or absence of a payment reference number
- Invoice creation date range

Invoice No.	Invoice Status	Booking No.	Document No.	Pa	Payment Ref. No.	Collector	
<input type="checkbox"/> 2046755573	Overdue In Dispute	66979480		Pr	-13	HL2507230736X768	Germany
<input type="checkbox"/> 2046755576	Overdue In Dispute	66905418		Pr	-03	HL2507230736X768	Germany


No Invoices? No Problem

- If there are no invoices linked to your account, a clear message will appear to let you know—no guesswork required.



The screenshot shows a filter bar at the top with fields for Invoice No., Invoice Status, Payability, and Invoice Creation Date. Below the filter bar, a message box states: "There are currently no invoices linked to your account. The table will update once there are invoices issued to you."

Export Your Invoice List


- Need to save or share your invoice data? Simply click the  button to export the entire invoice overview table in Excel format for offline access or reporting.

3. Generating a Payment Reference



Hapag-Lloyd's Online Payment Solution allows you to generate a payment reference for one or multiple invoices using two flexible methods. Please note:

- You can only generate payment references for invoices with Unpaid or Overdue status.
- You cannot generate references for invoices that are Paid, Credited, Cancelled, or already linked to a payment reference.

Method 1: Select Invoices First



- In the Invoice Overview table, check the boxes beside one or more invoices that:
 - Share the same currency
 - Belong to the same collecting office
- Once selected, click the  button at the top of the table.
- You'll be taken to the Review & Submit screen to confirm your selection.

Method 2: Start Without Selecting Invoices

- Click the  button without selecting any invoices.
- You'll enter the Select Invoices screen, which displays only invoices that are due for payment (with Unpaid or Overdue status).
- Select one or more invoices that share the same currency and collecting office.
- Click the  button to proceed to the Review & Submit screen.

Review & Submit Screen

Here, you can:

- Confirm your primary email address (used to receive payment reference details)
- Optionally add additional email recipients
- Review your selected invoices
- Remove any invoice from the selection using  action
- Add more invoices by clicking  button (you'll return to the invoice selection screen with your current choices retained)





Once satisfied with your selection, click  button to initiate the process.

Reference Created Screen



After successful creation:

- A confirmation message will appear—do not close the window during processing.
- You'll be redirected to the Reference Created screen.
- You'll receive an email with full payment reference details.

On this screen and in the email, you'll find:

-  The payment reference number and total amount
-  A list of included invoices and their details
-  A list of email recipients
-  Instructions for making the payment

You can:

- Click  to create another reference from the beginning
- Click  to return to the main dashboard

By following these steps, you can efficiently initiate payments for 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.

In Dispute: This invoice has been disputed.