

Invoice Dispute – User Guide

Welcome to Hapag-Lloyd's Online [Invoice Dispute](#) solution! This simple solution is your single source of truth for all your Invoice Disputes, allowing you to submit invoice disputes and following their progress online, anytime.

This guide is designed for Hapag-Lloyd customers who are shipping cargo globally and need to submit and manage invoice disputes.

1. Logging In and Accessing the Application

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

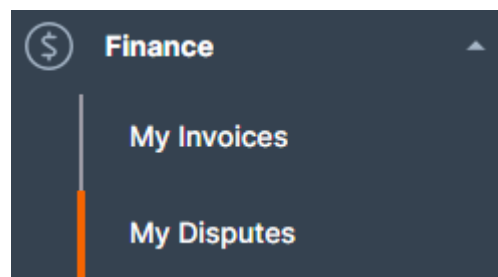
Please Log in

E-mail Address

Password [Forgot your password?](#)

Log in

- Once in the Online Business Suite navigate to the "My Disputes" solution under "Finance" in the left side menu.



2. Overview of Disputes

- Upon opening the application, you'll be presented with an overview of your disputes.
- This section displays all disputes linked to your account submitted within the last 90 days.
- Live data is shown, enabling real-time tracking of dispute progress.

Invoice Dispute [About this app](#)

[+ New Invoice Dispute](#)

Dispute No.
 Dispute Status
 User Role
 Dispute Creation Date

Provide a date range in the last 90 days

Dispute No. ↑	Dispute Status	Invoice No.	Booking No.	Your Reference	Invoice Amount	Dispute Creation Date
5886	In Review	2046754957			EUR 125.00	2024-01-15
5887	Received	2046755003	2401005	REFERENCE	EUR 2100.00	2024-01-15
5888	Received	2046754957		reference	EUR 125.00	2024-01-15
5889	In Review	2046754957		reference	EUR 125.00	2024-01-15
5890	In Review	2046755003	2401005	reference	EUR 2100.00	2024-01-15
5891	In Review	2046755003	2401005		EUR 2100.00	2024-01-15
5892	Rejected	2046755003	2401005		EUR 2100.00	2024-01-16

- Use filters to narrow down results by dispute or invoice number, or by dispute status¹.

[+ New Invoice Dispute](#)

Dispute No.
 Dispute Status
 User Role
 Dispute Creation Date

Provide a date range in the last 90 days

Dispute No. ↑	Dispute Status	Invoice No.	Booking No.	Your Reference	Invoice Amount	Dispute Creation Date
5886	In Review	2046754957			EUR 125.00	2024-01-15
5887	Received	2046755003	2401005	REFERENCE	EUR 2100.00	2024-01-15

- If no disputes are linked to your account, clear guidance will prompt you to create a new dispute.

[+ New Invoice Dispute](#)

Dispute No.
 Dispute Status
 User Role
 Dispute Creation Date

Provide a date range in the last 90 days

i There are currently no disputes linked to your account.
The table will update once you submit a [New Invoice Dispute](#)

3. Dispute Details

- Click on any dispute number to open details of your dispute
- Here you will see additional information such as dispute type, but most importantly you will find any response from Hapag-Lloyd about your dispute

4. Creating a New Dispute


- Click the **+ New Invoice Dispute** button located at the top left corner of the page.
- You'll be redirected to the dispute form.

5. Filling out the Dispute Form

- Start by selecting a dispute category and type. Note: Only one type can be selected per dispute group.

Dispute Type

Select the type of dispute.

 If you have multiple dispute reasons, select one of the types below and provide more details in the Dispute Description section.

Dispute Type


- Incorrect seafreight / haulage
 - Incorrect Seafreight / Ocean Freight amount
 - Incorrect Pre / Oncarriage related charges
 - Incorrect / different contract applied
- Incorrect payment terms / payer
- Incorrect or not applicable surcharge/local charge
- Incorrect demurrage/detention charges or freetime application

- Add up to 10 invoices at a time, providing invoice and shipment numbers. Difference Amount and Currency may be required depending on the dispute type. All displayed input fields are mandatory.
- Use the "Add Invoice" button to include more invoices, and the "Delete" button to remove invoices from the group (available when multiple invoices are added).


Invoice

Provide the details of the disputed invoice.

 If you want to dispute an invoice without related shipment number, please contact [Customer Service](#)

1 Invoice Details
 Delete

Hapag-Lloyd Invoice Number / Ref. Nu...	Shipment Number	Difference Amount	Currency
<input style="width: 100%;" type="text" value="2000000000"/>	<input style="width: 100%;" type="text" value="123456789"/>	<input style="width: 100%;" type="text" value="100"/>	<input style="width: 100%;" type="text" value="USD"/>
10 digits starting with "2", e.g. "2012398765"	If you have multiple shipment numbers in the invoice, provide any of them.	Up to 6 decimal places.	Select one of the currencies from invoice.

2 Invoice Details
 Delete


Hapag-Lloyd Invoice Number / Ref. Nu...	Shipment Number	Difference Amount	Currency
<input style="width: 100%;" type="text" value="2000000100"/>	<input style="width: 100%;" type="text" value="123456789"/>	<input style="width: 100%;" type="text" value="50"/>	<input style="width: 100%;" type="text" value="USD"/>
10 digits starting with "2", e.g. "2012398765"	If you have multiple shipment numbers in the invoice, provide any of them.	Up to 6 decimal places.	Select one of the currencies from invoice.

[+ Add Invoice](#)

- Provide detailed reasoning for the dispute to facilitate its assessment. Up to 5 attachments (jpg, jpeg, pdf, png format; maximum 5 MB each) can be included.


Dispute Description


Provide a detailed reasoning for the incorrect invoice.

-  For example, "Freight on the invoice is USD 900.00 and should be USD 800.00 per contract no. CC1234567."

Dispute Description

41 / 1000

-  Please upload any mail exchanges as PDF-File

 **Add attachments**
or drag and drop your files here

Accepted file types: .jpg,.jpeg,.pdf,.png

Maximum files size: 5 MB

- Enter a contact email for the dispute and, if applicable, your customer's reference number. The email address is pre-filled with your user email but can be edited if necessary (someone else should be contacted instead).

Contact Person

Provide your contact details so we can inform you about the next steps.

E-mail Address

Your Customer's Reference Number (optional)

- Once all details are entered, submit the dispute: 

6. Confirmation and Overview

- After successful submission, you will see a confirmation screen indicating the dispute number(s) associated with each invoice(s) disputed.

Invoice Dispute Acknowledgement


 Thank you. Your Invoice Dispute has been successfully sent.

Your Invoice Dispute

Our Invoice Dispute experts will evaluate your dispute as soon as possible.

If you want to check the status of your dispute, you can easily search for your dispute on the Dispute Overview page.

In case you need to provide additional documents or want to edit your dispute, please contact [Customer Service](#).


Invoice No.	Dispute No.	
2018702168	6269	
2018702165	6270	


[Submit a New Invoice Dispute](#)

[Open Dispute Overview](#)

- From this page, you can submit a new dispute: a new form will open for you to fill out;
- Or you can go back to the Dispute Overview, where the newly submitted disputes already show up.

+ New Invoice Dispute





Provide a date range in the last 90 days

Dispute No. ↓	Dispute Status	Invoice No.	Booking No.	Your Reference
6270	Received	2018702165	66968842	CUSTOMER REFERENCE
6269	Received	2018702168	66968842	CUSTOMER REFERENCE

- The contact email provided in the dispute form will receive all notifications related to the dispute.
- The dispute will also be visible in the Dispute Overview for the designated contact person.

By following these steps, you can efficiently manage and submit invoice disputes through our digital application.

Note:

¹The existing dispute status:

Received: Your dispute is received in our system, but it was not yet worked on.

In Review: Your dispute is currently being reviewed by our dispute experts.

Accepted: Your dispute is reviewed and considered valid by Hapag-Lloyd. The invoice will be corrected.

Rejected: Your dispute is reviewed and considered invalid by Hapag-Lloyd.