

DISPUTE WEBFORM RNE



How to lodge a Dispute Online?

This guide has been designed to help you with our Disputes process - how, where, and what information to input for invoice disputes 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.

Access via below links, or alternatively:

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

The image shows a screenshot of the 'Dispute Form' web interface. The form contains several input fields and a dropdown menu. Orange callout boxes with arrows point to specific fields: 'DISPUTE REQUESTOR EMAIL' points to the top email field; '10-DIGIT INVOICE REF.' points to the 'Invoice Ref.' field; '8-DIGIT SHIPMENT REF.' points to the 'Shipment Ref' field; and 'SELECT THE TYPE' points to the 'Dispute Type' dropdown menu. A 'Submit' button is located at the bottom right of the form.

Dispute Form

*Email Address for Confirmation Email

*Invoice Ref. 10-DIGIT INVOICE REF.

*Shipment Ref 8-DIGIT SHIPMENT REF.

Case Number:

*Dispute Type: SELECT THE TYPE

Select...

Submit

DISPUTE REQUESTOR EMAIL

Please feel free to use also the optional fields (without *) – It will help us to handle your Dispute request quicker.

Glossary

Dispute Type:

- **Transport Related Costs:** please kindly select this dispute type when your dispute is related to charges which belong to the overall transport, e.g. Seafreight, Bunker, Terminal Handlings, local surcharges

Cost Component:

- **Origin Costs:** please select this cost component if the disputed charges are related to the origin, e.g. Terminal Handling Origin, Booking Cancellation, Pick-up Charges, Origin Landfreight, local origin charges etc.
 - **Ocean Costs:** please select this cost component if the disputed charges are related to the ocean carriage, e.g. Seafreight, Bunker, Peak Season etc
 - **Destination Costs:** please select this cost component if the disputed charges are related to the destination, e.g. Terminal Handling Destination, Drop-Off Charges, Destination Landfreight, local destination charges etc.
- **Timepending Costs:** please kindly select this dispute type when your dispute is related to charges which belong to Demurrage, Detention and/or Storage Invoices
 - **Payer Assignment:** please kindly select this dispute type when your dispute is related to an incorrect payer that was used or an incorrect prepaid/collect definition, additionally please select this disputes type if the invoice need to be paid elsewhere
 - **Others:** please kindly select this dispute type when your dispute is related to any other etc.

Dispute Form

*Email Address for Confirmation Email

*Invoice Ref.

*Shipment Ref

Case Number:

*Dispute Type:

*Cost Component

*Expected Amount

*Detailed Explanation

*Contract Number (Quotation or Rate Agreement Number)

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