

Is there an issue with your invoice? Our online dispute portal is ready to assist our North American Customers

Navigating through invoice disputes can often be time-consuming, but that's all about to change for our customers in North America*. We take your feedback seriously and look for ways to eliminate manual work, save time, and effort while offering you a streamlined and easy process. Therefore, we developed our [invoice dispute portal](#), a platform tailored to simplify and streamline invoice discrepancies' resolution process, eliminating the need for email exchanges or excel forms.

With this mail we're excited to share with you that **from June 17, 2024, all your disputes will be handled through our online platform**. What this means to you is that from this date, all your disputes must be submitted through our online platform, and therefore all manual exchanges will be discontinued.

So, how does our invoice dispute portal work?

To submit a dispute, you will need the ten-digit Hapag-Lloyd invoice number that starts with 2. To access our invoice dispute portal, please log in to our [website](#) using your credentials. If you haven't registered yet, click [here](#) to register and take advantage of immediate dispute creation. Once registered, you can view the status of your disputes for up to 90 days.

Here's an overview of your benefits:

- **Immediate dispute creation:** create a dispute instantly, eliminating manual process delays. You can upload up to 5 supporting documents in file types: jpg, jpeg, pdf, and png. As soon as you submit the form, our system generates a unique Dispute Reference Number, which appears on your screen as a real-time response.
 - Multiple disputes for the same invoice: for the initial dispute, you can log multiple disputes for the same invoice.
 - Batch dispute option: if you have different invoices with the same issue, you can dispute up to 10 invoices simultaneously.
- **Clear step-by-step process:** our Invoice Dispute Form guides you through a clear and intuitive step-by-step process to accurately capture all the essential information for a smooth dispute resolution journey.
- **See the status of your dispute:** monitor the most updated status of your dispute while we are reviewing it.
- **Confirmation email with your dispute details:** receive a confirmation email containing all the details of your dispute once it's submitted. This email will serve as your reference to track progress.

If you encounter any difficulties or have any questions concerning our invoice dispute portal or the registration process, please reach out to our teams at your preferred [location](#).