

Here's an update on the invoicing process in Cambodia and Thailand

Dear Customers,

If you're shipping to and from Cambodia or Thailand, here's an improvement on our invoicing process. From **April 1, 2024**, all invoices will be sent after the containers have been loaded on board and the vessel has sailed.

Therefore, if you're doing business with us in Cambodia or Thailand, please take note of the following key changes:

1. **Invoice timing:** invoices will now be sent after the vessel has sailed to ensure correct ship and exchange rate details.
2. **Alignment of invoice due dates:** your invoice due dates will be aligned with the actual vessel departure date.
3. **Online access:** after sailing, access your invoices online via the [Hapag-Lloyd Navigator](#).

With this invoicing process improvement, you can follow the steps below for the **prompt release of your documents**:

- Ensure that all shipment-related payments are made.
- Once the payments are made, please send your payment details to our country-dedicated desk via mail.
 - Thailand thbaar@hlag.com
 - Cambodia khbaar@hlag.com
- Your email **must** include the BL or Invoice number with the corresponding paid amount.

If you should have any questions or concerns, please get in touch with our teams at [your location](#) who will guide you based on your individual situation.

Best regards,