

# From November 15, 2023, all invoice disputes must be submitted online

## Online lodgment made easy, instant, accurate...

Dear Customer,

Resolving invoice disputes can be time-consuming and stressful. On August 3, 2023, we introduced the Invoice Dispute Portal to offer you a guided solution and central place to submit invoice discrepancies. After a strong adoption and with our latest improvements like upload functionality, we want to further anchor online disputes' handling.

Therefore, from November 15, 2023 please submit all disputes on our [Online Business Suite](#). From this date, local webforms will be closed down and any dispute received by mail will no longer be processed.

### How does it work?

To access our [Invoice Dispute Portal](#), you must log in to our website using your credentials. If you haven't registered yet, take a few moments to complete the registration process. Click [here](#) to register and take advantage of immediate dispute creation.

To submit a dispute, you will need the ten-digit Hapag-Lloyd invoice number. This number is often printed in addition to any local country invoice references, and might be labeled differently in your country.

The common denominator for Hapag-Lloyd invoices is the ten-digit number that starts with 2.

### Curious about our [Invoice Dispute Portal](#)? Here's an overview of your benefits:

1. **Immediate dispute creation:** create a dispute instantly and eliminating any delays associated with manual processes. 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.
2. **Confirmation email with your dispute details:** once your dispute is submitted, you will receive a confirmation email containing all the details of your dispute. This email will be your reference to help you track your dispute's progress.
3. **Clear step-by-step process:** Our Invoice Dispute Portal guides you through a clear and intuitive step-by-step process to accurately capture all the essential information, for a smooth dispute resolution journey.

If you encounter any difficulties or have any questions concerning our Invoice Dispute portal or the registration process, please reach out to your local Customer Service team.

Kind regards,

Hapag-Lloyd(Oceania) Pty Ltd As  
agent of Hapag-Lloyd AG