

Invoice Dispute:

The simple solution to log invoice discrepancies in real time.



With our new invoice dispute web solution, you can now resolve your invoice discrepancies much faster, easier and less stressful – from anywhere in the world. Now, you will be able to access our **invoice dispute web solution**, designed to simplify and streamline the resolution of invoice discrepancies within our Online Business Suite.

Your Benefits

Clear Process



You will be guided through an intuitive step-by-step process to accurately capture all the needed information for a smooth dispute resolution journey.

Immediate Dispute Creation



Create a dispute instantly and get a unique reference number in real-time – without any delays caused by manual processes.

Intuitive Status Overview



After dispute submission, you will receive a confirmation email with all details of your dispute. You can easily track the progress of your dispute online.

How to use the Invoice Dispute Solution

To access our invoice dispute web solution, 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**.

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 labelled differently in your country. Here are a few hints that will help you:

- Hapag-Lloyd invoice numbers have ten digits and start with a 2
- In some countries it's not labeled as Invoice Number but as "Ref." or "BIM"
- As another example, in Türkiye, the invoice number is stated as "BIM 2123456789"

[Learn more](#)

For further information, please contact your local **Hapag-Lloyd Sales** or **Customer Service representative** or visit www.hapag-lloyd.com

