

Indonesia – Invoice Timeliness

Dear Valued Customer,

In our journey towards being Number One for Quality, we continually strive to improve the quality of services we provide to you.

In line with this approach, effective **October 3, 2023**, we are implementing the below process improvement aimed at improving the accuracy of our invoicing and limiting the instances of the issuance of multiple invoices for the same shipment.

Consequently, we will revise the existing process wherein all invoices will now be distributed after the vessel sailing (upon containers been shipped on board).

- This will ensure your invoice is for the correct vessel & related exchange rate.
- Your invoice due dates will be aligned to the **actual vessel departure**.

After sailing, you may access to your invoices online at [Navigator - Hapag-Lloyd](#)

We would also like to request that you please update complete payment (Including any overdue amount) details to our Finance team at idar@hlag.com to expedite the release of your document/s in a timely manner.

We trust the above process enhancements will improve the overall quality of service provided to you. Thank you for your continued support and cooperation.