

CustomerInfo

Update on Import Invoicing process

Hapag-Lloyd

October 25, 2021

Dear Customers,

Our import invoices are sent to Consignee's registered Email address **ONLY** ETA-5 working days.

In case of **invoice dispute**, please send us an email on Australia@service.hlag.com within 7 working days of invoice date. You will be assigned a CASE NO which should be used as reference for any discussions related to that dispute. The dispute resolution takes approximately 7 working days from receipt of below details.

Mandatory details for logging a Dispute:

1. Shipment number
2. Bill of Lading number
3. Invoice Number
4. Charge details & Amount
5. Reason for dispute

Note: Any invoice dispute received after 7 working days of Invoice date will be rejected.

Invoices are to be settled in the invoicing currency in full. Invoices are defaulted in AUD currency. AUD and USD separate invoicing can be set up upon request and agreement on the T&C of 1) long term arrangement, and 2) All intermediary bank fees for USD payments are to be borne by the sender.

For accurate invoicing, please review below guidelines:

Import shipments to Australia

- Please make sure **free time is agreed and updated in Rate contract** before booking is placed for Australia.
 - We send Free time updates ETA-5 days to Consignee's registered Email address **ONLY**
 - **Request you to please raise discrepancies in free time immediately and get them resolved before ETA**

Chairman of the Supervisory Board: Michael Behrendt
Executive Board: Rolf Habben Jansen (CEO), Nicolás Burr, Anthony J. Firmin, Joachim Schlotfeldt
Registered Office: Hamburg, Company Register: Amtsgericht Hamburg HRB 97937

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If you don't want to receive our CustomerInfos anymore, please click [here](#) to unsubscribe.

- We will charge **detention basis free time** updated in **rate contract ONLY**. (not via Email or phone)
- To **expedite** the process you need to contact the **contract sales owner** who has *quoted rates and agreed to extra free time with Shipper/consignee*
- If customer needs **delivery order** and does not want to wait for **dispute to resolve** he has to make **complete payment as per current invoices**. If dispute is validated the amount will be **refunded**
- Hapag Lloyd will **not waive any detention** or **pay storage** in case there is a **dispute with free time**. Shipper/Consignee should settle the discrepancy before arrival of container in Australia
- Customer can also buy **Additional free time** before **Container is Discharged in Australia at Discounted rates**

<https://www.hapag-lloyd.com/en/online-business/book/additional-freetime.html>

- Any change in charges to PREPAID should be done **5 days** before **ETA-Australia**.
 - Ideally shipper should make sure that he updates correct details while placing shipping instructions.
 - We cannot make any changes to Prepaid unless the shipper confirms to pay.
- Our local charges are updated on website for your reference.

<https://www.hapag-lloyd.com/en/services-information/offices-localinfo/oceania/australia.html#tab=ti-local-documents-australia>

- To find out Rate of Exchange for your Shipment
<https://www.hapag-lloyd.com/en/online-business/quotation/rate-of-exchange.html>

Thank you for your understanding and assistance.

Kind regards,

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