



How about great news? Our online invoice dispute portal is available to assist you

Dear Customer,

Resolving invoice disputes can be time-consuming and stressful, but not anymore. From today, you will be able to access our [invoice dispute portal](#) from anywhere in the world, designed to simplify and streamline the resolution of invoice discrepancies. It's time for you to hop on board our hassle-free experience and forget about cumbersome processes.

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.

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 Form guides you through a clear and intuitive step-by-step process to accurately capture all the essential information, for a smooth dispute resolution journey.

So how does our Invoice Dispute work?

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 therefore, this number might be labeled differently in your country. Therefore, here are a few hints that will help you:

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

- In some countries, "Invoice Number" is not stated. Instead, you will find "Ref. 2123456789"
- As another example, in Türkiye, the invoice number is stated as "BIM 2123456789"

If you encounter any difficulties or have any questions concerning our invoice dispute portal or the registration process, please reach out to our teams at your preferred [location](#).

Best regards,



Maria-Fernanda

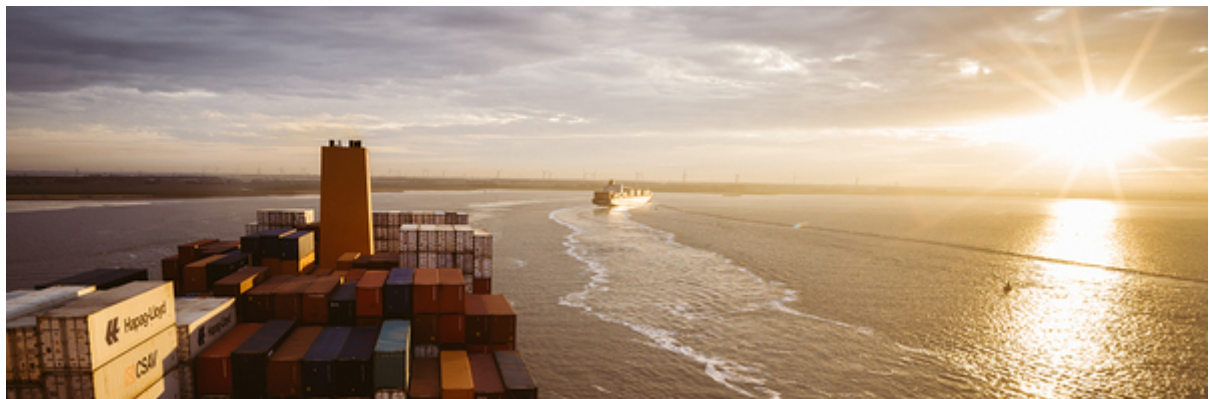
from our Customer Communications
Team



Niklas Jan

from our Customer Communications
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