

CustomerInfo

Update on Export Invoicing process

Hapag-Lloyd

October 25, 2021

Dear Customers,

In our aim to continuously, improve our products as well as service to you. This includes the correct and timely preparation of invoices and giving you enough time to make the payment before Invoice Due date.

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:

Export shipments from Australia

1. To book cargo only when you have **valid confirmed rates**. Our rates are also available **24/7 via Quick Quotes**.
<https://www.hapag-lloyd.com/en/online-business/quotation/quick-quotes-solution.html>
2. To find out **Rate of Exchange** for your Shipment
<https://www.hapag-lloyd.com/en/online-business/quotation/rate-of-exchange.html>

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



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

3. 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>
4. To refrain from using **INCO terms** instead of **payment terms** in your shipping instructions
5. To add specific information regarding **payment terms** in the remarks field of your shipping instructions stipulate precisely whether the charges shall be prepaid or collect-this will help us ensure correct invoicing.

If not mentioned **differently** by you we will make use of **our definition** of prepaid and collect as follows:

If your shipping instructions are reflecting **Basic freight prepaid/freight Prepaid**

All charges are PREPAID excluding Terminal Handling Destination and Destination land Freight related charges

Prepaid

Origin Land Freight
Terminal Handling origin
Sea Freight

Collect

Terminal Handling Destination
Destination Land freight

If your shipping instructions are reflecting, **Basic freight prepaid/freight Collect**

All charges are **COLLECT** excluding Origin land Freight and Terminal Handling Origin related charges

Prepaid

Origin Land Freight
Terminal Handling origin

Collect

Sea Freight
Terminal Handling Destination
Destination Land freight
Thank you for your understanding and assistance.

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