



02 September 2026

CUSTOMER ADVISORY: Updated Delivery Order and Invoice Dispute Procedures

Neptune Pacific is introducing updated Delivery Order (DO) release and invoice dispute procedures to support consistent cargo release processes, improve payment transparency, and enable efficient resolution of invoice queries.

These updates will apply across our entire network by 1 October 2026.

Delivery Order Release

Delivery Orders will now be released once all freight and applicable surcharges shown on the Bill of Lading have been paid in full, unless approved credit terms apply.

Customers with approved credit facilities will continue to receive their agreed payment terms. However, Delivery Orders may be withheld where credit limits have been exceeded, accounts are overdue, or credit facilities have been suspended.

Invoice Disputes

A seven-business day dispute timeframe will also apply as part of our new procedures.

Any dispute relating to freight, surcharges, or other invoice charges must be submitted in writing within seven business days of the invoice date, together with any supporting documentation.

Please note that lodging a dispute does not automatically suspend payment obligations. Charges not subject to dispute remain payable in accordance with agreed payment terms and Delivery Order release requirements.

Need Assistance?

For full details and any questions about these changes, we ask customers to please contact their Neptune Pacific representative who will have the information available.

We appreciate your cooperation and continued support as we implement these updated procedures.

Kind Regards,

Neptune Pacific

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