

June 7, 2022

USA- Booking Protocol (Merchant Haulage)

Dear Valued Customer,

Effective today, our Customer Service teams have modified the way we are reviewing container activity for active bookings.

Where there is no gate-out empty activity by 12:00 PM local time at port of loading, the day of the vessel cut-off, the booking will be cancelled.

We are adopting this step to improve booking accuracy and increase your assurance of loaded as booked, one of our Quality Promises.

We encourage you to properly convey this important step with your motor carriers, as they can positively contribute to this process improvement measure, allowing us to coordinate more efficiently for our outbound sailings.

Should have any additional questions, please do not hesitate to contact us. Our Customer Service [team](#) will provide further guidance.

On behalf of Hapag-Lloyd, thank you for your continued support.

Kind regards,

Hapag-Lloyd (America) LLC
as Agent of Hapag-Lloyd AG