

USA: Hapag-Lloyd Atlanta Turn Time Expectations / Agreements

Please note below our standard turn times for the execution of your request. A follow-up message should not be sent within the turn times stated below to avoid possible delays.

When sending emails to USA@service.hlaq.com, please include the booking or complete bill of lading number in the subject line to ensure steered to the correct team for action.

- Refrain from sending reminders on top of your original email request, as this will create a duplicate case. All follow-up emails should be sent by selecting “click here” or “mail us” within the automated message you received when the case was assigned.
- Phone calls should reference a shipment or case number to ensure you are routed to the correct team.
- Case response time can take up to 24 hours for processing.

If your request has yet to be processed within the following turn times, it is appropriate to escalation to your local team per the escalation sheets provided.

Booking:

- For initial Booking requests and revisions, should be submitted electronically
- For standard bookings, all new booking requests (1-hour turn time) and amendments are sent via e-channel (2-hour turn time) and amendments sent via online web (8-hour turn time)
- Please note that a revision or new bookings can take longer if additional team assistance is needed to resolve the action (allocation, operations, equipment verification, DG)
- If you do not receive response within the expected turn time, first escalation should be to usa@service.hlaq.com only

Documentation:

- Initial Shipping instructions / Corrections / Approvals / SWB requests. You can submit shipping instructions online [Shipping Instructions - Hapag-Lloyd](#) and bill of lading draft approvals and amendments online [BL Draft Approval Login \(hapag-loyd.com\)](https://hapag-loyd.com)

Service Level Agreement:

1. Initial draft – 8 office hours after shipping instructions are received (24hrs). Incomplete SI may delay the initial draft
2. Corrections – 4 office hours (Next morning if after 12:00 PM). For revisions after vessel departure, approval from the destination office might be needed, which will extend these 4 hours and greatly depends on destination approval
3. Releases (payment received or customer credit shipments) – Original Bills of Lading will be released 8 office hours after draft approval or vessel sailing, whichever happens later. Sea Waybills are released 24 offices hours after sailing. Please consider that for vessel sailings on weekends and/ or holidays, it might be more than 24 hours as we do not get loading notifications until Mondays
4. If you do not receive response within the expected turn time, first escalation should be to usa@service.hlaq.com only

Imports:

- Arrival notices will be created within 5 days of ETA to the Port of Discharge
- If you do not receive response within the expected turn time, first escalation should be to usa@service.hlaq.com only