

# Booking Amendment

## Booking Amendment Request

The screenshot shows the Hapag-Lloyd Online Business Suite interface. The top navigation bar includes the Hapag-Lloyd logo, a 'We're hiring!' link, a user profile 'Hello JR', and a search icon. The main navigation menu on the left lists: Home, Services & Information, Our Company, and Online Business Suite. The 'Book' menu is expanded, showing options like New Booking, Booking Template, My Bookings, Booking Amendment (marked as NEW), and Additional Services. The 'Booking Amendment' form is titled 'Booking Amendment' and includes a sub-header 'About this app'. It is divided into two main sections: 'Booking' and 'Request'. The 'Booking' section asks the user to 'Enter number of the booking you want to update or cancel' and features a text input field with a clear 'X' button and an orange 'Continue' button. Below this is a 'Cancel' button. The 'Request' section asks 'What is your request?' and provides two radio button options: 'I want to update booking' (which is selected) and 'I want to cancel booking'. Below the radio buttons, it asks the user to 'Please specify the type of amendment (you can add up to 10 reasons)'. This section contains a numbered list item '1. Amendment' with a 'Type of amendment' dropdown menu. A 'Feedback' button is located on the right side of the form.

To send a change request to your current booking via an easy-to-fill-in web form, click on **“Booking Amendment”** under the menu item **“Book”** in the left navigation bar of the **Online Business Suite**.

The screenshot displays the Hapag-Lloyd Navigator 2.0 BETA interface. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. The main content area is divided into several sections:

- Booking Information:** A table showing key details:
 

Your reference	Customer Reference	VGM Status	Completed
Booking date	2022-05-16	SI Status	Completed
Booked By	-	Document status	Incomplete
- Containers and Cargo:** A table showing container and cargo details:
 

Containers	22GP	Dangerous goods	No
Commodity	cargoo	Temp	No
Export	FCL / Merchant's Haulage (MH)	OOG	No
- Progress:** A vertical timeline showing the booking stages: DEHAM HAMBURG, P&O NEDLLOYD CHICAGO, and SGSIN SINGAPORE. A 'Feedback' button is located on the right side of this section.

You can also access the web form from the **Navigator** via the **“Update Booking”** button.

The screenshot shows the 'Booking Amendment' web form. The form is titled 'Request' and asks 'What is your request?'. There are two radio buttons: 'I want to update booking' (selected) and 'I want to cancel booking'. Below this, it asks 'Please specify the type of amendment (you can add up to 10 reasons)'. A list of amendments is shown, with the first one selected: 'Vessel and Routing'. The dropdown menu for 'Vessel and Routing' is open, showing options: 'Change Vessel', 'Change Routing', and 'Change Destination after Loading'. Other categories like 'Equipment information', 'Cargo information', and 'Others' are also visible.

1. After entering the correct shipment/booking number in the field at the top, select **“I want to update booking”** or **“I want to cancel booking”** via the button.
2. Select the **“Type of amendment”** from the drop-down list.

10 Amendment delete

Type of amendment:  Reason:

**Add any necessary details (optional)**

**Continue**

Feedback

3. Related to the amendment type that you select, reasons can be specified via the **“Reason”** drop-down menu.

4. Enter any **necessary details** on the update request.

What is your request?


- I want to update booking  I want to cancel booking

Please specify the type of amendment (you can add as many reasons as you need)

1 Amendment

Type of amendment:  Specify reason:

**Add any necessary details and attachments**

 **Add attachments**  
 or drag and drop your files here

Accepted file types: .pdf, .doc, .jpg Total maximum size: 3MB

**+ Add amendment**

5. Upload any necessary documents for your type of amendment by clicking on the **“Add attachments”** button (max. 3 MB per amendment request).

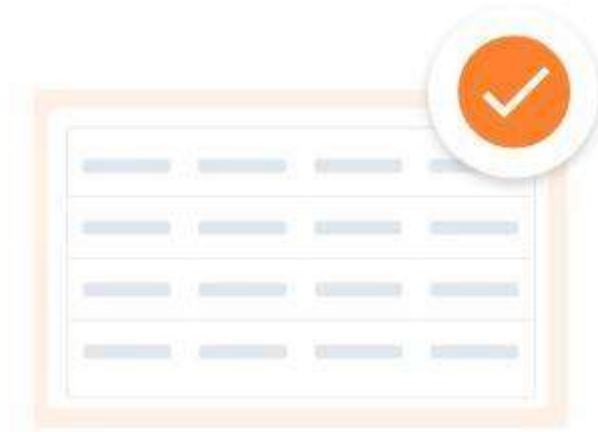
**Request**[Edit](#)Request type: **Update**Amendment #1: **Change Vessel / Customs issues**Details: **Customs delay**Amendment #2: **Reduce container / Cargo not ready**Details: **Reduction by 1 Unit 20 GE****Review and Confirm**

Review the information above and then check if the below contact details are also correct

Contact email

**Submit request**[Feedback](#)

6. Check the **contact email** (prefilled from your user profile). You can edit the contact email field to the desired email address to receive the confirmation and status of your case.
7. Click on the **"Submit request"** button once you have filled in all relevant fields.



## Thank you!

Your update request has been successfully submitted.  
A separate confirmation will be send to you shortly.

Case number: **37738626**

Copy number to clipboard

How was your experience with Booking Amendment solution?



8. You will receive a **case number** for your request, which you can use as your reference.

### Important points to remember

Make sure to key in the correct booking number if you are accessing the form directly from the Online Business Suite. Accessing from the Navigator will automatically populate the shipment number in the field.

You will receive the case number and the description of your case at your email address. So double-check the correctness of the contact email provided in the form.

Once the case is resolved, you will receive the case closure confirmation to the same contact email.

If you receive an error message after the submission of an update request/cancellation request, please click the **"Submit"** button again.

You can find further information about Booking Amendment and FAQs in the **"About this app"** section.

**Booking Amendment**

 **About this app**