

Web Booking Ammendment Tutorial



Hapag-Lloyd

Web Booking Amendment

Puntos clave...

- ✓ La herramienta Web Booking Amendment esta disponible para todas las reservas recibidas de todos los portales.
- ✓ Esta disponible para clientes Gestores del booking y Shippers.
- ✓ Tiempo de respuesta mas rápido.
- ✓ Disponible desde cualquier dispositivo.

Como puedo ingresar?

Empieza con:

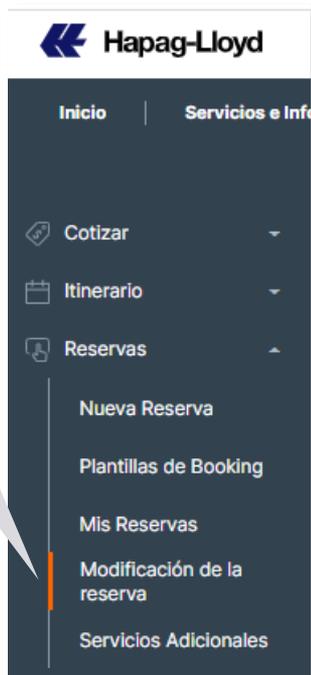
Ingresar a nuestra pagina web: <https://www.hapag-loyd.com/>

Desde la pagina de **inicio** tienes 2 opciones:



Te mostramos como ingresar:

A través de Reservas:



Modificación de la reser... [About this app](#)

Booking **Ingresa el numero de Booking y presiona continuar**

Enter number of the booking you want to update or cancel

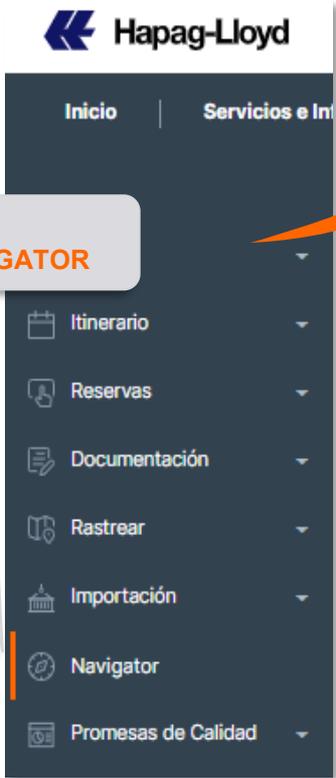
45789900 X Continuar

Request

Review and Confirm

A través de Navigator:

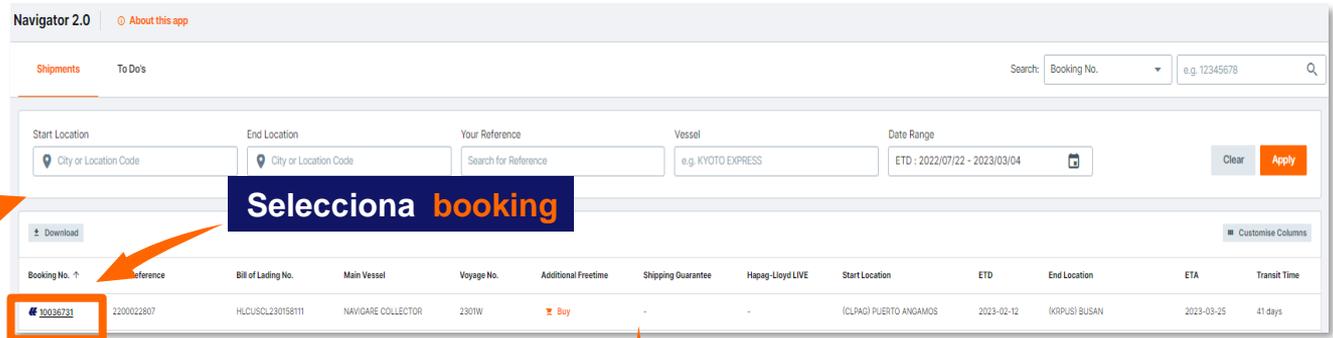
→ Inicio
→ NAVIGATOR



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Inicio | Servicios e In

- Itinerario
- Reservas
- Documentación
- Rastrear
- Importación
- Navigator**
- Promesas de Calidad



Navigator 2.0 About this app

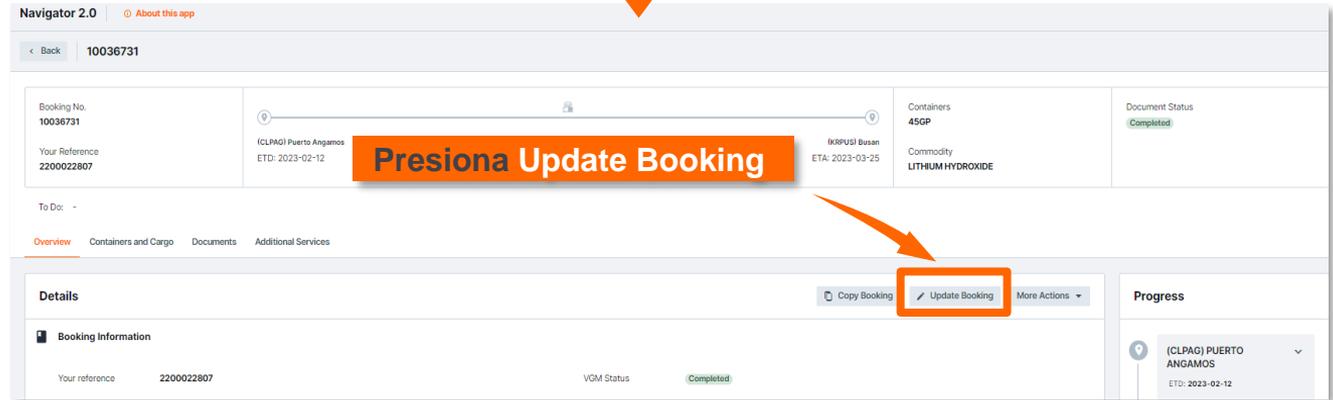
Shipments To Do's Search: Booking No. e.g. 12345678

Start Location End Location Your Reference Vessel Date Range

City or Location Code City or Location Code Search for Reference e.g. KYOTO EXPRESS ETD: 2022/07/22 - 2023/03/04

Selecciona booking

Booking No.	Reference	Bill of Lading No.	Main Vessel	Voyage No.	Additional Freetime	Shipping Guarantee	Hapag-Lloyd LIVE	Start Location	ETD	End Location	ETA	Transit Time
10036731	2200022807	HLCUSCL230158111	NAVIGARE COLLECTOR	2301W	Buy	-	-	(CLPAG) PUERTO ANGAMOS	2023-02-12	(KRPLU) BUSAN	2023-03-25	41 days



Navigator 2.0 About this app

< Back 10036731

Booking No. 10036731

Your Reference 2200022807

(CLPAG) Puerto Angamos ETD: 2023-02-12

(KRPLU) Busan ETD: 2023-03-25

Containers 45GP

Document Status Completed

Commodity LITHIUM HYDROXIDE

To Do: -

Overview Containers and Cargo Documents Additional Services

Presiona Update Booking

Details Copy Booking **Update Booking** More Actions

Booking Information

Your reference 2200022807 VGM Status Completed

Progress (CLPAG) PUERTO ANGAMOS ETD: 2023-02-12

Ahora! 3 simples pasos:



1 **Selecciona** la acción que deseas realizar:

Modificación de la reser... [About this app](#)

Booking

Booking No. 10036731	PUERTO ANGAMOS CLPAG Terminal / Ramp 2023-02-09	44 DAYS Transshipments
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1 x 40' HIGH CUBE

Request

What is your request?

I want to update booking I want to cancel booking

Please specify the type of amendment (you can add up to 10 types)

1 **Amendment**

Type of amendment

Describe details...

Accepted file types: .jpg, .png, .pdf

Indica si deseas **Modificar** ó **cancelar**

2 Identifica: el tipo de modificación ó razon de cancelación

a) Modificación

Si cliente requiere **modificar**, una lista de **opciones** sera desplegada

Modificación de la reser... [About this app](#)

Booking

Booking No.
10036731

PUERTO ANGAMOS
CLPAG
Terminal / Ramp
2023-02-12

1 x 40' HIGH CUBE

Request

Especificar tipo de corrección de la lista

What is your request?
 I want to update booking I want to cancel booking

Please specify the type of amendment (you can add up to 10 types)

1 Amendment

Type of amendment

Contract and Contract Party
Vessel and Routing
Equipment information
Cargo information
Others

+ Add attachments

Accepted file types: .jpg, .png, .pdf

Type of amendment

1 **Contract and Contract Party**
Change Contract No/Contract Party/Name Account

2 **Vessel and Routing**
Change Vessel
Change Routing / Transportation Mode
Change Destination After Loading

3 **Equipment information**
Increase Container
Reduce Container
Container Swap / Container Linking
Change Container Type
Change Empty Pick-Up Date / Empty Pick-Up Location
Change Positioning Date (Carrier Haulage)
Change Loading Reference (Carrier Haulage)
Change Reefer Setup
Change SOC Information

4 **Cargo information**
Change Commodity Short Description / HS Code
Change Cargo Weight
Change DG/OOG Information

5 **Others**
Change Customer Reference

Nota:
Estas alertas son un recordatorio que los **cambios de contrato y/o commodity** **NO son una modificación permitida**. Para esto deben solicitar **cancelar booking y solicitar uno nuevo.**



Updates!

Ahora también disponible!

- ✓ Adjuntos
- ✓ Modificaciones adicionales – **Hasta 10 modificaciones** por solicitud

Provide any necessary details and attachments (optional)

Describe details...

Max description length: 0 / 3000

+ Add attachments

Accepted file types: .jpg, .png, .pdf

Max size: 5 MB

+ Add amendment

Ahora también puedes adjuntar documentos!

Hasta 10 modificaciones por solicitud

Continue

b) Cancelacion

Si cliente requiere **cancelar**, una lista de **razones** sera desplegada

The image displays two screenshots of a web application interface for booking amendments. The left screenshot shows the 'Request' section where the user has selected 'I want to cancel booking'. A red box highlights this selection, and a red arrow points to the 'Type of amendment' dropdown menu. A red banner at the top of this section reads 'Debe seleccionar una opción de cancelación'. The right screenshot shows the dropdown menu open, displaying a list of reasons for cancellation, such as 'No Specific Reason', 'Cargo Is Not Ready', and 'Shipper Is Facing Operational Issues'. A red arrow points from the dropdown menu in the left screenshot to this list in the right screenshot.

Booking

Booking No.
60504330

Request **Debe seleccionar una opción de cancelación**

What is your request?

I want to update booking I want to cancel booking

Please specify the type of amendment

Amendment

Type of amendment

Q |

- No Specific Reason
- Cargo Is Not Ready
- Shipper Is Facing Operational Issues
- VOM Missing
- Special Cargo (DG/OOG/Reefer) Rejection / Issues
- Booking Is Affected By Schedule Change
- Booking Is Affected By Port Omission, Blank Sailing & Phase Out
- Booking Is Affected By Equipment Related Issues

Provide any necessary details and attachments (optional)

Describe details...

Max description length: 0 / 3000

Booking Amendment [About this app](#)

Request

What is your request?

I want to update booking I want to cancel booking

Please specify the type of amendment

Amendment

Type of amendment

Q |

- No Specific Reason
- Cargo Is Not Ready
- Shipper Is Facing Operational Issues
- VOM Missing
- Special Cargo (DG/OOG/Reefer) Rejection / Issues
- Booking Is Affected By Schedule Change
- Booking Is Affected By Port Omission, Blank Sailing & Phase Out
- Booking Is Affected By Equipment Related Issues

Review and Confirm

3

Especifica: En ambos casos, cliente debe **especificar** en la celda de detalles

Modificación de la reser... [About this app](#)

Booking Edit

Booking No. 10036731	PUERTO ANGAMOS CLPAG Terminal / Ramp 2023-02-09	44 DAYS 0 transshipments	BUSAN KSPUS Terminal / Ramp 2023-03-25
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1 x 40' HIGH CUBE

Request

What is your request?

I want to update booking I want to cancel booking

Please specify the type of amendment (you can add up to 10 types)

1 **Amendment**

Type of amendment

Describe details...

Add attachments

Accepted file types: .jpg, .png, .pdf Maximum files size: 3 MB

Add amendment

Continue

Especificar:

Update:

Cliente debe instruir cambio solicitado, **ex:** Update to 2x22GP

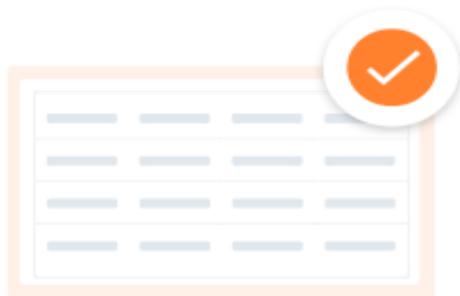
Cancellation:

Cliente debe especificar motivo de cancelación

¡Finalmente! presiona continuar



Y listo! Recibirás una confirmación con un número de caso:



Thank you!

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

Case number: **21947727**

Copy number to clipboard 



Glosario

Modificaciones

Contract and Contract Party

- ✓ **Change Contract No/Contract Party/Name Account.-** Cambiar n° de contrato.

Vessel and Routing

- ✓ **Change Vessel.-** Cambiar de Nave, puedes utilizar este cambio para solicitar roleos **antes del zarpe** de la nave.
- ✓ **Change Routing / Transportation Mode.-** Cambio de ruta/ modalidad de transporte, puedes utilizar esta opción para cambiar, añadir ó eliminar un pick up en origen o un delivery en destino (CH/CH).
- ✓ **Change Destination After Loading.-** Cambio de destino **después de zarpe** – puedes utilizar este cambio para cambios de destino después que la nave haya zarpado.

Cargo information

- ✓ **Change Commodity Short Description / HS Code.-** Cambio de tipo de carga / Partida arancelaria.
- ✓ **Change Cargo Weight.-** Cambio de Peso de carga.
- ✓ **Change DG/OOG Information.-** Cambio de información DG/ OOG de la carga.

Equipment information

- ✓ **Increase Container.-** Aumentar contenedores.
- ✓ **Reduce Container.-** Reducir contenedores.
- ✓ **Container Swap / Container Linking.-** Cambio / Re asociación de contenedores , puedes utilizar esta opción cuando deseas mover un contenedore de un Booking a otro.
- ✓ **Change Container Type.-** Cambio tipo de contenedor, ej. Cuando requieres cambiar un cont. de 20' a uno de 40', etc.
- ✓ **Change Empty Pick-Up Date / Empty Pick-Up Location.-** Cambio de fecha/ ubicación de retiro de contendor.
- ✓ **Change Positioning Date (Carrier Haulage).-** Cambo de Fecha de entrega de contenedor (CH).
- ✓ **Change Loading Reference (Carrier Haulage).-** Cambio de referencia de contendor, puedes utilizar esta opción cuando se requiere cambiar la dirección de deposito de cliente de carguío de contenedor en origen (CH).
- ✓ **Change Reefer Setup.-** Cambio de especificaciones de unidades Reefer, ej. Cambio de temperatura, ventilación, atmósfera, etc.
- ✓ **Change SOC Information.-** Cambio de información de contenedores propios de cliente.

Others

- ✓ **Change Customer Reference.-** Cambio de referencia interna de contenedor.

CANCELACIONES

Cancelaciones

- ✓ **No Specific Reason.-** Sin razón específica, puedes utilizar esta opción cuando el resto de la lista no aplican a tu razón de cancelación.
- ✓ **Cargo Is Not Ready.-** Carga no está lista.
- ✓ **Shipper Is Facing Operational Issues.-** Embarcador con problemas operativos.
- ✓ **VGM Missing.-** Embarcador no cuenta con VGM de la carga.
- ✓ **Special Cargo (DG/OOG/Reefer) Rejection / Issues.-** Problemas de rechazo por carga especial (DG/OOG/Reefer).
- ✓ **Booking Is Affected By Schedule Change.-** Booking se vio afectado por un cambio de horario (stacking).
- ✓ **Booking Is Affected By Port Omission, Blank Sailing & Phase Out.-** Booking se vio afectado por una omisión de Puerto, nave sin embarcar carga en puerto.
- ✓ **Booking Is Affected By Equipment Related Issues.-** Booking se vio afectado por un tema relacionado a equipos.

Gracias!

