

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:

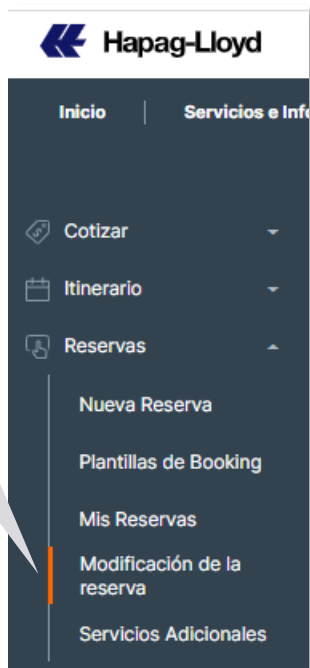
Ingresar a nuestra pagina web: <https://www.hapag-loyd.com/>

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



Te mostramos como ingresar:

A través de Reservas:

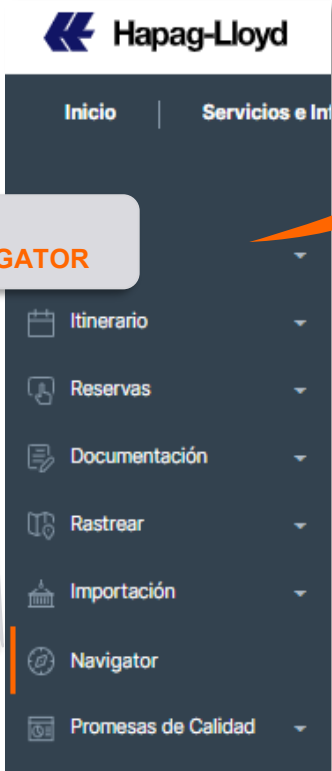


→ Inicio
→ Reservas
→ **Modificación de la reserva**

The screenshot shows the 'Modificación de la reserva' screen in the Hapag-Lloyd app. The title bar at the top reads 'Modificación de la reser...' and 'About this app'. The main content area is divided into sections: 'Booking', 'Request', and 'Review and Confirm'. The 'Booking' section contains a text input field with the value '45789900' and an orange 'Continue' button. An orange callout box above the input field says 'Ingresa el numero de Booking y presiona continuar'. An orange arrow points from the callout box to the input field. Another orange arrow points from the 'Request' section to the 'Review and Confirm' section.

A través de Navigator:

→ Inicio
→ NAVIGATOR



The main screen of the Navigator 2.0 application. At the top, there is a search bar with 'Booking No.' and a search icon. Below the search bar, there are several filter fields: 'Start Location', 'End Location', 'Your Reference', 'Vessel', and 'Date Range'. A blue box with the text 'Selecciona booking' is overlaid on the 'Your Reference' field. Below the filters is a table with columns: 'Booking No.', 'Reference', 'Bill of Lading No.', 'Main Vessel', 'Voyage No.', 'Additional Freetime', 'Shipping Guarantee', 'Hapag-Lloyd LIVE', 'Start Location', 'ETD', 'End Location', 'ETA', and 'Transit Time'. The first row of the table is highlighted with an orange box, and the 'Booking No.' '10036731' is also highlighted with an orange box. An orange arrow points from this box to the next screen.

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

The details screen for booking 10036731. At the top, there is a 'Back' button and the booking number '10036731'. Below this, there are several sections: 'Booking No.', 'Your Reference', 'Containers', 'Document Status', 'To Do', and 'Details'. The 'Containers' section shows '45GP' and 'LITHIUM HYDROXIDE'. The 'Document Status' is 'Completed'. The 'Details' section has a 'Copy Booking' button and an 'Update Booking' button, which is highlighted with an orange box. An orange arrow points from this button to the next screen.

Presiona Update Booking

Ahora! 3 simples pasos:



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

The screenshot shows a mobile application interface for booking modification. At the top, it says 'Modificación de la reser...' and 'About this app'. Below that, there's a 'Booking' section with a checkmark icon. The booking details include: Booking No. 10036731, PUERTO ANGAMOS, CLPAG, Terminal / Ramp, 2023-02-09, and 44 DAYS. There's also a 'Transshipments' section with 0 transshipments. Below the booking details, there's a 'Request' section with the question 'What is your request?' and two radio button options: 'I want to update booking' (selected) and 'I want to cancel booking'. A blue callout box with white text 'Indica si deseas **Modificar** ó **cancelar**' has an arrow pointing to the radio buttons. Below the request section, there's a section for specifying the type of amendment, with a dropdown menu for 'Type of amendment' and a text area for 'Provide any necessary details and attachments (optional)'. There's also an 'Add attachments' button and a list of accepted file types: .jpg, .png, .pdf. At the bottom, there's an 'Add amendment' button.

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'. An orange callout box with the text 'Debe seleccionar una opción de cancelación' (Must select a cancellation option) points to the selected radio button. Below this, a dropdown menu for 'Type of amendment' is shown with a search icon. An orange arrow points from this dropdown to the right screenshot, which shows the expanded list of reasons for cancellation. The right screenshot also shows the 'Review and Confirm' section at the bottom.

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
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- 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

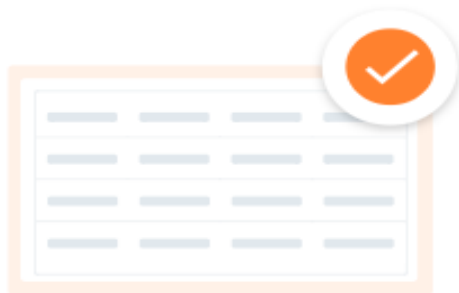
Cancellation:

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!

