

**Customer User Guide:
- Verified Gross Mass (VGM) -
How to Submit VGM Data To Hapag-Lloyd**

Hapag-Lloyd - June, 7 2016

Verified Gross Mass (VGM): How to submit VGM data to Hapag-Lloyd

As of July 1, 2016, only containers with a 'Verified Gross Mass' (VGM) can be loaded on board of a SOLAS relevant vessel. [Find out here](#) how to obtain the 'Verified Gross Mass'. It is highly appreciated and recommended by SOLAS that the submission of the VGM is done via electronic channels. Thereby, all involved parties avoid any delays or errors during the transmission.

In order to meet all requirements and to prevent unfavourable cases, Hapag-Lloyd has designed various solutions which offer quick transmission and finally, safer transports. The container's tare weight is not only available on the container door. You can find it within our '[Online Business](#)' section website as well. The submission of the VGM data is possible after a quick registration via our 'webVGM' or the 'VGM Excel Template'. Our applications offer a monitoring of your VGM status as well as a VGM reminder e-mail. In the following, you will find further explanations and descriptions of our Hapag-Lloyd VGM tools and supported channels like portals.

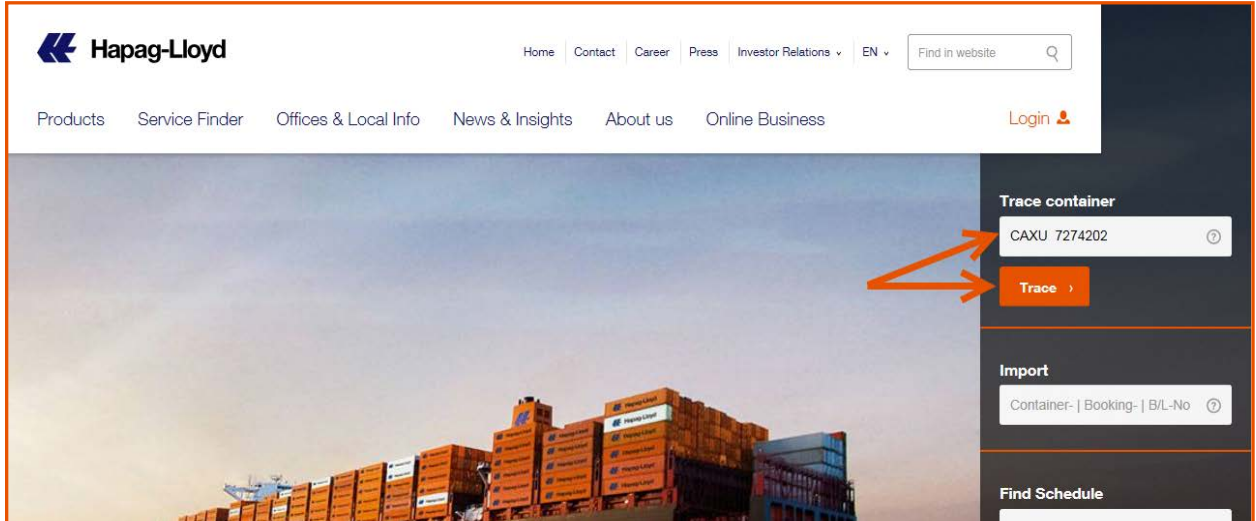
1. Contents

2. How to get the Container Tare Weight?	3
2.1 Find the container tare weight via Website Tracing	3
2.1.1 If the entered container number is not known to Hapag-Lloyd.....	4
2.1.2 Using of the Hapag-Lloyd 'GetInfo' Tool.....	4
3. How to submit and monitor Verified Gross Mass via the Website?	5
3.1 How to register to use the Online Business features	5
3.1.2 Full Registration for Online Business features (including VGM)	7
3.2 Where to get the cut-off dates to submit VGM data?	8
3.2.1 Cut-off dates in the Booking-Confirmation PDF	8
3.2.2 Cut-off dates on our Website - via 'Shipments Details'	9
3.2.3 Cut-off dates via our Website - via 'Interactive Schedule'	10
3.3 Submission of VGM via our Website	11
3.3.1 Navigation to 'WebVGM'.....	11
3.3.2 WebVGM submission screen for all registered users	12
3.3.3 'WebVGM' warning / error messages and what to do	13
3.3.4 The use of 'Add Details' within 'WebVGM'	14
3.4 Submission via the Hapag-Lloyd 'VGM-Excel Template'	14
3.4.1 How to work with the 'VGM Excel Template'	15
3.5 VGM Monitoring with 'WebVGM'	16
3.5.1 'webVGM' Filter Options	16
3.5.2 'My Shipments' – for full registered users only	17
3.5.3 'My Transmissions' – for all kind of registered users.....	18
3.6 Submission via bilateral EDI with VERMAS, IFTMIN or ANSI 304	18
3.7 No VGM submission via eaSI Shipping Instructions	18
3.8 Submission via Portals	19
3.9 VGM Answer Message (E-Mail): Reject / Accept / Conditional Accept.....	20
4. Hapag-Lloyd VGM support.....	21
4.1 VGM 'Reminder Mail'	21

2. How to get the Container Tare Weight?

2.1 Find the container tare weight via Website Tracing

Container tare weight of a specific container is displayed within the tracing function on our [Website](#). Enter the respective container number and click the 'Trace' button.



If your container number is known to us, you will automatically be forwarded to our Online Business Tracing feature where the tare weight is displayed.

Tracing by Container ?

HIDE

Enter a container number to receive tracing information. Use also the Vessel Tracing for the current vessel schedule.

Container No. (e.g. HLCU1234567) ?

HIDE

Container Information

Type	42GP	Description	GENERAL PURPOSE CONT.	Dimension	40' X 8' X 8'6"	Tare	3700	Max. Payload	26840
-------------	------	--------------------	-----------------------	------------------	-----------------	-------------	------	---------------------	-------

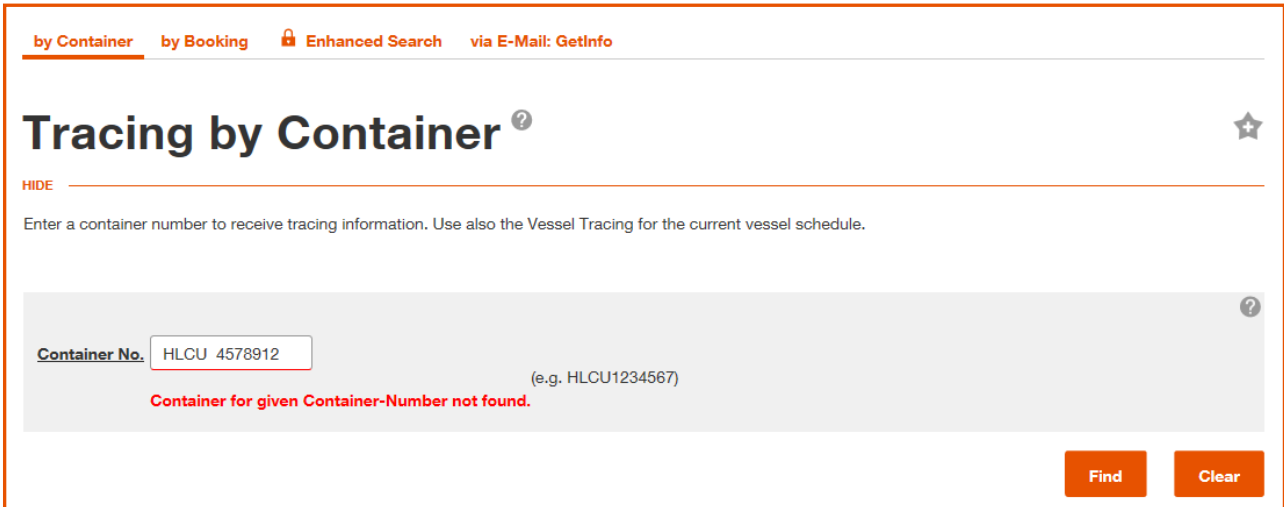
Last Movement

The container departed from RADOMSKO at 2016-05-30 .

Status	Place of Activity	Date	Time	Transport	Voyage No.
Arrival in	GDYNIA	2016-05-27	16:51	Truck	

2.1.1 If the entered container number is not known to Hapag-Lloyd

You will receive a warning message **“Container for given Container-Number not found.”**



The screenshot shows the 'Tracing by Container' interface. At the top, there are navigation links: 'by Container', 'by Booking', 'Enhanced Search', and 'via E-Mail: GetInfo'. The main heading is 'Tracing by Container' with a help icon. Below the heading, there is a 'HIDE' button and a text prompt: 'Enter a container number to receive tracing information. Use also the Vessel Tracing for the current vessel schedule.' A search input field contains 'HLCU 4578912' and has a placeholder '(e.g. HLCU1234567)'. Below the input field, a red error message reads: 'Container for given Container-Number not found.' At the bottom right, there are 'Find' and 'Clear' buttons.

Please check if your container number is correct. If your container number is correct, but not found in our system, please contact your local Hapag-Lloyd point of entry to help to locate the problem together with you.

2.1.2 Using of the Hapag-Lloyd ‘GetInfo’ Tool

As an alternative to our online service you can receive tare weight information in your e-mail mailbox by using our simple GetInfo Message Service. Send an email to getinfo@hlag.com. Enter the letter "T" for Tracing Information or a "C" for Container Specifications only in the subject line, followed by a colon and the container number – e. g. "C:HLCU1234567"

- Enter up to 3 container numbers each separated by a (;) semicolon.
- Include no spaces.
- Send the e-mail

To:	'getinfo@hlag.com'
Cc:	
Subject:	T:HLCU1234567
<hr/>	

To:	'getinfo@hlag.com'
Cc:	
Subject:	C:HLCU1234567
<hr/>	

You will instantly receive a reply mail, which will look like next page example.

Dear Customer,
thank you for your tracing request by mail.

Container: HLCU 1234567
 Type: 45GP
 Description: HIGH CUBE CONT.
 Dimensions: 40' X 8' X 9'6"
 Max. Gross: 32500 kg 71650 lbs
 Tare: 3940 kg 8686 lbs
 Max. Payload: 28560 kg 62963 lbs

Last movement:
The container was loaded in HAMBURG at 2016-03-24 .

Actual Movements:

STATUS	PLACE OF ACTIVITY	DATE	TIME	TRANSPORT	VOYAGE
Gate out empty	FRANKFURT AM MAIN	2016-03-18	16:22	Truck	
Arrival in	HAMBURG	2016-03-21	18:22	Truck	
Loaded	HAMBURG	2016-03-24	09:29	MSC TAMARA	NW611A

Planned Movements:

STATUS	PLACE OF ACTIVITY	DATE	TIME	TRANSPORT	VOYAGE
Discharge	CALLAO	2016-04-15	03:00	MSC TAMARA	NW611A

Please find our Terms of Use at the below link.

www.hapag-lloyd.com/en/legal_terms.html

3. How to submit and monitor Verified Gross Mass via the Website?

3.1 How to register to use the Online Business features

To use the submission of the VGM Data you have to be a registered user of the [Hapag-Lloyd Online Business](#). If you are already registered you can use VGM already.

We offer two kinds of registration:

1. VGM monitoring and submission = 'Register as Guest'
2. Full functionality of the Hapag-Lloyd Online Business – including VGM monitoring/submission.

3.1.1 Registration to monitor and submit the VGM

In case you do not need all parts of our Online Business but only want to monitor and submit VGM information, you can register for the VGM monitoring and submission only by clicking on 'Register as Guest'. After having successfully completed the registration process you will also have the possibility to download our [VGM Excel Template](#). Please find on the following pages the detailed screens for the Guest registration:

Register New User [?]


Hapag-Lloyd offers two different account types to access the Online-Business.

Guest Account

Get instant access to below mentioned online features with an unlimited Guest Account. You can upgrade your Guest Account to a Customer Account at any time under **Update Account**.

Get instant access to

- VGM submission and monitoring
- Schedule Subscriptions
- Enhanced Tracing


Register as Guest

You will be guided to the following screen:

Guest Registration [?] ☆

Please fill out the below form to register with the Hapag-Lloyd Online Business as a new customer. After creation, you will immediately have access to these applications:

- VGM submission and monitoring
- Schedule Subscriptions
- Enhanced Tracing

Further online applications such as our Web Booking solution and the My Shipments application will require a verification process, which you can request at any point under [My Account](#).

My personal data ?

First name*

Last name*

Company*

Street and number*

Post code*

City*

Country, State*

Phone number

Fax number

E-mail address*

Repeat E-mail Address*

My account ?

Please make up a user id and password that you will use for future log in.

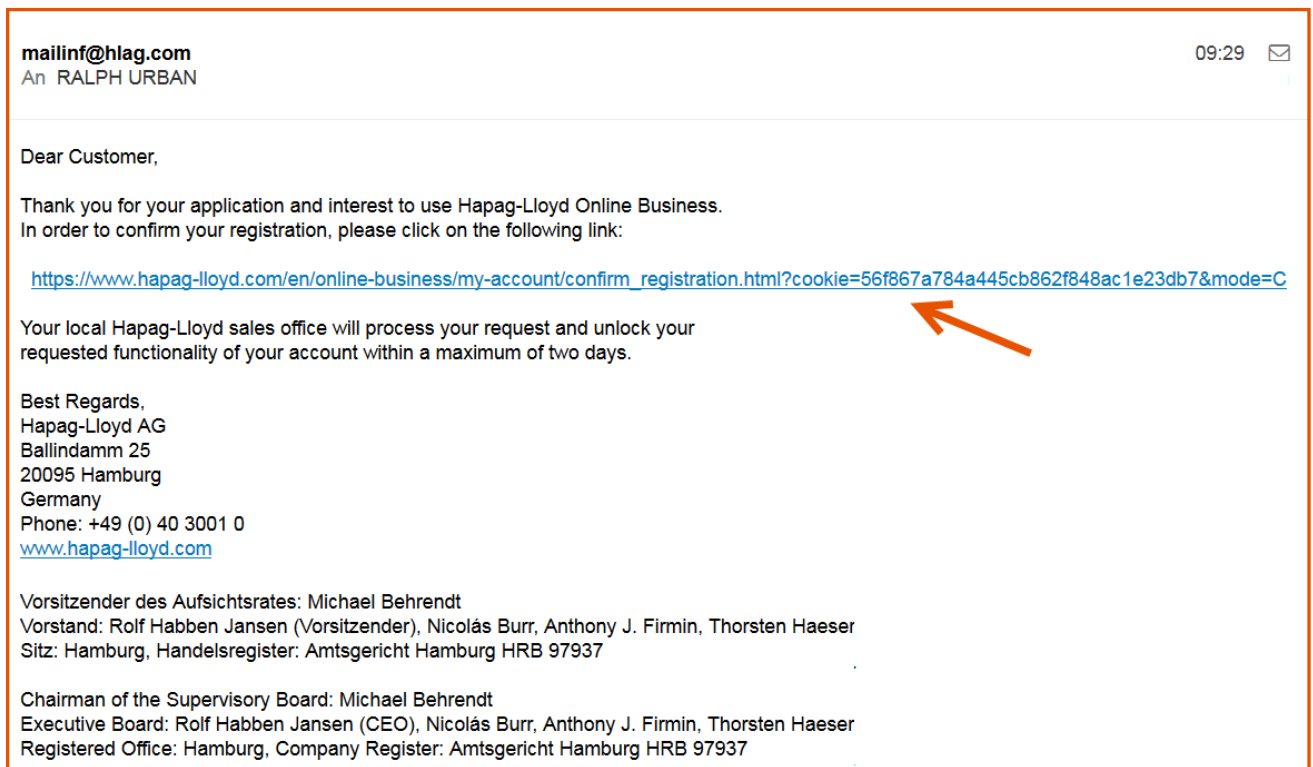
User id* (at least 6 characters, valid characters are letters, digits and #, \$, @)

Password* (at least 8 characters, at least one letter and one digit/#/\$/@)

Repeat Password*

I have read the [Privacy Statement](#) and agree to the terms and conditions regarding the storage and processing of my data. *

After submitting your 'guest registration' you will receive an e-mail with a link to click on to verify your registration.



In case you are an active transport party in the shipments but you only register for 'Register as Guest' and now you want to use as well other 'Online Business' functions you can ['update your account'](#) also at a later stage.

3.1.2 Customer Registration for Online Business features (including VGM)

If you want to provide your VGM information, and in addition also want to use other parts of our Hapag-Lloyd Online Business, you should register for the full functionality:

- Submit Bookings and Shipping Instructions
- Watch your shipment status with My Shipments
- Use enhanced Tracing features
- Use our comfortable Import Suite to manage your incoming shipments


Please find on the following pages the detailed screens for the Customer Registration:

Register New User [?]

Please fill out the below form to register with the Hapag-Lloyd Online Business as an existing customer. We will verify your account usually within 24 hours. You can use the instant access applications immediately, while others are available once the verification process is completed. The applications you will have access to include:

- Place Bookings and Shipping Instructions
- VGM Submission & Monitoring (Instant Access)
- Watch your shipment status with My Shipments
- Use enhanced Tracing features (Instant Access)
- Use our comfortable Import Suite to manage your incoming shipments

Please scroll down for
the full registration



Hapag-Lloyd Reference ?

In order to support a smooth registration process we ask you to provide a valid business reference you currently have with Hapag-Lloyd.

Don't have a reference number? Register for a **guest account** instead.

Hapag-Lloyd Reference Type*

Hapag-Lloyd Reference Value*

In case you have already shipment references with us this will speed up the registration process.

My personal data ?

First name*

Last name*

Company*

Street and number*

Post code*

City*

Country, State*

Phone number

Fax number

E-mail address*

Repeat E-mail Address*

My account ?

Please make up a user id and password that you will use for future log in.

User id* (at least 6 characters, valid characters are letters, digits and #, \$, @)

Password* (at least 8 characters, at least one letter and one digit/#/\$/@)

Repeat Password*

I have read the **Privacy Statement** and agree to the terms and conditions regarding the storage and processing of my data. *

Finally you can submit your registration by clicking 'Submit'


3.2 Where to get the cut-off dates to submit VGM data?

We recognize that it is important for you to know the date and time you have to submit your VGM data to Hapag-Lloyd. Therefore, we would like to show you where you can find the VGM cut-off dates.

3.2.1 Cut-off dates in the Booking-Confirmation PDF

Within our PDF **Booking Confirmation** we provide the relevant cut-off dates for your shipment, including VGM cut-off dates (see below picture).

HAPAG-LLOYD AG
AREA GERMANY, ROSENSTRASSE 17, D-20095 HAMBURG (AS CARRIER)



Our Reference: 42123714
Your Reference: 20140630104401
Page 1 of 3

Received from:
THOMAS MUSTEF
MUSTERMANNST
D-20095 HAMBUR

Name THOMA:
Tel. +49 40 3
E-Mail THOMA

Booking C


Our Reference:
Your Reference:
BL/SWB No(s):
Summary:

Export:

Export empty pick
HHLA, CTB
HHLA CONTAINER
CONTAINER TER
WALTERSHOFER
D-21129 HAMBUR

From
HAMBURG
CTA,ALTENWERDEF
(DEHAM)

Import terminal pi
PSA CORPORATI
TANJONG PAGAR
7B KEPPEL ROAD
SINGAPORE 0890


Page 2 of 3

Deadline	Location	Date / Time (local)	Required Action
Shipping instruction closing	HAMBURG (DEHAM)	16-Jul-2014 12:00	Provide your final BL/SWB instructions
VGM cut-off	HAMBURG (DEHAM)	18-Jul-2014 12:00	Provide verified container gross weight (VGM)
DG booking closing	HAMBURG (DEHAM)	16-Jul-2014 16:00	Provide your final DG declaration
DG delivery cut-off	HAMBURG (DEHAM)	18-Jul-2014 12:00	Last possible delivery of DG containers at the export terminal

Please send your shipping instruction to : doc.de@csd.hlag.com

No.	Type	Container no.	SOW	Empty pick up date/time	Empty pick up depot	Add. Info
1	22GP		N	16-Jul-2014	HHLA, CTB	DG
Container Type		20' X 8' X 88" GENERAL PURPOSE CONT.				
Commodity		Description: CHEMICALS HS Code: 28 27 31 Gross Weight: 7536,0 KGM Net Weight: 7056,0 KGM Gross Volume: 12,863 MTQ Outer Packing: 480 PLASTIC JERRICANS				
DG Details		UN no.: 1727 Primary IMO Class: 8 Packing group: 2 Limited Quantity: N Excepted Quantity: N Marine pollutant: N Aggregation state: S Proper Shipping Name: AMMONIUM HYDROGENDIFLUORIDE, SOLID Hazardous Content: TCN L1 TCN L2				
References		CULR - Customer Load Reference: 20140630104401				

Customs Details

According to shipment routing, the following customs requirements are relevant:

Direct: EU (AES)

This booking confirmation is subject to receiving of all relevant bill of lading / sea waybill data from the shipper in due time respectively according to local documentation closing dates/times.

Remarks

ADDITIONAL INFORMATION REGARDING THE VGM:
In preparation for the new SOLAS requirement coming into force, our booking confirmation is now showing VGM relevant information for you to familiarise with it.

- 1) Submission of a VGM is mandatory for all containers departing on or after 1st July 2016.
- 2) Without a VGM your container can not be planned for shipment.
- 3) A VGM can be submitted for cargo already in transit on or after 8th June 2016.
- 4) A number of terminals will require a VGM ahead of the container(s) arrival making the VGM out-off date obsolete. Those terminals will be highlighted on page 1 of this confirmation.
- 5) In all cases the VGMs should be submitted electronically and directly to Hapag-Lloyd for example via the online business section

3.2.2 Cut-off dates on our Website - via 'Shipments Details'

As a user with full registration for our Online Business ([see registration](#)), you get access to ['My Shipments'](#) where you can select (with the right mouse button or scroll down) a shipment and switch to Shipment Details to see all relevant cut-off dates including the one for VGM:

Booking No.	Bill of Lading No.	Start of Transport, Port of Loading	Document Closure	Vessel Departure	Vessels	Port of Discharge, End of Transport
<input type="radio"/>	37632031	HLCUWAW160516E81	BUEDINGEN/HESSEN, HAMBURG	2016-06-14	2016-06-15	MSC LEIGH CALLAO
<input checked="" type="radio"/>	3611163	HLCUWAW160516E31	HAMBURG	2016-06-14	2016-06-15	MSC LEIGH CALLAO
<input type="radio"/>	3311108	HLCUWAW160516E96	GDYNIA	2016-06-14	2016-06-14	IDUNA, QUEBEC EXPRESS MONTREAL, QC, TORONTO, ON
<input type="radio"/>	36200042	HLCUWAW160516E408	GDYNIA	2016-06-11	2016-06-11	VALENCIA EXPRESS, JAKARTA EXPRESS, YANKI A ASHDOD
<input type="radio"/>	3911160	HLCUWAW160516E65	GARWOLIN, GDYNIA			VALENCIA EXPRESS,
<input type="radio"/>	3411199	HLCUWAW160516E10	HAMBURG			
<input type="radio"/>	3911129	HLCUWAW160516E37	HAMBURG			

Shipment Details ?

HIDE

Booking No.	35965660	VGM Cut Off	2016-06-06	11:00
Reference	SPP	Cut Off Time	2016-06-07	22:00
		Document Closure	2016-06-07	12:00

3.2.3 Cut-off dates via our Website - via 'Interactive Schedule'

Another possibility to access the VGM cut-off date in our Online Business without log-in, is supported via the 'Interactive Schedule'. Within this feature, please enter your routing and click on 'Find'

Start Location*	HAMBURG (DEHAM)	2016-06-01	Plus	4	week(s)	<input type="radio"/> Received at your door (CH)
Via 1		(e.g. 2011-12-20)				<input checked="" type="radio"/> Received at container terminal (MH)
Via 2						<input type="radio"/> Delivered at your door (CH)
End Location*	NEW YORK, NY (USNYC)					<input checked="" type="radio"/> Delivered at container terminal (MH)
Export MoT	...	(e.g. 2011-12-20)				
Import MoT	...					
<input type="checkbox"/> Optimize routing for reefer equipment						
						<input type="button" value="Find"/> <input type="button" value="Clear"/>

As a result you will get a list of matching routings (1). Select the one of your choice and click on the 'Routing Details' button. On the 'Routing Details' screen (2), select the load port and click 'Closing and Terminal Details (3)'. On this screen select the export Terminal and click 'Details' again. On the Terminal Details screen (4) you will find all relevant cut off times including the VGM cut-off date.

Start Location	Port of Loading	Transshipments	Vessels / Services	Port of Discharge	Transit Time (days)
<input checked="" type="radio"/>	HAMBURG DE 2016-06-28	0	CHICAGO EXPRESS / 062W / AX1	NEW YORK, NY US 2016-07-09	11
<input type="radio"/>	HAMBURG DE 2016-06-07	0	ATLANTIC STAR / 6254 / ATA	NEW YORK, NY US 2016-06-25	18
<input type="radio"/>	HAMBURG DE 2016-06-16	0	ATLANTIC SAIL / 6255 / ATA	NEW YORK, NY US 2016-06-30	14
<input type="radio"/>	HAMBURG DE 2016-06-25				17
<input type="radio"/>	HAMBURG DE 2016-06-03	ROTTERDAM NL 2016-06-06			11

Routing Details

Location	Arrival	Departure	Vessel / Mode of transport	Voyage	Service
<input checked="" type="radio"/> HAMBURG		2016-06-28	CHICAGO EXPRESS	062W	AX1
<input type="radio"/> NEW YORK, NY		2016-07-09			

Routing Details

Period: 2016-06-28 - 2016-07-09

Vessel: CHICAGO EXPRESS

Voyage No.: 062W

Internal Voyage No.: 029764

Terminal: HAMBURG

Name	Departure
<input checked="" type="radio"/> HHLA CONTAINER-TERMINAL (CTA)	2016-06-28

Closings and Terminal Details

Cut Off Dates


VGM	2016-06-24	Time	10:00
FCL	2016-06-27	Time	11:00
Reefer	2016-06-27	Time	07:00

3.3 Submission of VGM via our Website

'webVGM' is the Hapag-Lloyd online solution for providing VGM data. 'WebVGM' requires a [registration with Hapag-Lloyd Online Business](#).

3.3.1 Navigation to 'WebVGM'

You can start to submit VGM data immediately after both kinds of registrations ('VGM Submission only' or the full registration). Additional applications will be granted at a later stage within the full registration, depending on our security verification process. Now you can switch to 'Shipments' in the navigation bar:

 Home | Contact | Career | Press | Investor Relations v | EN v |

Products | Service Finder | Offices & Local Info | News & Insights | About us | **Online Business** | Logout

Overview | **Shipments** | Tariffs | Rate of Exchange | Schedules | Booking | Tracing | Documents | Import

On the following screen, please click 'WebVGM'. You can ignore the red line text, as this will be available for you when you are granted as 'Online Business' after our security verification process.

My Shipments
webVGM
VGM Excel Template

My Shipments ☆

HIDE _____

Find

HIDE _____

Please contact your responsible sales office. You lack the necessary authorization as your user account is not (yet) assigned to a customer organization.

You will now be guided to the 'webVGM (My Transmissions)' screen:

webVGM (My Transmissions) ☆

HIDE _____

Filter Options ?

Booking No.

Container No.

VGM Status

Find
Clear

HIDE _____

No Transmissions / Shipments found.

HIDE _____

VGM Details ?

Booking No.


Container	Tare	Max. Gross	Verified Weight (including tare)	Verification Signature (responsible person)	Shipper Company (responsible company)	Status
<input style="width: 100%;" type="text"/>			<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>

3.3.2 WebVGM submission screen for all registered users

'WebVGM' allows you to submit the VGM details under your user account for up to five containers at a time. You can submit your VGM data once all mandatory details are entered. Mandatory details are: 'Booking Number', 'Container Number', 'Verified Weight', 'Weight Unit', 'Verification Signature' and the 'Shipper Company'. By pressing 'Get Tare and Validate' it will be verified if the container- and booking no. is known to us and if the VGM is in line with the maximal allowed gross container weight limits. In addition the system will display the tare weight and the maximal allowed gross weight of the container. If all is ok, please click the 'Submit' button (see below button picture) to send VGM. You will then get the status 'SENT' within the list. If you want to submit more than 5 containers per shipment, click the button 'New Entry'. 'View Details' will be explained under item 3.3.4 accordingly.

Get Tare and Validate
New Entry
View Details
Submit

VGM Details							
Booking No. 42120198							
Container / Size Type	Tare	Max. Gross	Verified Weight	Verification Signature	Shipper Company	Status	
HLXU 6126343	4020 kg	30480 kg	30480 kg	JOHN DOE	JOHN DOE INC ×	SENT	



 This information will only be shown after you proceed with 'Get Tare and Validate'

3.3.3 'WebVGM' warning / error messages and what to do

If the Container No. is unknown to Hapag-Lloyd, e. g. when sending shipper's owned container data, the field of the 'Size Type' will be framed red. Move your mouse over the red framed field to get a detailed error message. In this case you are required to enter the Container Type as per the UN standard in the next right field (see link for [ISO Size Type details](#)).

HLCU 1234567							PREPARED

The container number is not (yet) known at Hapag-Lloyd. Please provide the container size type.

If the Container No. is not linked to your Booking no. the message will be as per below. Please check if your container number or size type is correct. If everything is correct, please contact your local Hapag-Lloyd point of entry to solve the problem together with you, e. g. when the container is linked to another booking no.

HLXU 1234567	3830 kg	32500 kg	15000 kg	RESPONSIBLE ...	SHIPPER COM ...	PREPARED

The container is not linked to the booking. Please confirm the correctness of your input above.

If the VGM exceeds the maximum allowed container weight, you will not be able to submit the VGM. The Status will be 'PREPARED', the Container No. will be framed red. Move your mouse over the Container No. and you will get the following warning:

HLXU 6126343			34000 kg	JOHN DOE	JOHN DOE INC	PREPARED

Verified Weight is not within the possible range.

Adjust the weight and resent.

3.3.4 The use of 'View Details' within 'WebVGM'


To provide optional VGM details press '**View Details**' to switch between mandatory and additional optional fields. The optional fields provide you the opportunity to enter important information like determination date, Solas Method in order to comply with your specific country requirements:

Container / Size Type	Determ. Date	Solas Method	Solas Cert.	Country	Provider Signature
HLXU 6126343 <input type="text"/>	<input type="text"/> 	... <input type="text"/>	<input type="text"/>	<input type="text"/>	NCM RAS NCM RAS
<input type="text"/>	<input type="text"/> 	... <input type="text"/>	<input type="text"/>	<input type="text"/>	

If you want to submit more than 5 containers per shipment, click the button 'New Entry'.


3.4 Submission via the Hapag-Lloyd 'VGM-Excel Template'

With the 'VGM Excel Template', Hapag-Lloyd offers you an easy and straight forward tool to provide VGM details to Hapag-Lloyd without the need to log in our website each time you want to provide a VGM. As a [registered Hapag-Lloyd Online Business user](#) you can click the link 'VGM Excel Template' to download the 'VGM Excel Template' from our Online Business Section:



[Home](#) | [Contact](#) | [Career](#) | [Press](#) | [Investor Relations](#) | [EN](#)

[Products](#) | [Service Finder](#) | [Offices & Local Info](#) | [News & Insights](#) | [About us](#) | [Online Business](#)

[Logout](#) 

[Overview](#) | [Shipments](#) | [Tariffs](#) | [Rate of Exchange](#) | [Schedules](#) | [Booking](#) | [Tracing](#) | [Documents](#) | [Import](#)

[My Shipments](#) | [webVGM](#) | [VGM Excel Template](#)

VGM Excel Template

Hapag-Lloyd's VGM Excel Template is an easy solution to submit VGM information via e-mail. It is especially suitable when sending VGM information for recurring business cases.

Main benefits include:


- Easy one-time registration to use VGM Excel Template
- No log-in required to submit VGM information via e-mail
- Validation checks prevent the most common errors
- Dispatch of acknowledgement e-mails
- Status monitoring available via webVGM

Work with the VGM Excel Template

As a security measure, we will only accept VGM Excel files from email addresses registered with our **Online business**. Therefore, in order to use the VGM Excel template, you need to

- make sure you are registered with our Online Business (you can register [here](#))
- only use the registered email address when returning filled VGM Excel files

Detailed step-by-step instructions on how to use the VGM Excel Template can be found in the user guide which can be downloaded below.

 [Userguide \(645.5 KB, 8 Pages\)](#)

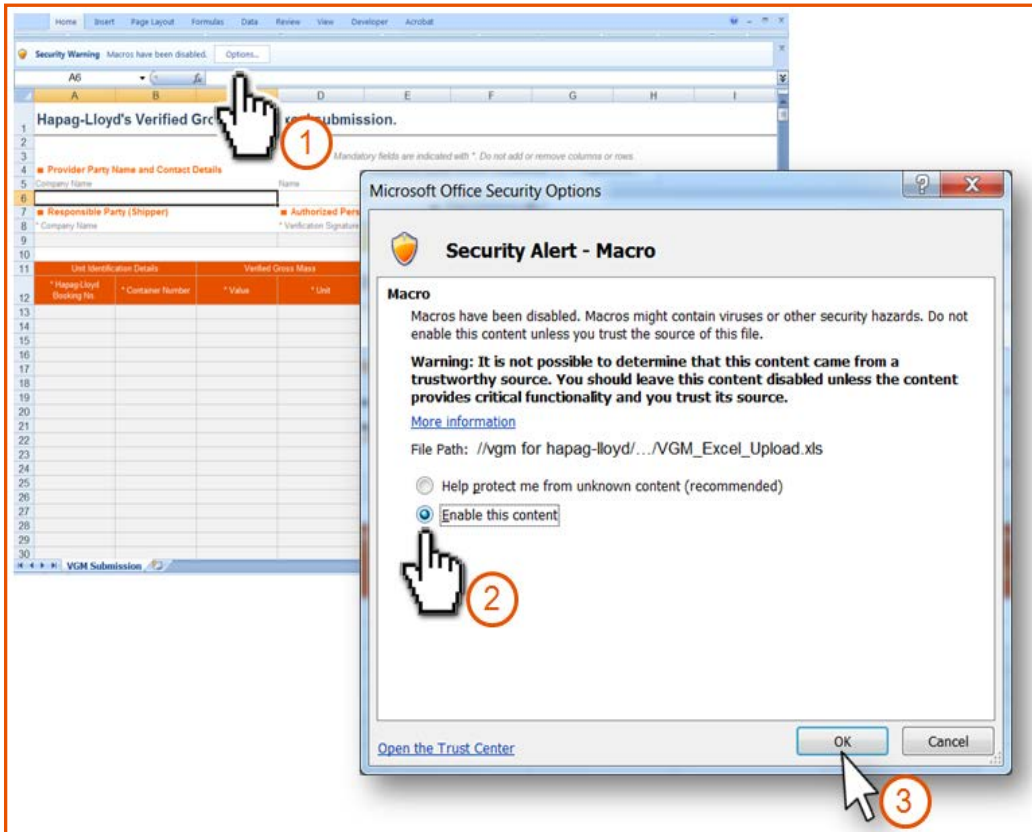
[VGM Excel Template](#)

3.4.1 How to work with the 'VGM Excel Template'

To expedite the submission of the Verified Gross Mass (VGM) to Hapag-Lloyd we have developed the VGM Excel file. This is a macro based Excel document that will convert your VGM data into an XML file which can then be submitted to Hapag-Lloyd by e-mail.

Instructions:

1. Download the VGM Excel file from our website and store it on your local drive.
2. Before starting with the VGM input, make sure that you have enabled macros.



3. Insert the VGM details, mandatory fields are marked with an asterisk.

Hapag-Lloyd's Verified Gross Mass Excel submission.

*Mandatory fields are indicated with *. Do not add or remove columns or rows.*

Provider Party Name and Contact Details

Company Name: _____ Name: _____ Phone Number: _____ E-Mail: _____

Responsible Party (Shipper)

* Company Name: _____ * Verification Signature (full name in capitals): _____ Phone Number: _____ E-Mail: _____

Authorized Person

* Verification Signature (full name in capitals): _____ Phone Number: _____ E-Mail: _____

Generate and send XML using Outlook

Generate XML and Save on location

Unit Identification Details		Verified Gross Mass		Container Details		Additional VGM Information				
* Hapag-Lloyd Booking or BLFSV No.	* Container Number	* Value	* Unit	* Shipper Owned Container (SOC)	ISO Size Type Code	Method	Certificate ID	Date of Activity (YYYY-MM-DD)	Time of Activity (24h) (HH:MM)	Country of Weight Determination

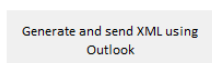
Note: You can insert several VGMs for different containers across multiple bookings. Save your input until all relevant VGMs are inserted and ready for submission.

Description:

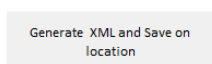
- Provider Party Name and Contact details: Company that submits the VGM including contact details.
- Responsible Party: This is the Shipper for whom the VGM is submitted.
- Authorized Person: The full name of the authorized and responsible party.

Mandatory VGM details:

- Booking Number or BL number
- Container Number
- VGM weight
- Unit of measure
- In case of shipper's owned container, please also provide the ISO Size Types. See link for [ISO Size Type details](#).
- All other details are optional and must only be submitted in accordance with local country legislations.
- Submit the XML file using the same e-mail address you used for your registration:



If you are using 'Outlook' as your e-mail application, this button will automatically create a new e-mail with the XML file attached.



This button will create the XML file and will save it on the selected drive from where you can attach it to an e-mail later on. The e-mail must be sent to: 'vgm@edi.hlog.com'.

4. As soon as we receive your e-mail with the XML file, we will return an e-mail acknowledgment back to you on container level showing whether the VGM for the container was:
 - a. ACCEPTED
 - b. CONDITIONALLY ACCEPTED (exception handling in progress at Hapag-Lloyd) or
 - c. REJECTED

For more information about this messages please see these messages [click here](#).

3.5 VGM Monitoring with 'WebVGM'

Each Hapag-Lloyd Online Business user (including the customers using 'VGM Excel Template') will be in the position to view those bookings where his / her assigned company (organization) is involved as a transport party. Shipment data is never published to persons / users who are not involved in the transport. This function is available to all our online business customers.

All registered users can [monitor their transmissions via 'WebVGM'](#). Only full registered users can make use of the '[My Shipments](#)' and '[My Transmission](#)' filter options. Using the filter options, you will be able to see instantly which of your shipments have outstanding VGM information. In the 'Filter Options', fully registered Hapag-Lloyd 'Online Business users will be enabled to chose within 'WebVGM (My Shipments)' Booking- or Container No. as well as the 'VGM status'.

All 'VGM Submission only' users can only see 'My transmissions'. It gives a general overview of all of that user's recent VGM submissions with Hapag-Lloyd. Upon entering the site all of recent VGM submissions via 'WebVGM' or Excel will be displayed. [Transmission via portals](#) will not be visible here.

3.5.1 'webVGM' Filter Options

View of the 'Filter Options' – for full registered users only:

Filter Options
Monitoring

Booking No.

Container No.

VGM Status

Complete
Incomplete

Filter by due VGM

 My Shipments
 My Transmissions

Find
Clear

“You can change the view from the filter option ‘My Shipments’ to ‘My Transmissions’. You can also use the ‘Filter by due VGM’ in order to see the most time critical shipments.

View of the ‘Filter Options’ – for ‘VGM Submission only’ users:

Filter Options
?

Booking No.

Container No.

VGM Status

Complete
Incomplete

Find
Clear

3.5.2 ‘My Shipments’ – for full registered users only

Depending on the use of the ‘Filter Options’ you can have the following view:

	Booking No.	VGM Cutoff	Customer Reference	Start of Transport, Port of Loading	Vessel Departure	End of Transport, Port of Discharge	VGM Status
<input type="radio"/>	42126201	2016-08-07		ROTTERDAM	2016-08-08	OAKLAND, CA	Incomplete
<input type="radio"/>	42129399	2016-07-05	TEST	HAMBURG	2016-07-09	SINGAPORE	Incomplete
<input type="radio"/>	42129434	2016-06-13		ANTWERP, ROTTERDAM	2016-06-16	SINGAPORE	Complete
<input type="radio"/>	42129506	2016-06-10		HAMBURG	2016-06-13	SINGAPORE	Complete

Display Containers
Next

Meaning of the Columns and Buttons (My Shipments)


- **Booking No.:** The booking number of your shipment.
- **VGM Cut Off:** The indication of the date when the VGM cut off is established for the relevant vessel of the shipment.
- **Customer Reference:** If there is a customer reference defined for your shipment, it will be displayed here.
- **Start of Transport, Port of Loading:** The start location in the routing. If it is different from the first port of loading, we will also display the location name of the first port of loading. It can be different from the port of loading of the mainline carriage.
- **Vessel Departure:** Here you will find the planned vessel departure date at the loading port of the first vessel leg of your booking.
- **End of Transport, Port of Discharge:** The last port of discharge in the routing. It can be different from the port of discharge of the main carriage. If it is not the last location in the routing, we will also display the last location in the routing as well.
- **VGM Status:** Either Complete (Every container of this shipment has a valid VGM) or Incomplete (At least one container of this shipment does not have a valid VGM).
- **‘Next’ button:** There are shown up to 15 entries on the list. If you have more, please click ‘Next’
- **‘Display Containers’ button:** If you select one entry you can have a look at the Container under the ‘VGM Detail’:

VGM Details							
Booking No.	38433768		Customer Reference	SMG363			
Container / Size Type	Tare	Max. Gross	Verified Weight	Verification Signature	Shipper Company	Status	
FCIU 29.0545	22G1	2220 kg	30480 kg				

3.5.3 'My Transmissions' – for all kind of registered users

Depending of the use of the 'Filter Options' you can have the following view:

	Booking No.	Container No.	Verification Signature	Verified Weight	Unit	Received Date	Received Time	VGM Status
<input type="radio"/>	42129543	HLXU 3108650	FLORIAN DIERCKS	18736 kg	kg	2016-06-06	07:15	Sent
<input type="radio"/>	42129379	DSTE 1234561	JOHN DOE	18000 kg	kg	2016-05-31	16:49	Pending
<input type="radio"/>	42129399	DSTE 1234561	JOHN DOE	16000 kg	kg	2016-05-31	16:47	Rejected
<input type="radio"/>	42129376	HLBU 1458970	AN	17415 kg	kg	2016-05-25	08:21	Complete
<input checked="" type="radio"/>	42129431	TTTT 9999999	AS	15243 kg	kg	2016-05-25	15:01	Conditional

 [Display Containers](#)

Meaning of the Columns (My Transmissions)

- **Booking No.:** The booking number for this transmission.
- **Container No.:** The container number for this transmission.
- **Verification Signature:** The duly authorized person you obtained the weight.
- **Verified Weight:** The specified weight of this transmission.
- **Unit:** The unit of weight for this transmission.
- **Received Date:** Date when the VGM was received by Hapag-Lloyd. This may be different from the processing date.
- **Received Time:** Time when the VGM was received by Hapag-Lloyd. This may be different from the processing time.
- **VGM Status:** The status of this transmission. Possible values are: Sent (VGM sent, but not yet processed), Pending (VGM in processing, but no result yet), Conditional (VGM processed, but needs manual checking by Hapag-Lloyd), Rejected (VGM processed, but error occurred please review processing report via email), Complete (VGM processed successfully)

The explanation of the button(s) you will find in the [previous item](#).

3.6 Submission via bilateral EDI with VERMAS, IFTMIN or ANSI 304

The most preferred VGM channel by Hapag-Lloyd is the EDI channel as it enables sender and receiver to automate the VGM process, increase data quality and to gain efficiency on both sides. From a process point of view Hapag-Lloyd prefers the VERMAS message as it enables the Shipper to send VGM as early as possible and completely independent from any documentation processes. As a 2nd preferred option Hapag-Lloyd accept IFTMIN / ANSI 304. For EDIFACT based messages (VERMAS and IFTMIN), Hapag-Lloyd provides a APERAK message for each received container VGM with a status (accept, conditionally accept, reject).

3.7 No VGM submission via eaSI Shipping Instructions

The Hapag-Lloyd Shipping-Instructions form 'eaSI' (electronic-advances Shipping Instructions) should not be used to submit VGM data at all. Do not use either 'Remarks' nor the 'Description of Goods' to submit VGM

data or any other field within the form. A warning message will pop up before sending the form to make you aware that Hapag-Lloyd will not process VGM data, as they are not structured. Do not use the e-mail body or subject line to provide VGM information if you use the eaSI mail-function.

3.8 Submission via Portals

Introduction

This section provides an overview about those portals providing VGM via an EDI connection to Hapag-Lloyd.

Hapag-Lloyd connected portals

At the end it is the customer's choice to select his method of submitting VGM. If your choice is a portal, here you will find those portals we are currently supporting beside our own webpage and e-channels.

- CargoSmart
- Dakosy
- DBH Logistics
- Easipass
- GT Nexus
- INTTRA
- Portrix
- SEA-NACCS CENTER

For details of the different offers around VGM per portal like webpage entry, monitoring features, alerting about missing VGM, weight summarizing etc. please visit the portal. If there is any request about any portal not listed above, please contact e-mail: globalebiz@hlag.com.

For all portals a registration by customer in the respective portal is required. A registration for Hapag-Lloyd online business is not required. If you submit VGM via a portal you can monitor your data via our webpage as a full registered Online Business customer. See section about the [Monitoring for My Shipments](#).

3.9 VGM Answer Message (E-Mail): Reject / Accept / Conditional Accept

When sending the VGM via our 'webVGM' or via our 'VGM Excel Template', we will return an e-mail acknowledgment back to you showing whether the VGM was ACCEPTED, CONDITIONALLY ACCEPTED (exception handling in progress at Hapag-Lloyd) or REJECTED. In case of a conditionally accepted VGM your local Hapag-Lloyd office will contact you if the VGM cannot be accepted, otherwise you will receive an automatic accept as soon as the exception handling is completed. In case of rejections the e-mail will also show the reject reason which can be the following:

- Reported booking number invalid.
- Reported bill of lading/sea waybill number invalid. No booking number reported.
- No booking number reported.
- Reported booking number and bill of lading/sea waybill number invalid.
- No container number reported.
- Reported container number invalid.
- Reported container number and/or size type missing or invalid.
- No weight reported.
- Reported weight less than container tare weight.
- Reported weight exceeds maximum container gross weight.
- No unit of weight reported.
- Reported unit of weight invalid.
- No authorized person reported.
- In those cases please correct and resend the VGM.

From: S52_PROCESS_REPORTED_VGM [<mailto:NO-REPLY@HLAG.COM>]
 Sent: Tuesday, May 24, 2016 6:57 PM
 To: REU BSD EDI; IT - Supply Chain Management
 Subject: VGM ACCEPT CPSU1749568 42129371

VERIFIED GROSS MASS PROCESSING REPORT:

Reported VGM for Container CPSU 1749568 ACCEPTED.

Booking number: 12345678
 Bill of lading/sea waybill number: HLCULIV160439278
 Local booking reference: n/a
 Customer reference: 04559016_000426180

From: S52_PROCESS_REPORTED_VGM [<mailto:NO-REPLY@HLAG.COM>]
 Sent: Tuesday, May 24, 2016 6:57 PM
 To: REU BSD EDI; IT - Supply Chain Management
 Subject: VGM CONDITIONAL ACCEPT HLXU1234567 42129371

VERIFIED GROSS MASS PROCESSING REPORT:

Reported VGM for Container CPSU 1749568 conditionally accepted.
 Exception handling in progress at Hapag-Lloyd.

Booking number: 42129371
 Bill of lading/sea waybill number: HLCULIV160439278
 Local booking reference: n/a
 Customer reference: 04559016_000426180

From: S52_PROCESS_REPORTED_VGM [<mailto:NO-REPLY@HLAG.COM>]
 Sent: Tuesday, May 24, 2016 6:57 PM
 To: REU BSD EDI; IT - Supply Chain Management
 Subject: VGM REJECT CPSU1749568 42129371

VERIFIED GROSS MASS PROCESSING REPORT:

Reported VGM for Container CPSU 1749568 REJECTED.

Reason: The reported weight less than container tare weight. Please resend VGM.

Booking number: 42129371
 Bill of lading/sea waybill number: HLCULIV160439278
 Local booking reference: n/a
 Customer reference: 04559016_000426180

4. Hapag-Lloyd VGM support

4.1 VGM 'Reminder Mail'

Our focus is to serve you. That is why we are helping you with your duty to submit the VGM data to the carrier. We provide you with some helpful reminder mails if your VGM data are still missing:

- If our IT system recognize your container has been reach the Container yard ('GATE IN')
- 24 hours before the VGM cut-off

If the cut-off has been passed without your VGM data, we are not allowed to load your container, but we will serve you with a 'VGM OVERVIEW' mail with the container numbers concerned.



HAPAG-LLOYD AG
AREA GERMANY
BERLINER ALLEE 52, 40212 DUESSELDORF (AS CARRIER)

THOMAS MUSTERMANN
MUSTERMANNSTRASSE 17
D-20095 HAMBURG

FOR FURTHER INFORMATION
Name: DIERCKS, FLORIAN
Tel: +49 40 3001-4414
Fax: +49 40 300174414
E-Mail: FLORIAN.DIERCKS@HLAG.COM

VGM REMINDER (GATE IN)

Our reference: 30291586
Your reference: 160208611022
Local booking reference: AHU/T-VERACRUZ

Dear Customer,
Please be aware that your VGM is still outstanding for above reference a

No VGM received:			VGM received:		
No.	Container no.	No.	No.	Container no.	No.
3	HLXU 6382047	1	1	GATU	
6	yet undefined	2	2	GLDU	
7	yet undefined	4	4	CLHU	
		5	5	HLXL	

Your VGM is required urgently. Failure to provide the VGM prior to containers not being shipped on the intended vessel.

VGM cut-off: 17/FEB/2016 12:00
Place of receipt: WESSELING
First port of loading: ANTWERP
Estimated time of departure: 24/FEB/2016 05:54
First vessel: VERMONT TRADER
Voyage number: 011W
Last port of discharge: VERACRUZ, VER
Estimated time of arrival: 11/MAR/2016 21:00
Place of destination: VERACRUZ, VER

Many thanks for your cooperation in advance.

Chairman of the Supervisory Board: Michael Behrendt
Executive Board: Rolf Habben Jansen (CEO), Nicolas Burt, Anthony J. Firmin, Thorsten Heeser
Registered Office: Hamburg, Company Register: Amtsgericht Hamburg HGB 97937

HAPAG-LLOYD AG
AREA GERMANY
BERLINER ALLEE 52, 40212 DUESSELDORF (AS CARRIER)

THOMAS MUSTERMANN
MUSTERMANNSTRASSE 17
D-20095 HAMBURG

FOR FURTHER INFORMATION
Name: DIERCKS, FLORIAN
Tel: +49 40 3001-4414
Fax: +49 40 300174414
E-Mail: FLORIAN.DIERCKS@HLAG.COM

VGM REMINDER (24H BEFORE VGM)

Our reference: 30291586
Your reference: 160208611022
Local booking reference: AHU/T-VERACRUZ

Dear Customer,
Please be aware that your VGM is still outstanding for above refer

No VGM received:			VGM received:		
No.	Container no.	No.	No.	Container no.	No.
3	HLXU 6382047	1	1	GATU	
6	yet undefined	2	2	GLDU	
7	yet undefined	4	4	CLHU	
		5	5	HLXL	

Your VGM is required urgently. Failure to provide the VGM containers not being shipped on the intended vessel.

VGM cut-off: 17/FEB/2016 12:00
Place of receipt: WESSELING
First port of loading: ANTWERP
Estimated time of departure: 24/FEB/2016 05:54
First vessel: VERMONT TRADER
Voyage number: 011W
Last port of discharge: VERACRUZ, VER
Estimated time of arrival: 11/MAR/2016 21:00
Place of destination: VERACRUZ, VER

Many thanks for your cooperation in advance.

Chairman of the Supervisory Board: Michael Behrendt
Executive Board: Rolf Habben Jansen (CEO), Nicolas Burt, Anthony J. Firmin, Thorsten Heeser
Registered Office: Hamburg, Company Register: Amtsgericht Hamburg HGB 97937

HAPAG-LLOYD AG
AREA GERMANY
BERLINER ALLEE 52, 40212 DUESSELDORF (AS CARRIER)

THOMAS MUSTERMANN
MUSTERMANNSTRASSE 17
D-20095 HAMBURG

FOR FURTHER INFORMATION PLEASE CONTACT
Name: DIERCKS, FLORIAN
Tel: +49 40 3001-4414
Fax: +49 40 300174414
E-Mail: FLORIAN.DIERCKS@HLAG.COM

VGM OVERVIEW

Our reference: 30291586
Your reference: 160208611022
Local booking reference: AHU/T-VERACRUZ

Dear Customer,
The VGM cut-off deadline has been reached. Below an overview of the received/missing VGMs for above reference:

No VGM received:			VGM received:		
No.	Container no.	No.	No.	Container no.	No.
3	HLXU 6382047	1	1	GATU	8807209
6	yet undefined	2	2	GLDU	0778955
7	yet undefined	4	4	CLHU	4581060
		5	5	HLXU	8266004

Containers without VGM may not be loaded. Please contact your Hapag-Lloyd office for details.

VGM cut-off: 17/FEB/2016 12:00
Place of receipt: WESSELING
First port of loading: ANTWERP
Estimated time of departure: 24/FEB/2016 05:54
First vessel: VERMONT TRADER
Voyage number: 011W
Last port of discharge: VERACRUZ, VER
Estimated time of arrival: 11/MAR/2016 21:00
Place of destination: VERACRUZ, VER

Chairman of the Supervisory Board: Michael Behrendt
Executive Board: Rolf Habben Jansen (CEO), Nicolas Burt, Anthony J. Firmin, Thorsten Heeser
Registered Office: Hamburg, Company Register: Amtsgericht Hamburg HGB 97937