

Dear valued customer,

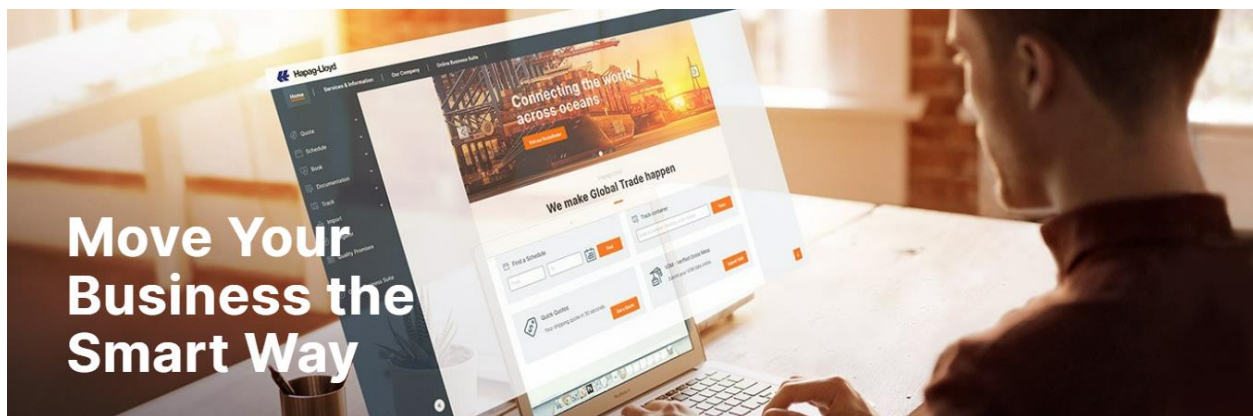
Thank you for choosing to work with Hapag Lloyd.

We have prepared this file for you, which contains information about all processes related to your export shipments. Under this document, information is given about frequently asked questions by our valuable customers.

For all your questions and requests, you can reach us by calling **990 60 20** or by sending your e-mails to **[greece@service.hlag.com](mailto:greece@service.hlag.com)** where you specify your bill of lading/reservation number in the subject line or the body of the mail. We will be happy to assist you with all your questions and requests.

For all your questions and requests, you can reach us by phone or e-mail (**Here** are the contact details of our offices.). We will be happy to help you with all your questions and demands.

You can easily perform all your transactions such as getting a price quote, checking the ship schedule, submit a booking, and entering shipping instructions on our website **<http://www.hapag-lloyd.com>** or our “Hapag-Lloyd” mobile application.



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## How to create account on HL website?

You can create your business account easily on our website <http://www.hapag-lloyd.com> by following-up necessary steps.

<https://www.hapag-lloyd.com/en/online-business/my-account/register-new-user.html>

[Register New User](#) | [Request Password](#) | [User List](#)

## Register <sup>?</sup> ☆

You are a vendor of Hapag-Lloyd? Please open the [registration form for our vendors](#).

**My Personal Information** <sup>?</sup>

First Name\*

Last Name\*

Phone

**My Company Details** <sup>?</sup>

Company\*

Street\*

Postal Code

City\*

Country, Region\*

**My Account** <sup>?</sup>

E-mail\*

Password\*  (At least 8 characters, containing one letter and one digit. Allowed special characters: #, \$, @)

Repeat Password\*

I have read and agree to the [Privacy Terms](#) and [Terms of Use](#) of the website. (Mandatory)

Yes, I would like to receive communication from Hapag-Lloyd (including product, rate and service updates).

### How can I get a quotation?

In today's world, speed is the most important factor for supply chain management. With the "Quick Quotes" we have prepared for our valued customers as Hapag-Lloyd, prevent all unnecessary waste of time in the quotation process.

In a very short time, you can easily get your price quote with just one click and create your bookings wherever and whenever.

Click this link to get your price offer without wasting any time!

<https://solutions.hapag-lloyd.com/quick-quotes>



### **Quick Quotes - Instant quotes anytime, anywhere**

In less than 30 seconds, you can access your 24/7 price offers with just one click. With the detailed information in our price offers, you can easily receive your price quotation requests without encountering any surprise costs. You can easily organize your shipments with the price offer you receive, by getting a price offer as door or port delivery/receipt, according to the transportation mode you want, among more than 600 ports, in accordance with the needs of your shipments.

## Quick Quotes Usage Advantages

- No more waiting: a quote in less than 30 seconds.
- 24/7 availability, Hapag-Lloyd Mobile App. You can get a price quote wherever you are with
- With a single click, you can create a reservation based on a quote.
- Possibility of quotation for standard, refrigerated and open top (without overflow) containers.
- Easily find quotes for more than 120 services among 600 ports worldwide.
- Possibility of quotation for door-to-door shipments.
- Possibility to save your quote and send it by e-mail
- Get quotes for up to 10 different port combinations at the same time to have more flexibility in your planning
- Enjoy scheduling your shipments more reliably and easily with the option to request a quote for your shipments, which are organized for the time period after the validity date of your existing contracts.

HIDE

Requested Routing	Haulage	Equipment	Commodity
Start Location <input type="text"/>	<input checked="" type="radio"/> Received at Terminal / Ramp	<input checked="" type="radio"/> Standard	Commodities are based on the routing. Please define it first.
End Location <input type="text"/>	<input type="radio"/> Received at your Door	<input type="radio"/> Reefer	
	<input checked="" type="radio"/> Delivered at Terminal / Ramp	<input type="radio"/> Open Top (in gauge)	
	<input type="radio"/> Delivered at your Door		

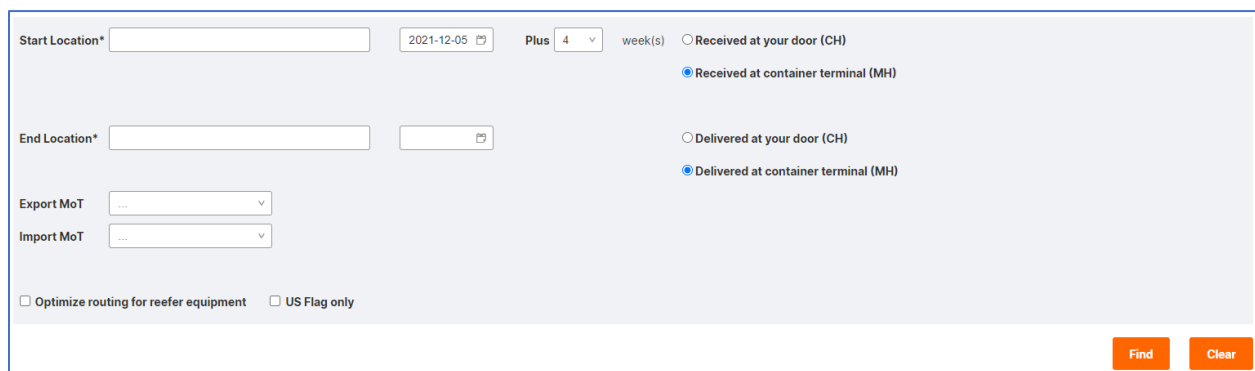
I agree to the [terms and conditions](#).

You can contact our sales department for all your questions and requests about “Quick Quotes Beta” and your price offers. You can reach the contact details of our sales department by clicking this link. For your questions about the acceptance of the shipments, if you send an e-mail to the same contact details, specifying the details such as the goods type, GTIP number, destination and exit countries.

## How can I access to the vessel schedules?

With the “[Interactive Schedule](#)”, you can access the details of the ship schedule customized to your needs in just seconds. You can go to our “Interactive Schedule” page by clicking the link below.

<https://www.hapag-lloyd.com/en/online-business/schedule/interactive-schedule/interactive-schedule-solution.html>



The screenshot shows a search form for vessel schedules. It includes fields for Start Location\*, End Location\*, Export MoT, and Import MoT. There are also date pickers for the start date (2021-12-05) and a duration selector (Plus 4 week(s)). Radio buttons allow selection of transportation modes: Received at your door (CH) and Received at container terminal (MH) for both start and end locations. Checkboxes at the bottom are for 'Optimize routing for reefer equipment' and 'US Flag only'. 'Find' and 'Clear' buttons are in the bottom right corner.

### Interactive Schedule

After selecting the transportation modes to be used in the countries of origin and destination, on the page that opens, the names of the starting and destination points must be specified, and if the preliminary and/or final transportation organization will be made by us, the transportation mode (land, train, barge, combined transportation) that is desired to be organized by us must be selected separately. After choosing how many weeks you want to see the ship schedule from which date, you can easily access the ship schedule details within seconds by pressing the “Find” button.

By logging into our website as a member, you can ensure that the ship schedule details you view are sent to you regularly or sent to the email address/fax number you specify.

## How can I create a booking request?

In order to use the Web Booking application, a member login to the Hapag-Lloyd website is required. If you are not yet a member, you must first create a membership registration then follow the below link for booking request.

<https://www.hapag-lloyd.com/en/online-business/book/new-booking-solution.html>

## Booking

Hapag-Lloyd's web solution for booking enhances your entire booking process. It's easy to handle, available around the clock, and provides high data quality for your bookings.

Start your **booking request** with one click and the tool guides you through the process in just a few steps: from contract/quotation data via the routing including schedule, cargo, and equipment, and finally to a review section to manage all your bookings in one place.

### Your Benefits



#### 24/7 Availability

Access the booking solution anytime and anywhere.



#### Easy Handling

Make your booking in just a few steps.



#### High Data Quality

Data verification prior to submission supports higher data quality and fast process time.

[Book now >](#)

Create a new booking with our wizard in just a few steps to completion, In addition, a valid contract/quote number is required to create a reservation. If you need help with a quote or contract, you can contact our sales department.

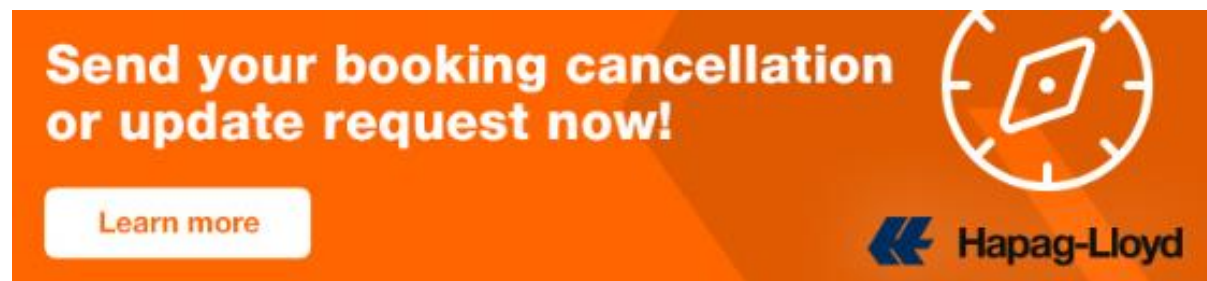
As you can see in the image on the previous page, the necessary steps for the booking must be followed in order and the information must be sent to us. After all the necessary information is entered and the reservation is sent for confirmation, your request will be examined, and the necessary feedback will be given to you. Your previous updates are recorded at each step, and you can leave a reservation creation process unfinished and continue the remaining process later and send your reservation request to us. By creating a draft reservation for your recurring shipments, you can send us your reservations without having to re-enter the same details for your next shipments.

You can view how you can create a reservation step by step through the user guide we have created for you. You can also view how you can create a reservation by watching the video published on the Hapag-Lloyd YouTube channel.

<https://www.youtube.com/watch?v=vvy0x4V86kY>

## How can I submit online booking amendments/cancelation?

You can easily send us all your change and cancellation requests for your existing reservations via the “Booking Amendment” platform, and in this way, you can ensure that your change/cancellation requests are processed very quickly. In order to avoid delays in your transactions, your change/cancellation requests should only be sent to us via "Booking Amendment", and no separate e-mails should be sent to us for reservation change/cancellation requests. The correction/cancellation requests you have passed will be checked by our relevant team, and the necessary information will be provided under the case number sent to you after the form is filled, based on the suitability of the requested change.



You can view how you can easily send us your reservation change/cancellation requests through the “Booking Amendment” platform on our website, in the user guide we have prepared for you.

Booking Amendment <sup>BETA</sup> [About this app](#)

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**Booking amendment request**

Enter number of the booking you want to update or cancel

What is your request?

I want to update booking  I want to cancel booking

Select specific type of update from the list below

Add any necessary details

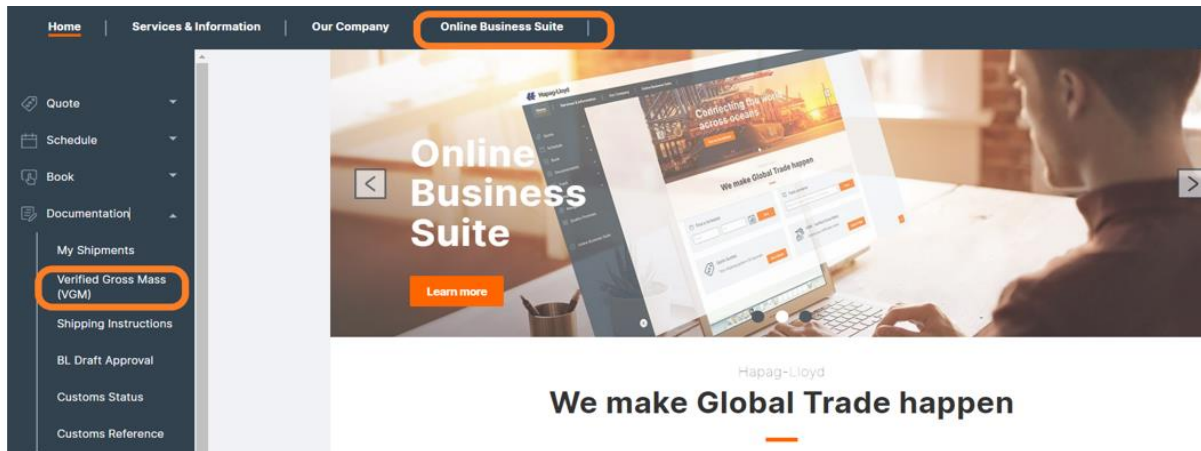
Check if the below contact details are correct

Contact email



## How can I submit VGM?

From our web page click on online business suite, then select VGM from documentation drop list.



Web VGM 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 'Validate Containers' 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 'Save' button (see below picture) to send VGM. You will then get the status 'SENT'.

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.

---

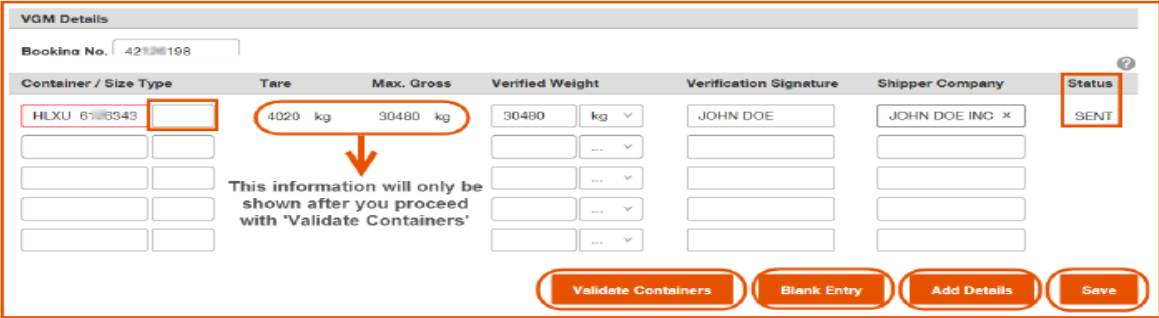
HIDE

**VGM Details**

Booking No.

Container / Size Type	Tare	Max. Gross	Verified Weight	Verification Signature	Shipper Company	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

To clear the VGM Details screen, click 'Blank Entry'. If you want to submit more than 5 containers per shipment, click the button.



**VGM Details**

Booking No. 42111198

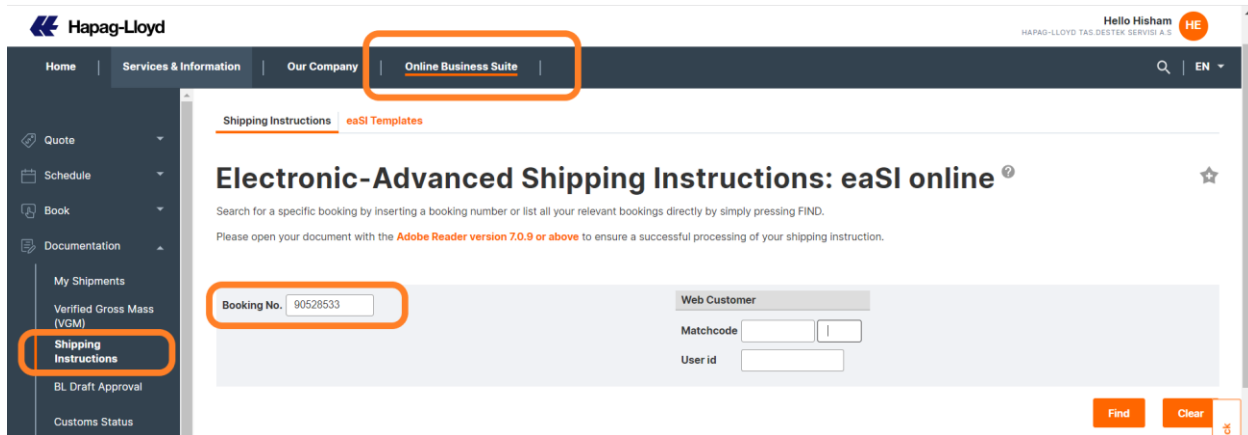
Container / Size Type	Tare	Max. Gross	Verified Weight	Verification Signature	Shipper Company	Status
HLXU 670343	4020 kg	30480 kg	30480 kg	JOHN DOE	JOHN DOE INC x	SENT

This information will only be shown after you proceed with 'Validate Containers'

Buttons: Validate Containers, Blank Entry, Add Details, Save

**How can I submit shipping instruction/correction/approval?**

From our web page click on online business suite, then select shipping instruction from documentation drop list, and insert booking number to find and download final shipping instruction form.



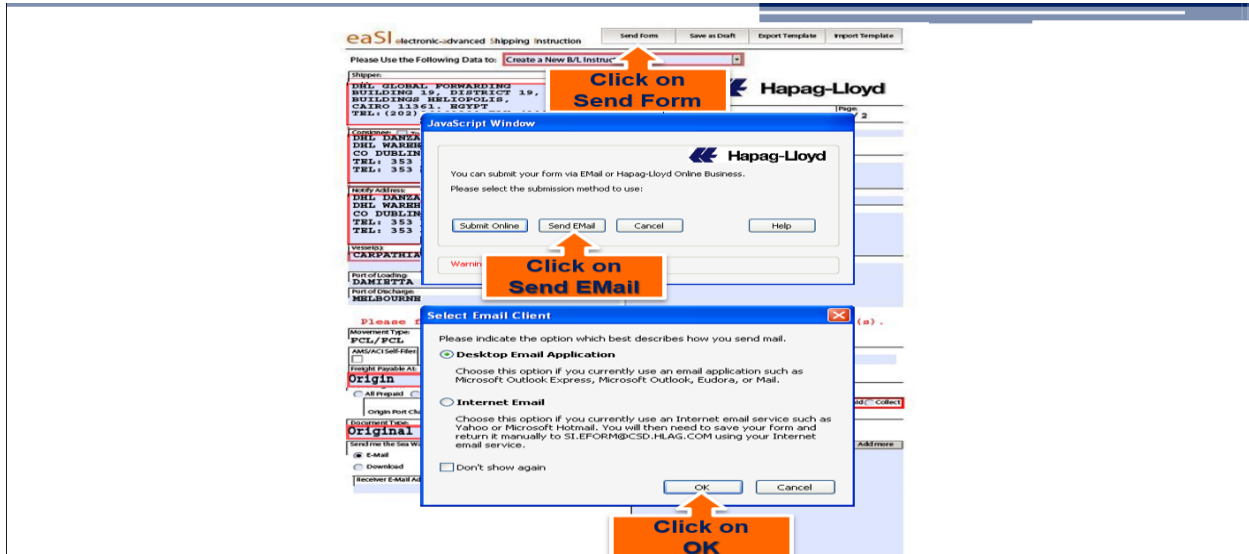
<https://www.hapag-lloyd.com/en/online-business/documentation/shipping-instructions/shipping-instruction-online.html>

**For your easy and smooth reference thanks to follow below sequence once you receive EASI “Electronic-advanced Shipping Instruction”**

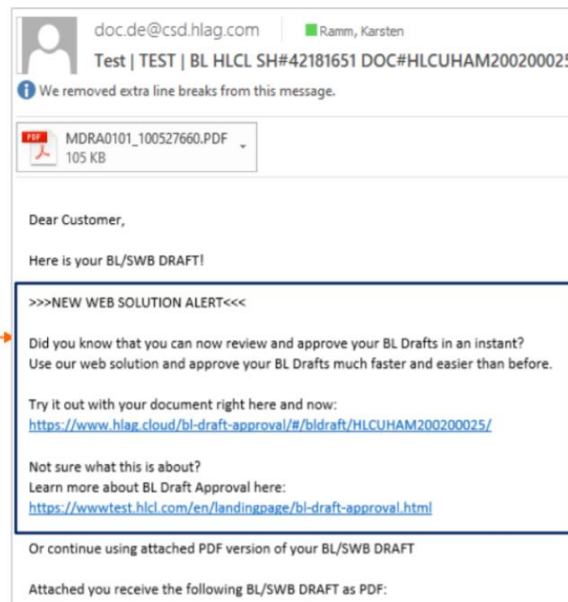
**Please use the software Acrobat Reader V. 10 to read it**



After fulfilling all necessary fields of shipping instruction, please click on send form on top of EASI-file

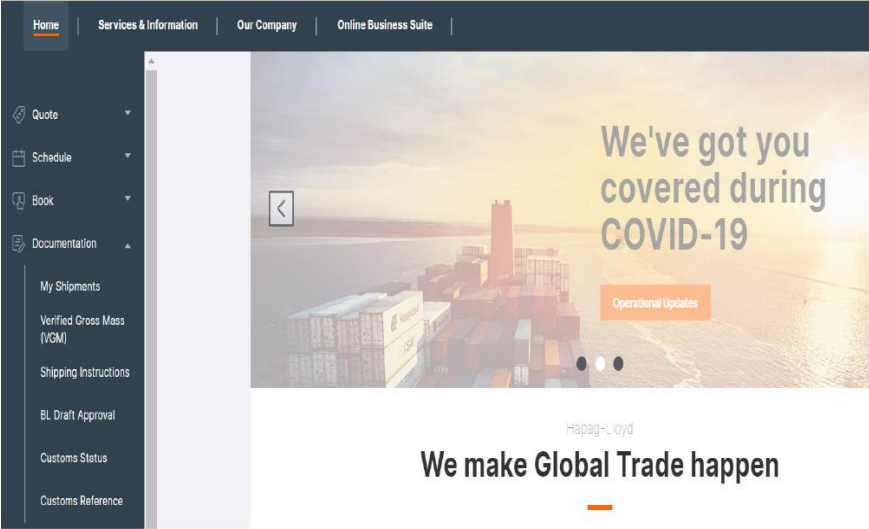


In addition to attached PDF draft, there is now a link in the draft notification e-mail leading to the web BL Draft Approval solution



### How to approve BL or submit amendment for BL?

Directly log into the [BL Draft Approval web solution](#).



Home | Services & Information | Our Company | **Online Business Suite** | Search | EN

**BL Draft Approval** | About this app

Document Type:  Bill of Lading  Sea Waybill

Document no	Document Status	Document Type	Shipment no	Customer Reference	Vessel name	Voyage no	Port of Loading	Port of Discharge	Draft Update
<a href="#">HLCUALY</a>	Open for review	Bill of Lading			CMA CGM IVANHOE	275894	EGDAM	USCHS	2021-10-04
<a href="#">HLCUALI</a>	Open for review	Bill of Lading			CMA CGM IVANHOE	275894	EGDAM	USCHS	2021-10-03
<a href="#">HLCUALY</a>	Open for review	Bill of Lading			TBN	279918	EGALY	DOCAU	2021-10-03
<a href="#">HLCUALY</a>	Open for review	Bill of Lading			ONE MANCHESTER	276176	EGDAM	ITGOA	2021-09-30
<a href="#">HLCUALY</a>	Open for review	Bill of Lading			X-PRESS ANNAPURNA	271769	EGDAM	GBLGP	2021-09-29

< Back to Draft List

< 1 2 3 4 >

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg Bill of Lading Multimodal Transport or Port to Port Shipment

Shipper:  
**WILCHER FINEST CHOCOLATES**  
 NEUER JUNGFERNSTIEG 29  
 84043 MAINBURG  
 GERMANY

Carrier's Reference: | BL-No.: | Page:  
 62002672 | HLCUHAM120300070 | 2 / 4

Export References:  
 15425484584

Forwarding Agent:  
 MELT LOGISTICS AG  
 SCHOKOLADENHOF 82  
 D-21109 HAMBURG

Consignee's Reference:  
 \_\_\_\_\_

Place of Receipt:  
 \_\_\_\_\_

Vessel(s): \_\_\_\_\_ Voyage No.: \_\_\_\_\_

Document Details

BL Number: HLCUHAM200900245  
 Creation Date: 03/02/2021  
 Status: Open for review  
 Version: Freight

Actions

- 1 Approve BL Draft
- 2 Edit BL Draft
- Download BL Draft

**1** Click "Approve BL draft"  
 Review the Draft and approve it instantly if it fits your requirements

**OR**

**2** Click "Edit BL draft"  
 Edit the draft and send your updates directly from our website if you need changes.

< Back to Draft List

1 < 1 2 3 4 >

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg Bill of Lading Multimodal Transport or Port to Port Shipment

Shipper:  
**WILCHER FINEST CHOCOLATES**  
 NEUER JUNGFERNSTIEG 29  
 84043 MAINBURG  
 GERMANY

Carrier's Reference: | BL-No.: | Page:  
 62002672 | HLCUHAM120300070 | 2 / 4

Export References:  
 15425484584

Forwarding Agent:  
 MELT LOGISTICS AG  
 SCHOKOLADENHOF 82  
 D-21109 HAMBURG

Consignee's Reference:  
 \_\_\_\_\_

Place of Receipt:  
 \_\_\_\_\_

Vessel(s): \_\_\_\_\_ Voyage No.: \_\_\_\_\_

Document Details

BL Number: HLCUHAM200900245  
 Creation Date: 03/02/2021  
 Status: Open for review  
 Version: Freight

Actions

- 2 Approve BL Draft
- Edit BL Draft
- Download BL Draft

**1** Approving your draft

- 1 Review the Draft. Using the page menu, you can easily flip through the different pages of the document
- 2 Approve the Draft instantly if it fits your requirements by clicking on "Approve BL Draft"

Hapag-Lloyd Draft List > Draft Review > HLCUHAM200900245 > Page: 2

< Back to Draft List

1 < 1 2 3 4 >

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg

Shipper: **WILCHER FINEST CHOCOLATES**  
NEUER JUNGFERNSTIEG 29  
84043 MAINBURG  
GERMANY

Consignee (not negotiable unless consigned to order):  
**DELICIOUSNESS GLOBAL**  
42 JALAN KOHLER QUAY  
SINGAPORE 900699  
SINGAPORE

Notify Address (Carrier not responsible for failure to deliver):  
**DELI EXPRESSEN**  
812 BARANO STREET  
SINGAPORE 923699  
SINGAPORE

Vessel(s):

**Bill of Lading** Multimodal Transport or Port to Port Shipment

Carrier's Reference: 52002672 | BL-No.: HLCUHAM120300070 | Page: 2 / 4

Export References: 15425484584

Forwarding Agent: MELT LOGISTICS AG  
SCHOKOLADENHOF 82

**Document Details**

BL Number: HLCUHAM200900245  
Creation Date: 03/02/2021  
Status: Open for review  
Version: Freighted

**Actions**

2 Approve BL Draft

**Approve BL Draft**

When you approve this BL Draft, the final document will be released after vessel sailing.

How do you want to approve this BL Draft?

3 Approve Now

4 Approve with instructions

Cancel

**i Approving your draft**

1 Review the Draft. Using the **page menu**, you can easily flip through the different pages of the document

2 Approve the Draft instantly if it fits your requirements by clicking on **"Approve BL Draft"**

Now you have the **choice** to

3 Instantly approve by clicking on **"Approve Now"**

4 or **"Approve with Instructions"**

Hapag-Lloyd Draft List

**Release with instructions for BL HLCUHAM200900245**

When you approve this BL Draft, the final document will be released after vessel sailing  
Here you **have the option** to let us know your release instructions that require action by Hapag-Lloyd.

Enter your release instructions here... (up to 3000 characters)

1

**Approve BL Draft**

When you approve this Draft, the final document will be released after vessel sailing. Reverting this is possible before the release by submitting a Draft amendment via comments (Edit BL Draft).

Do you want to proceed?

Cancel Continue 3

**i Approving your draft**

1 "If you clicked on **"Approve with Instructions"**, a new window opens allowing you to add information we really need to know

Please only use this options for information requiring action from Hapag-Lloyd

2 Once you finished adding your instructions, just click on **"Submit Approval"**

3 Click on **"Continue"** in the pop-up window that appears to send your approval (or click **"Cancel"** if you forgot to add something)

Status: Open for review

2 Cancel and go back

Submit Approval

Download BL Draft



Hapag-Lloyd Draft List > Draft Review > HLCUHAM200900245 > Summary

### Review Document

**1 Approving your draft**

1 If you need a written proof of your submission, click on "Download receipt" to

2 3 open/print or save a PDF receipt

**Document Details**

BL Number: HLCUHAM200900245      Creation Date: 03/02/2021

Status: Approval sent      Version: Freight

Approved on: Thu, 04 Feb 2021 12:44:26 GMT

1 [Download BL Draft](#)

1 [Download receipt](#)

**3 Summary of your Draft Approval submission**

Document #: HLCUHAM200900245  
 Document Version: 380500767  
 Submitted: 2020-11-30 15:08 (UTC)

**Release Instructions**

**Your Draft Approval has been submitted.**

You can continue with your next BL Draft.

[Return to Draft List](#)

Opening HLCUHAM200900245\_DRAFT\_APPROVAL\_DOWNLOAD\_20210204... X

You have chosen to open:

...900245\_DRAFT\_APPROVAL\_DOWNLOAD\_20210204124512.pdf  
 which is: Portable Document Format (97.6 KB)  
 from: blob

What should Firefox do with this file?

Open with Firefox

Open with Adobe Acrobat 2017 (default)

Save File

Do this automatically for files like this from now on.

2 [OK](#) [Cancel](#)

Hapag-Lloyd Draft List > Draft Review > HLCUHAM200900245 > Page: 2

[Back to Draft List](#)      < 1 2 3 4 >

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg      **Bill of Lading**      Multimodal Transport or Port to Port Shipment

Shipper: **WILCHER FINEST CHOCOLATES** changed content  
 NEUER JUNGFERNSTIEG 12  
 84043 MAINBURG  
 GERMANY

1

Consignee (not negotiable unless consigned to order): **DELICIOUSNESS GLOBAL** changed content  
 42 JALAN KOHLER QUAY  
 SINGAPORE 900644  
 SINGAPORE

Notify Address (Carrier not responsible for failure to notify): **DELI EXPRESSEN** changed content  
 812 BARANO STREET  
 SINGAPORE 923644  
 SINGAPORE

Vessel(s):      Voyage-No.:

**Hapag-Lloyd**

Carrier's Reference: 62002672      BL-No.: HLCUHAM120300070      Page: 2 / 4

Export References: 15425484584

Forwarding Agent: **MELT LOGISTICS** changed content  
 SCHOKOLADENHOF 82  
 D-21109 HAMBURG

Consignee's Reference:      Place of Receipt:

**Document Details**      Status: Editing

**My updates**

General Comment:

Changed fields: **2**

Shipper      Consignee      Notify Address      Forwarding Agent

**1 Preparing a draft correction**

1 All fields to the left with an **orange frame** are **Direct Edit fields**. The frame only appears once a change was made in the field together with the "changed content" indicator on the top right corner of the field

You can **type directly** in the fields or just **copy & paste** the information into the field

2 The "Changed fields" section shown on the top right side of the overall screen for easy reference when you are on other pages of the document



Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg

**Bill of Lading** Multimodal Transport or Port to Port Shipment

Shipper: WILCHER FINEST CHOCOLATES  
NEUER JUNGFERNSTIEG 12  
84043 MAINBURG  
GERMANY

Consignee (not negotiable unless consigned to order): DELICIOUSNESS GLOBAL  
42 JALAN KOHLER QUAY  
SINGAPORE 900644

Notify Address (Carrier not responsible for failure to notify): DELI EXPRESSEN  
812 BARANO STREET  
SINGAPORE 923644

Carrier's Reference: [BL No.] 62002672 HLCUHAM120300070 Page: 2 / 4

Subject References: 15425484584

Consignee's Reference: MELT LOGISTIKUS  
SCHOKOLADENHOF 82  
D-21109 HAMBURG

Place of Receipt:

Bill of Lading No.: D-20095 Hamburg VAT ID No.: DE11390018

Draft Review > HLCUHAM200900245 > Page: 2

Once a field has been changed from the original input, two buttons will appear whenever the cursor is in the field

1 The "toggle original / change content" lets you toggle between the two version by hovering our mouse over or clicking on the button

2 Clicking the "undo changes" button will reset the field to the initial input

Bill of Lading No.: D-20095 Hamburg

Origin: SINGAPORE

Vessel(s): HYUNDAI COURAGE Voyage No.: 0195 Place of Delivery:

Port of Loading: HAMBURG

Port of Discharge: SHANGHAI

Container Nos., Seal Nos., Marks and Nos.	Number and Kind of Packages, Description of Goods	Gross Weight:	Measurement:
CLHU 8490523 SEAL: 1	1 CONT. 40'X9'6" HIGH CUBE CONT. SLAC* 500 PACKAGES FISH FROM VARIOUS SPECIES	876,000 KGM	
MARKS & NOS: ORDER 23532532 TYPE KJSD35343 PO NUMBER 235235R 4	236 PACKAGES FISH DUMPLINGS	145,000 KGM	48,000 MTQ
MARKS & NOS: ORDER 7832321 TYPE KJSD234 PO NUMBER 789235R 4	56 PACKAGES FISH DRIED	324,000 KGM	48,000 MTQ

Shipper's declared Value [see clause 7(7) and 7(3)]: Above Particulars as declared by Shipper. Without responsibility or warranty as to correctness by Carrier [see clause 11] **DRAFT**

Total No. of Containers received by the Carrier: [Packages received by the Carrier:

Movement: FCL/FCL Currency: USD

Charge /Rate /Basis /TWTorVol /PIC /Amount

1 Add your change comments for all non Edit Field changes (if any)

Send changes  
2 Once finished, submit your changes with the click of one button

**Document Details**

**My updates**

General Comment: Please change to Sea Waybill

Changed fields: Shipper Consignee Notify Address

Commented pages: 2

Page 2

- 1 Change to Boxes
- 2 Change to ISB
- 3 Should read 554455


Buttons: Cancel, Send changes, Download BL Draft

### Review Document

**i** **Approving your draft**

**1** If you need a **written proof** of your draft correction, click on **"Download receipt"**

**2** **3** **open/print or save a PDF receipt**



**Submission successful!**

You can continue with your next BL Draft.

[Return to Draft List](#)

Opening HLCUHAM200100038\_DRAFT\_APPROVAL\_DOWNLOAD\_202008... X

You have chosen to open:

**...0038\_DRAFT\_APPROVAL\_DOWNLOAD\_20200606113310.pdf**  
 which is: Adobe Acrobat Document (188 KB)  
 from: blab:

What should Firefox do with this file?

Open with: Adobe Acrobat 2017 (default)

Save File:

Do this automatically for files like this from now on.

**2**

### Document Details

BL Number: HLCUHAM200900245  
 Creation Date: 03/02/2021

Status: Correction Submitted  
 Version: Freightled

---

Submitted on: Thu, 04 Feb 2021 13:23:58 GMT


Pages with requested changes: 1  
 Comments: 3

Changed Fields:  
[Shipper](#) [Consignee](#) [Notify Address](#) [Forwarding Agent](#)

**1** [Download BL Draft](#)

**1** [Download receipt](#)

---

**3** 

**Summary of your Draft Correction request**

This overview contains only the page(s) with requested changes

Document #: HLCUHAM200900245  
 Document Version: 360505732  
 Pages with requested changes: 1  
 Submitted: 2021-02-04 13:26 (UTC)

Feedback

## What information can I access via Hapag-Lloyd Navigator?

From our web page click on online business suite, then select Navigator.



**Online Business Suite**

**Instructions for Changing Your Password**

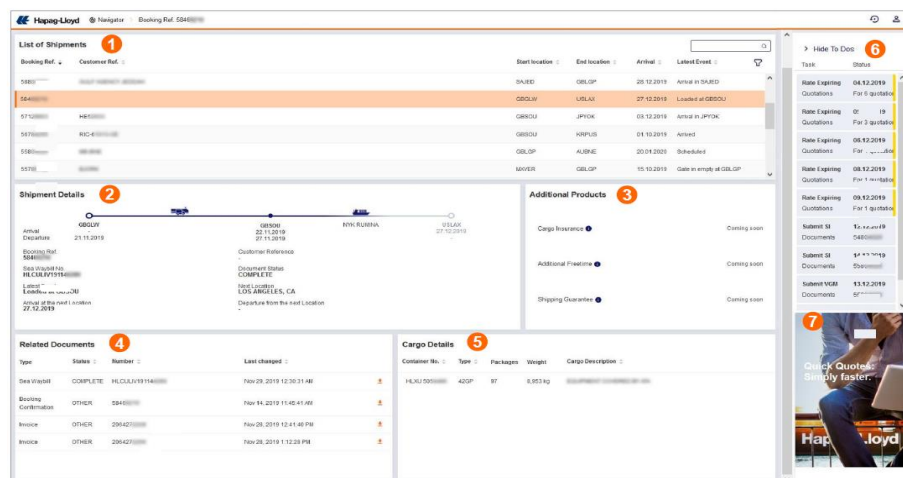
We have just set up an even more secure process for changing the passwords for our Online Business Suite services. If you would like to change your password, you can find [the instructions on this page](#).

Please be extra cautious about possible spear phishing attacks during these times. Always check if links in received e-mails are linked to the official Hapag-Lloyd website. Recently, our IT security team found a copy of our website on the web, which is likely to be used for spear

Through our competitive tool ([Navigator](#)), you can check and get access for all below details

### Functionality overview

- 1 List of all current bookings with additional information
- 2 Real-time information on each shipment
- 3 News about digital products and information on how to use them
- 4 All important documents compiled in one place with links to respective download pages
- 5 Information on containers and cargo items of individual shipments
- 6 Alerts on due dates and other required actions
- 7 An integrated newsfeed for a deeper look into Hapag-Lloyd with interesting stories and the hottest topics in liner shipping



**List of Shipments**

Booking Ref.	Customer Ref.	Start location	End location	Arrival	Latest Event
5480	5480	SAIG	GELDP	25.12.2019	Arrival in SAIG
5441	5441	GELDP	USLAX	27.12.2019	Loaded at GELDP
5470	5470	HEC	JPFCK	03.12.2019	Arrival in JPFCK
5470	5470	HEC	KRPUS	04.10.2019	Arrival
5481	5481	GELDP	ALBNE	20.04.2020	Subscribed
5470	5470	HEC	GELDP	15.10.2019	Gate in empty at GELDP

**Shipment Details**

Actual Date: 21.11.2019  
 Booking Ref: 5481  
 Ship Name: RECALY9191  
 Latest Event: Arrival at the next location 27.12.2019

Customer Reference: COMPLETE  
 Ship Company: LOS ANGELES, CA  
 Dispatch from the next location

**Additional Products**

Cargo Insurance: Counting soon  
 Additional Products: Counting soon  
 Shipping Documents: Counting soon

**Related Documents**

Type	Status	Number	Last changed
Shipment	COMPLETE	HL000191914000	Nov 25, 2019 11:20:31 AM
Booking Confirmation	OTHER	5449000	Nov 14, 2019 11:40:41 AM
Invoice	OTHER	2004270000	Nov 28, 2019 12:41:46 PM
Invoice	OTHER	2004270000	Nov 28, 2019 11:23:39 AM

**Cargo Details**





Container No.	Type	Packages	Weight	Cargo Description
HLNU000000	40GP	BT	9,003 kg	...

By select shipment from shipment list, you can see and get access to all important documents for this shipment in bottom left section of related documents.

Access document download pages: Easy links to download pages (limited access only\*)

All documents at one place: See related documents for your shipment:

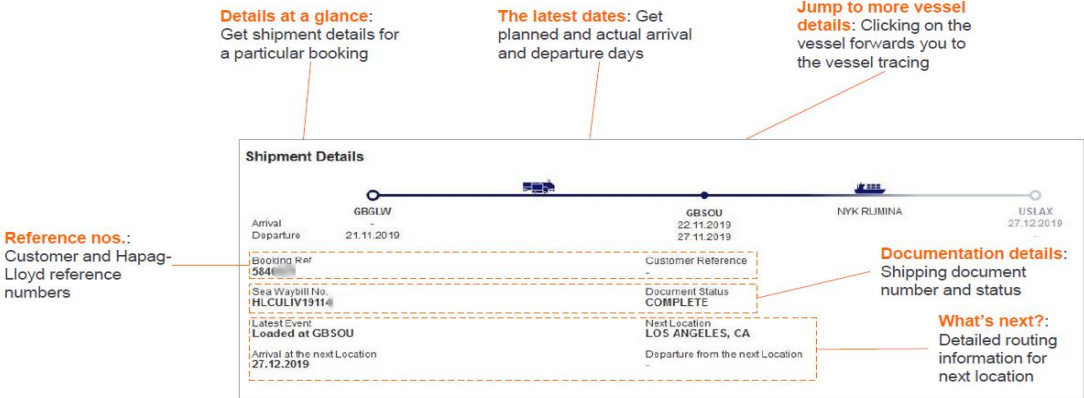
- Quotations (Link to Quick Quote)
- Booking Confirmations (Link to online booking)
- Original Bills of Lading/ Sea Waybills (Link to SWB download)
- Invoices (Link to Invoice download)
- Arrival Notice

Type	Status	Number	Last changed	
Sea Waybill	COMPLETE	HLCULIV19114	Nov 29, 2019 12:30:31 AM	
Booking Confirmation	OTHER	5846	Nov 14, 2019 11:45:41 AM	
Invoice	OTHER	206427	Nov 28, 2019 12:41:40 PM	
Invoice	OTHER	206427	Nov 28, 2019 1:12:28 PM	

\* For some download features of our Hapag-Lloyd Online Business a separate contract needs to be signed.

**How can I trace my shipments?**

Through our Navigator tool, you can trace your shipment in the middle-left section of shipment details.



**Details at a glance:** Get shipment details for a particular booking

**The latest dates:** Get planned and actual arrival and departure days

**Jump to more vessel details:** Clicking on the vessel forwards you to the vessel tracing

**Reference nos.:** Customer and Hapag-Lloyd reference numbers

**Documentation details:** Shipping document number and status

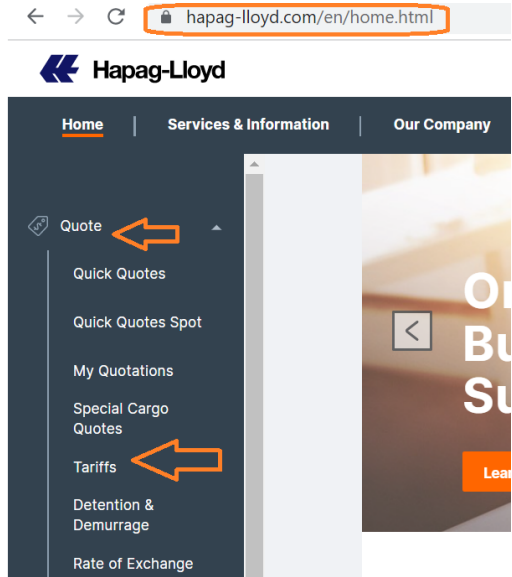
**What's next?:** Detailed routing information for next location

Shipment Details	
Arrival	GBGLW
Departure	21.11.2019
Booting Ref	5846
Sea Waybill No	HLCULIV19114
Latest Event	Loaded at GBSOU
Arrival at the next Location	27.12.2019
Customer Reference	
Document Status	COMPLETE
Next Location	LOS ANGELES, CA
Departure from the next Location	

You can also trace your shipments [through our website](#). You can see the location of your containers 24/7 without the need for any membership by searching with container, bill of lading, or booking number.

**How can I check local charges?**

You can reach local charges & service fees for all countries from [our website](#).



← → ↻ [hapag-lloyd.com/en/home.html](https://hapag-lloyd.com/en/home.html)

**Hapag-Lloyd**

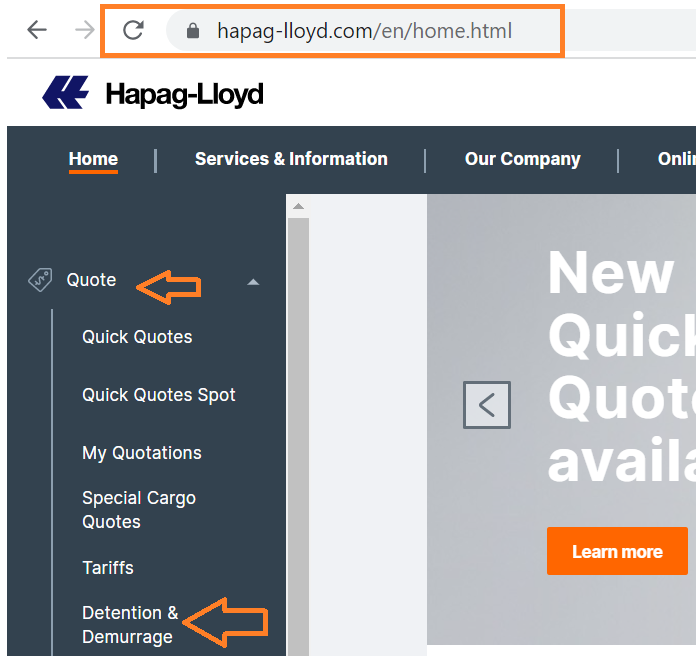
Home | Services & Information | Our Company

- Quote ←
- Quick Quotes
- Quick Quotes Spot
- My Quotations
- Special Cargo Quotes
- Tariffs ←
- Detention & Demurrage
- Rate of Exchange

**How can I check the standard free time for each port?**

Demurrage & detention tariffs for each country/port can be found on our [website](#).

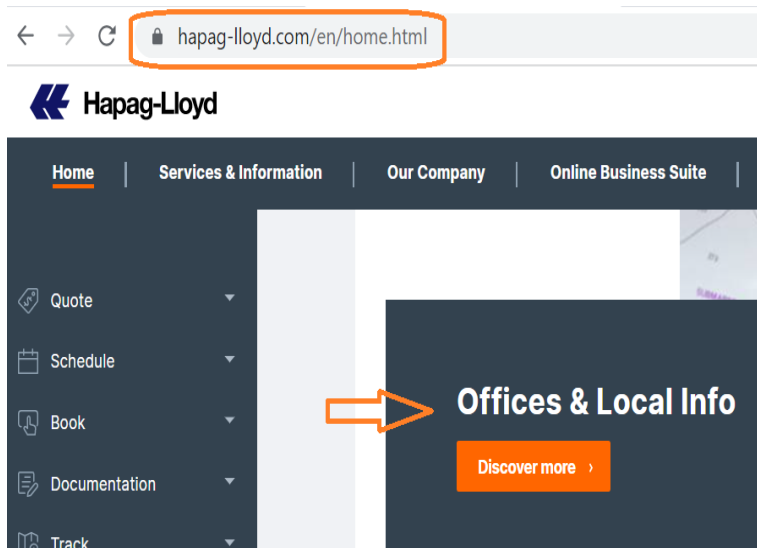
<https://www.hapag-lloyd.com/en/online-business/quotation/detention-demurrage.html>



**How can I check contact details for Hapag Lloyd office?**

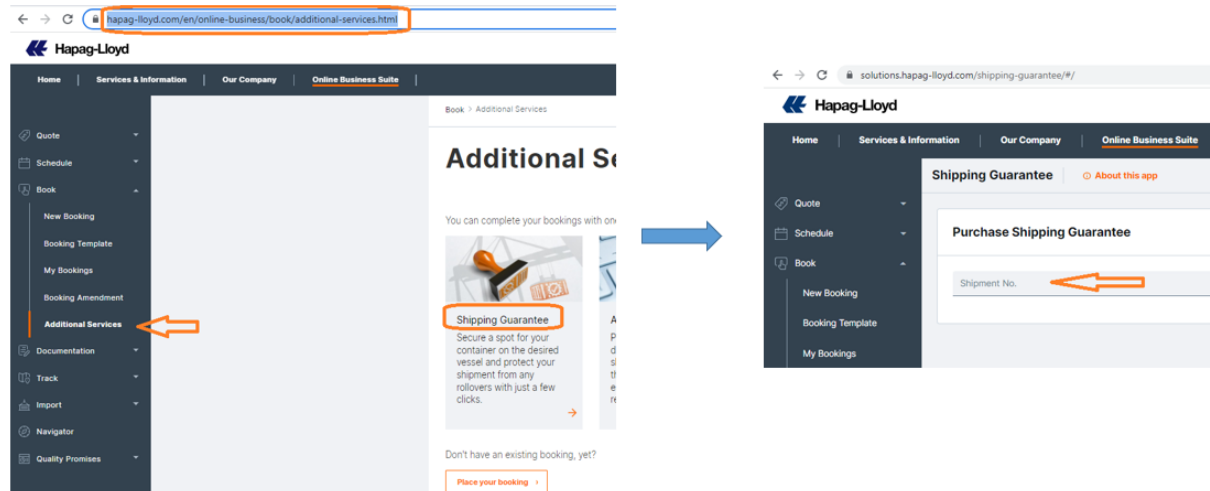
Contact details of worldwide Hapag-Lloyd offices & local information can be found on our [website](#).

<https://www.hapag-lloyd.com/en/services-information/offices-localinfo.html>



## How can I purchase shipping guarantee & additional free time?

From Our website home page Additional Services can be reached.



You can also use [Navigator](#) to purchase additional products.