

CustomerNEWS

Global Policy on Booking Change Requests

Hapag-Lloyd

January 26, 2021

Dear Customers,

We understand that making changes to bookings is a normal course of business. While majority of the changes are accepted, we must restrict some booking changes due to their nature of changing the booking components that directly affect the applicable rating and in order to comply with applicable laws.

The components restricted from change are as follows:

- Quotation or Rate Agreement number
- Marketing Routing Party (MR Code) or 'Named Account' details (if applicable)
- Commodity

Booking change request after Booking Confirmation

Any of the above change requests for an existing booking will be fulfilled after cancellation of the existing booking and submission of a fresh booking request with the revised contract details. Any costs arising due to a cancellation of your shipment, where your container has been picked up will be charged to your account. We appreciate your understanding to this requirement. Foregoing measures will assist to further enhance the data quality of our invoices.

Commodity changes for Documentation

If there are exceptional changes in the actual commodity finally shipped, we will amend the description on the Bill of Lading/Manifest to ensure that all applicable laws including customs' regulations are adequately met. We will not amend the commodity code respectively description for the purposes of invoicing.

To avoid the inconvenience of cancellation and re-submission, please ensure that the correct Commodity, Contract/quotation number, and 'Named Account' details (if applicable) are provided at the time of booking. We will not accept bookings without a valid contract/quotation number. We strongly urge you to review your received booking confirmation for accuracy.

Your business is important to us and our customer service & sales teams are here to help.

If you have any questions or comments, please contact your [local Hapag-Lloyd office](#).

Your Hapag-Lloyd Team