

Dear Valued Customer,

Greetings from Hapag-Lloyd!

We are happy to announce the following Enhancements to our Digital Counter workflow provided thru the ODEX Platform.

Currently all Delivery Order (DO) requests are processed thru ODEX workflow allowing our customers to use the Digital Counter at their convenience from the comfort of their offices.

The new enhancements in ODEX allows the below additional benefits.

- DO Extension Invoice Requests are now available thru ODEX
- Once the customer requests a DO Extension Invoice, the DO Extension request is automatically sent on the customers behalf.
- All Online Payment related information (proof of payment) can now be sent thru ODEX. This means the customers no longer need to use e-mails for such communication with Hapag-Lloyd Qatar.
- Once the customer uploads the PAYMENT PROOF in ODEX as required, the LINER RECEIPTS are sent from ODEX to the client. The Clients does not need to upload the RECIEPTS any longer.
- Moreover, if the customer uses the "ODEX REFERENCE NUMBER" in their Online Payment Transfer to Hapag-Lloyd Qatar, the ODEX system automates the LINER RECEIPT issuance to the customer ensuring quicker service delivery.

We believe this enhanced features on ODEX will allow our customers a SINGLE WINDOW facility for requesting and receiving online Import Counter Services in Qatar.

Kindly feel free to reach out to our Qatar Customer Service team for any support needed in setting up/ using the ODEX facilities.

Thanks & Regards
Hapag-Lloyd Qatar W.L.L.