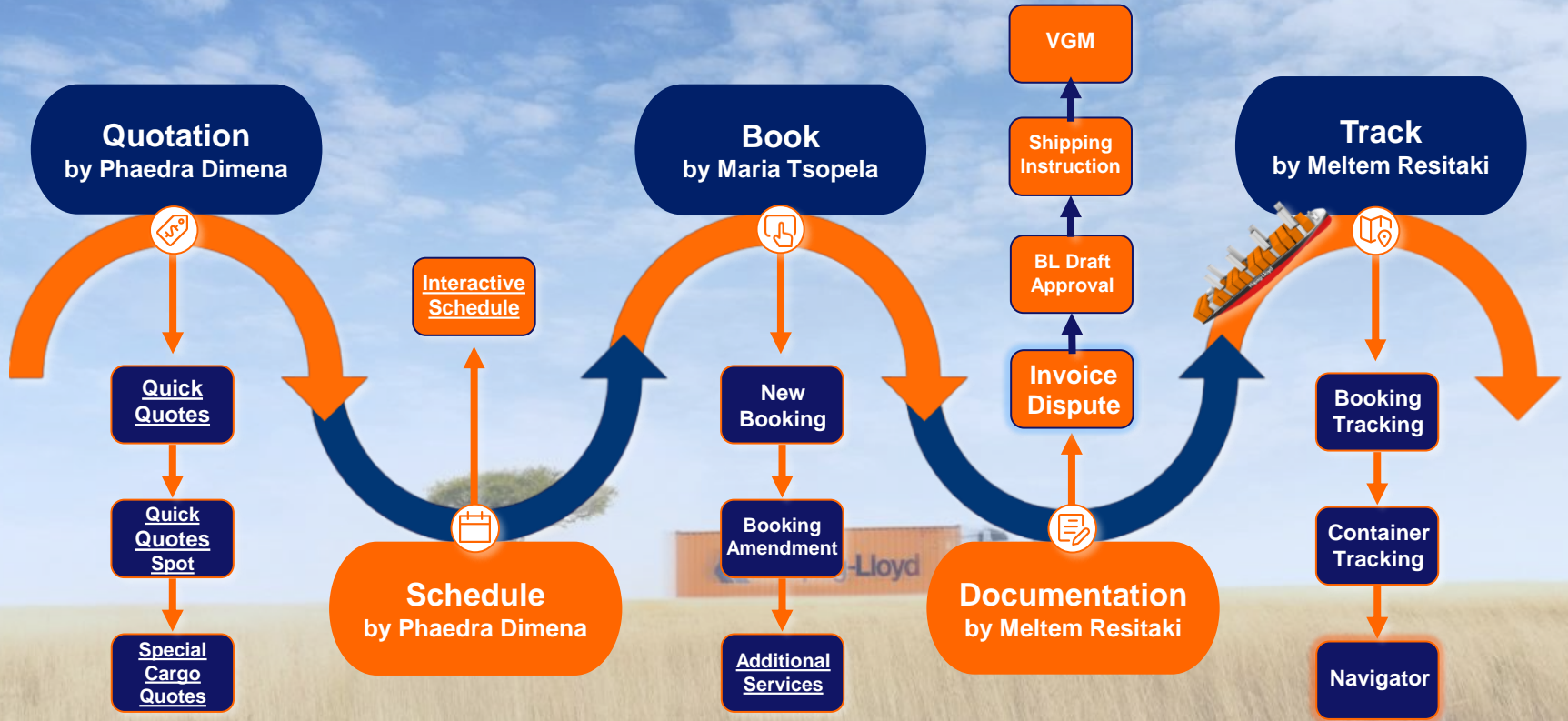


ΚΑΛΩΣ ΗΛΘΑΤΕ!



We will start very soon.
Thank you for waiting.







Quote

Hapag-Lloyd

Login



Schedule



Book



Documentation



Track

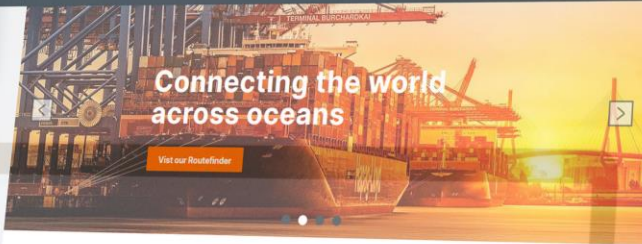


Import



Information at a Glance

Our Company Online Business Suite



Connecting the world across oceans

Visit our Routefinder

Hapag-Lloyd

We make Global Trade happen

Find a Schedule

From

To



Find



Track container

Enter a Container / Booking- or BL-Number

Trace



Quick Quotes

Your shipping quote in 30 seconds.

Get a Quote



VGM - Verified Gross Mass

Submit your VGM data online.

Submit VGM



Quick Quotes

Quick and Easy Way
to Get Freight Rates.

The screenshot shows a web application interface for requesting quotes. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. A search icon and 'EN' are on the right. A left sidebar contains icons for Quote, Schedule, Book, Documentation, Track, Import, Navigator, and Quality Promises. The main content area is titled 'Application' and includes a link for 'About this app'. The first step is 'Request Quote', which contains a 'Routings' section. This section allows adding up to 10 connections and includes a 'Routing' form with 'Start Location' (San1) and 'Destination Location' fields. Delivery options are 'Received at Terminal/Ramp', 'Received at your Door', 'Delivered to Terminal/Ramp', and 'Delivered to your Door'. An 'Additional Routing' button is also present. The second step is 'Details', which includes a 'Validity date' field.

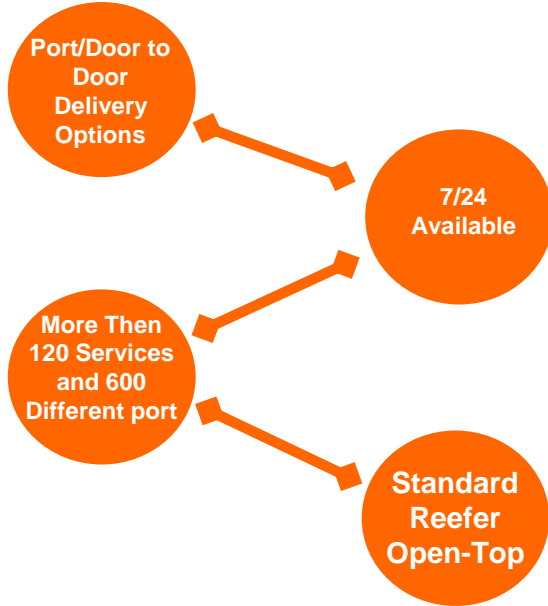
[You can click here for detailed information about Quick Quotes.](#)



Quick Quotes – Key Features



Generate an **quote** in just 30 seconds!



! **Remarks:**
You can request 10 of the same freight rates.

The screenshot shows the 'Request Quote' application interface. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. The main content area is titled 'Request Quote' and contains a 'Routings' section with fields for 'Start Location' and 'Destination Location', and radio buttons for 'Received at Terminal/Ramp' and 'Delivered to your Door'. Below this is a 'Details' section with a 'Validity date' field and a 'Container and commodity' section. A 'Feedback' button is visible on the right side of the interface.



[Click here and get your freight now!](#)

Quick Quotes - 1

1. A drop-down menu will provide you with location suggestions as you enter your Start/Destination Location in the corresponding field. To select the desired location, simply click on the location suggestion. It is possible to select a custom POL and/or POD for Domestic Start and End locations.
2. Select the desired **shipping type** by clicking on the relevant field. Quick Quotes offer **terminal/ramp** or **door** delivery.
3. Additional Rotation option available. You can request up to **ten port pair combinations** at the same time.
4. You can set **the validity date** yourself. After you make your selection or write the date you want, your validity date will be based on that date as the start date and the last day of the month you selected will be the expiry date.
5. Select the **container type** you want. Quick Quote Freight Quotes provide prices for standard **Dry** and **Reefer** and **Open Top** in metered containers.
6. Select the desired **Commodity Type**. If there is no special goods type for the route you selected, FAK is provided by default. Click once on it to see the options.
7. Remember to accept the terms and conditions and click **Request Quote**.

The screenshot shows the 'Quick Quotes' web application interface. The left sidebar contains navigation options: Quote, Quick Quotes, Quick Quotes Spot, My Quotations, Special Cargo Quotes, Tariffs, Detention and Demurrage Tariffs, Rate of Exchange Information, Schedule, Book, Documentation, Track, Import, Navigator, Quality Promises, and Digital Insights Dock. The main content area is titled 'Quick Quotes' and includes a search bar and a 'Clear' button. The interface is divided into three main sections: 1. Routing: Includes 'Start Location' and 'Destination Location' input fields (1), radio buttons for 'Received at your Door', 'Received at Terminal/Ramp' (2), and 'Delivered to your Door', 'Delivered to Terminal/Ramp', and an 'Additional Routing' button (3). 2. Details: Includes a 'Validity date' section with a 'Valid from' input field (4) and a 'Container and commodity' section with 'Container Type' and 'Commodity' dropdown menus (5 and 6). 3. Confirmation: Includes a checkbox for 'I accept the Terms and Conditions' (7) and a 'Request Quote' button.



[Click here and get your freight now!](#)

Quick Quotes - 2

1. Your quotation number will appear at the top of the page.
2. The routes you request are listed here and you can understand whether they are direct or transit.
3. You can examine the **terms and conditions of the countries** included in your freight in detail in the country information and requirements link.
4. Total travel time is available here.
5. If you click the drop-down button, you can see the details. You can find the details on the next page.
6. You can send the offer to your e-mail address. From here, your requests will be in **xlsx format**. If you still want to get it as a pdf, you can get it from the "My Quotations" screen.



[Click here and get your freight now!](#)

Quick Quotes – Quotation Details

1. You can easily proceed to the next step with the Book and Schedule options under your freight offer.
2. Freight Charges
3. Export Surcharges
4. Freight Surcharges
5. Import Surcharges
6. You can check other details here.

The screenshot displays the 'Quick Quotes' application interface. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. The left sidebar contains a navigation menu with options like 'Quote', 'Quick Quotes', 'My Quotations', 'Special Cargo Quotes', 'Tariffs', 'Schedule', 'Book', 'Documentation', 'Track', 'Import', 'Navigator', and 'Quality Promises'. The main content area shows a routing from PIRAEUS to SAVANNAH, GA, with a 27-day transit time. Below this, the 'Your Offer' section features 'Schedule' and 'Book' buttons. The 'Freight Charges' section includes a table with columns for 'Curr.', '20STD', '40STD', and '40HC'. The 'Surcharges' section is divided into 'Export Surcharges', 'Freight Surcharges', and 'Import Surcharges', each with a table. The right sidebar provides details such as 'Quotation number W230902321817', 'Commodity FAK', and 'Estimated Transportation Days 27'. Numbered callouts (1-6) are overlaid on the interface to highlight specific elements.



[Click here and get your freight now!](#)

My Quotations

All quotations you request are kept in the “My quotations” section. You can filter for a specific quote search.

Then you can choose our price offer to download the PDF file to your computer or use the “Book” option to get a reservation.



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

Quotations List [About this app](#)

Quote

- Quick Quotes
- Quick Quotes Spot
- My Quotations**
- Special Cargo Quotes
- Tariffs
- Detention and Demurrage

Quotation Number:

Start Location:

End Location:

Container type:

Valid at:

[Apply Filters](#)

W230902321289	Book	Valid	(GRPIR) PIRAEUS, GR	(USSAV) SAVANNAH, GA, US	FAK - Freight all Kinds	20' STD 40' STD 40' HC	1500 USD 1600 USD 1600 USD
						20' STD	500 USD

Quick Quotes Spot

Get your warranty.

Get your spot quotation, see directly the available sailings for your chosen route and get your confirmed reservation with your place guarantee.

The screenshot shows the Hapag-Lloyd Quick Quotes Spot interface. At the top, the Hapag-Lloyd logo is on the left, and the user's name 'Hello Sophie' and company 'Best Company Ltd.' are on the right. Below the logo is a navigation bar with 'Homepage', 'Services & Information', 'Our Company', and 'Online Business Suite'. The main header is 'Quick Quotes Spot' with a link to 'About this app'. A progress bar shows four steps: 'Submit Request' (completed), 'Select Offer' (current), 'Booking Summary', and 'Booking Acknowledgement'. The main content area displays a route from 'Valparaiso' (CLVAP - Terminal / Ramp) to 'Singapore' (SGSIN - Terminal / Ramp) with an 'Edit Request' button. Below the route, it specifies '40' High Cube Hard Top x 3' and 'FAK - Freight All Kind, 10 000kg'. There are two links: 'Quick Quotes Spot Terms and Conditions' and 'Country Information and Requirements'. The bottom section, 'Available Products', compares 'Quick Quotes Spot' and 'Quick Quotes'. 'Quick Quotes Spot' has green checkmarks for 'Equipment guarantee', 'Loading guarantee', 'Instant booking confirmation', and 'Limited space availability'. 'Quick Quotes' has red X marks for 'Optional with Shipping Guarantee' and 'To be confirmed separately'. A 'Show Details' link is also present.

For more information about Quick Quotes Spot, click here.



Quick Quotes Spot (QQS) -1

1. You can access Quick Quotes Spot from the menu on the left.
2. Enter the start and end locations.
3. You can include pre/end carriage in your selections.
4. Select the container type.
5. Enter the number of containers (Max 20 per booking).
6. Enter weight in pounds or kilograms per container
7. QQS is only available for FAK goods (excluding goods such as foodgrade, cotton and charcoal), for exempt goods please check the [FAK definition](#). Restricted goods, dangerous goods and oversized cargo are not included in QQS.
8. Use the [Request Offers](#) button to see the offers.
9. Dangerous Goods available for Quick Quotes only.

The screenshot shows the 'Quick Quotes Spot' interface. On the left is a dark sidebar menu with items like 'Quote', 'Quick Quotes', 'My Quotations', 'Special Cargo Quotes', 'Tariffs', 'Detention and Demurrage', 'Rate of Exchange', 'Schedule', 'Book', 'Documentation', 'Track', 'Import', 'Navigator', 'Quality Promises', and 'Digital Insights Dock'. The main content area is titled 'Quick Quotes Spot' and contains a 'Request' form. The form has several sections: 'Routing' with 'Start Location' (PIRAEUS (GRPIR)) and 'End Location' (JEBEL ALI (AEJEA)); delivery options 'Received at your Door' and 'Received at Terminal/Ramp' (selected); 'Container and Commodity Details' with 'Container Type' (40' General Purpose), 'Container Quantity' (1), 'Weight per Container' (10000 kg), 'Select Units' (kg selected), and 'Commodity' (FAK - Freight all Kind); a 'Dangerous Goods' checkbox; and a 'Request Offers' button at the bottom. Numbered callouts (1-9) point to the sidebar menu, start/end location fields, delivery options, container type, quantity, weight, commodity, dangerous goods checkbox, and the 'Request Offers' button respectively.



Quick Quotes Spot (QQS) -2

1. Your port to port selection is located here.
2. You can check the container type, quantity and weight you have chosen here.
3. If you are going to buy booking for the first time, **we recommend that you carefully read all the terms and conditions on the screens you will use.** These fields may be updated, although not very often. The conditions in the booking you received before may not be valid. Therefore, not skipping this part will ensure that the whole process is completed without any problems. If there are points that are not understood, we recommend that you coordinate with your customer representative or our sales department.
4. Our current products for the route you choose are located in this area. You can compare the Quick Quotes and Quick Quotes Spot distinctions we mentioned on the previous pages here.

The screenshot displays the 'Quick Quotes Spot' interface. At the top, there is a navigation bar with 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. Below this, a sidebar on the left contains various menu items: Quote, Quick Quotes, Quick Quotes Spot, My Quotations, Special Cargo Quotes, Tariffs, Detention and Demurrage Tariffs, Rate of Exchange Information, Schedule, Book, Documentation, Track, Import, Navigator, and Quality Promises. The main content area is titled 'Quick Quotes Spot' and includes a sub-header 'About this app' and a progress bar with steps: 'Submit Request', 'Select Offer', 'Booking Summary', and 'Booking Acknowledgement'. The current route is 'PIRAEUS' to 'JEBEL ALI', with a callout '1' pointing to the route selection. Below the route, details for '40' General Purpose' container, '1 container', and '10000kgm' weight are shown, with a callout '2' pointing to these details. A section for 'Offers' includes a callout '3' pointing to a summary of benefits: 'With Quick Quotes Spot you get: Equipment guarantee, Loading guarantee, Instant booking confirmation'. Below this, a list of offers is displayed, with a callout '4' pointing to the offer details. Each offer card shows the route (e.g., 'CYPRESS 0MXG6E1MA • IMX'), ETD, ETA, and price (e.g., 'USD 387'). A 'Feedback' button is visible on the right side of the interface.

Quick Quotes Spot (QQS) -3

The screenshot shows the 'Quick Quotes Spot' interface. At the top, it displays the route: PIRAEUS (Terminal: Ramp / GRPR) to JEBEL ALI (Terminal: Ramp / ALEJA). The shipment details are: 40' General Purpose, 1 container, 10000kg, FAK - Freight All Kind. Below this, there are sections for 'Offers' and 'Price Breakdown'. The 'Offers' section lists four offers, each with a 'Book Now' button. The first offer is highlighted with a red border.

Bids are sorted by ETD. On this screen, you can see the offers for both QQ and QQS. If you click on the arrow under the relevant offer, you can review the offer details, by using the **Book Now** button, you can accept the relevant offer and complete the booking process.

We strongly urge you to review the terms and conditions. Here we will see that the validity of the offer will be **180 minutes**. Changes such as routing, ship schedule, container type and number of containers are not allowed for reservations you will receive through QQS. A change to reduce the container quantity is considered a cancellation or No-Show depending on the communication time, so a cancellation fee or No-Show fee will apply.

The detailed view shows the 'Quick Quotes Spot' for a specific offer. The price is USD 387 per container. The interface is divided into several sections: 'Price Breakdown', 'Freight Charges', 'Surcharges', and 'Cut-offs'. The 'Freight Charges' section includes 'Ocean Freight' at USD 387. The 'Surcharges' section lists various fees such as 'Export Surcharges', 'Import Surcharges', and 'Cut-offs'. The 'Cut-offs' section shows the 'Cut-off Date' as 2023-10-05 at 04:00 AM UTC and the 'Documentation Closure Date' as 2023-10-03 at 02:30 PM UTC.

Quick Quotes Spot (QQS) – Reefer

You can now submit your Reefer Equipment Freight requests via Quick Quotes Spot.

For Reefer Equipment requests, as stated on the previous page, it is sufficient to select the 20 or 40 operating reefer container types after selecting the exit and destination points of the load. The system will guide you and in the last step you can choose different conditions (temperature, humidity, fresh air) or the same conditions for all containers.

The screenshots illustrate the workflow: 1. Request form completion, 2. Review of available offers, 3. Configuration of reefer settings (Temperature Setpoint, Fresh Air Exchange, Maximum Relative Humidity), and 4. Final booking confirmation and receipt of a booking number (6672028).

Keep Cool, We Care, Hapag-Lloyd

Quick Quotes Spot – Dangerous Goods

Dangerous Goods can be book via the QQ platform, but currently, it is listed under the Spot tab. By selecting the Dangerous Goods tab, you can obtain DG quotations. However, at the moment, DG cannot be utilized in your spot quotations.

*Explosives and Radioactive Substances unavailable for Quick Quotes right now

The screenshot shows the 'Quick Quotes Spot' web application interface. The 'Routing' section includes fields for 'Start Location' and 'End Location', and radio buttons for 'Received at your Door' and 'Received at Terminal/Ramp'. The 'Container and Commodity Details' section includes a 'Container Type' dropdown, 'Container Quantity' field, 'Weight per Container' field, and 'Select Units' radio buttons (kg and lb). The 'Commodity' dropdown is set to 'FAK - Freight all Kind'. The 'Dangerous Goods' checkbox is checked and highlighted with a red circle. Below it, a note states: 'For now, commodities are not available for Reefer/NOR in Quick Quotes Spot. Learn more about FAK definition.' The 'IMO Class' and 'UN Number' fields are also visible, with a note below them: 'Please provide the most restrictive UN number of your planned cargo. Dangerous Goods IMO Classes 1 and 7 Military Cargo and Waste Shipments (Amber Listed under the Basel Convention and used / waste Batteries) are excluded from the web quotation. Please contact your local Hapag-Lloyd Sales representative in order to get this kind of quote.' A 'Request Offers' button is located at the bottom of the form.



[Click here and get your freight now!](#)

Quick Quotes Spot (QQS) – FAQ / subject to change



QQ Spot product features:

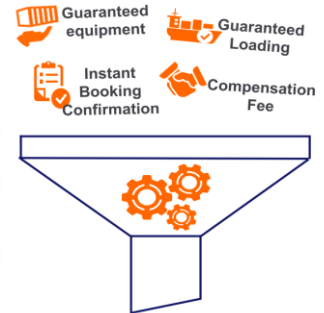
- QQ Spot is a one-time freight application that includes space and equipment approval for a specific vessel.
- Dry cargo – 20 STD, 40 STD, 40 HC, 20 RE, 40 RE ve 40 NOR equipments available. Not available for Special and DG cargos.
- Only **partial corrections** can be made for bookings made with QQ Spot. Adding inland transport to the destination location, BL Merge/Split BL, Booking Split Changes made may be subject to a fee. (Merge/Split BL, Split Booking, Booking Cancellation, Reducing the Number of Containers)
- QQ Spot **guarantees equipment and location**. There is a guarantee to be loaded on the booked ship or on another ship that will depart within +/- 2 from the booked ship's ETD.
- Pre- and end carriage bookings can be taken.
- Freight is only valid for **standard and reefer containers** and reservations can be made for 20 or 40 containers. 2 container types cannot be selected at the same time for a single reservation.
- A reservation can contain **a maximum of 20 containers**, a reservation can be made for a single ship (DP voyage) and you can have a maximum of 100 TEU for each ship (DP voyage). (More than one reservation can be made for the same ship, provided that it does not exceed 100 TEU in total.)
- The validity of the freight received is **180 minutes** and the quotation number does not appear before the reservation is completed. After the reservation is made, the foy and rate confirmation will be sent to you automatically by the system via e-mail. The quotation you received through QQ Spot will begin with the letter "V". You can access this quotation from the "My Quotations" screen, but you cannot use it in any transaction.
- Quotation received **cannot be used for other reservations**. Can be combined under B/L.
- Standard freetime is provided in all destinations and additional freetime can be purchased from Navigator. (max 10 days)
- The expense items in the quotation are fixed. PSS, MFR etc. Items that may change are not affected by the tariff change, GRI is not applied.
- For cancellations or drop-offs made by you up to 10 days prior to ship departure (ETD), a Per Container Fee will be applied and the No Show fee will be deducted.**
- Booking Party is entitled to receive compensation per container for the following situations received via Quick Quotes Spot : ***

*You can learn the relevant port conditions from our Sales Representative friends.

**Tariffs may vary.

- a) Failure to provide equipment on the dates specified in the booking confirmation.
- b) In case the loading ship cannot be loaded (except for the cases outside the control of Hapag-Lloyd).
- c) In case the departure ship is delayed by 10 days or more from the ETD specified in the initial booking confirmation.

Relevant information may vary. For more detailed information [Please check the Frequently Asked Questions \(FAQ\) on the QQS Page.](#)



Quick Quotes Spot offer...

... first come, first served

Booking Cancellation Fee Calculator

If you find yourself needing to cancel your booking, please remember that there may be fees.

To calculate this amount, we recommend downloading the BCF Calculator file from the [FAQ](#) section on our local website to see the Booking cancellation fee.

Greece Dispute Import V... Import E... Import Export **FAQ** Guide Vi... Export V...

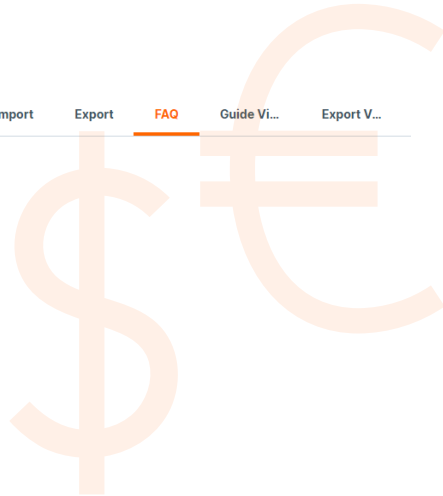
Greece - FAQ

Calculators

[Booking Cancellation Calculator \(Version 1.8\) \(156.8 KB\)](#)

[Import DnD Calculator South Europe 04.Aug.2022 \(252.8 KB\)](#)

[Import DnD Calculator User Guide \(405.4 KB, 4 Pages\)](#)



The image shows two screenshots of Hapag-Lloyd calculators. The top screenshot is the 'Booking Cancellation Fee Calculator'. It has an orange header with the Hapag-Lloyd logo and the title 'Booking Cancellation Fee Calculator'. Below the header, there is a note: '*Please make sure from Hapag-Lloyd website that you are using latest version booking cancellation calculator 07. June 2022'. The main input area has a large white arrow pointing to a field labeled 'INSERT YOUR CURRENT DATE & TIME AND ETA TO POL'. Below this, there is a table with columns for 'CURRENT DATE AND TIME', 'ETA', 'IF MORE THAN 3 DAYS TO ETA', and 'WITHIN ETA - 3 DAYS'. The 'CANCELLATION FEE' is shown as 'FREE' for the first row and '75 USD PER CTR' for the second row. A callout box on the right says 'YOU WILL SEE YOUR CANCELLATION FEE AS PER OUR TARIFF'. The bottom screenshot is the 'BCF&Compensation Fee Calculator For QQS'. It has an orange header with the Hapag-Lloyd logo and the title 'BCF&Compensation Fee Calculator For QQS'. Below the header, there is a note: 'Allow to make change BCF Amount'. The main input area has a 'Select currency' dropdown set to 'USD', a 'Select tariff' dropdown set to 'Cancellation', and an 'Insert book quantity' field set to '200'. The 'Total BCF' is shown as '200'. There are also fields for 'QOS freight and MRF' (500) and 'QOS related fee as per tariff' (200).

Special Cargo Quotes

Easy. Online. Customized.

Easily get your customized quote online for out of gauge or bulk cargo with Hapag-Lloyd.

Out of Gauge Cargo

Start Location (Port) * End Location (Port) *

[Add alternative From and To Location](#)

Estimated Time of Shipment *

dd.mm.yyyy - dd.mm.yyyy

Cargo and Container Details

Shipment Type

Pre-Lashed Breakbulk

Select Container Type * Amount Container * Shippers Owned Container

Dimensions and Weight Of Cargo

Inch / Pound cm / kg

Cargo Weight (in kg) * Cargo Length (in cm) * Cargo Width (in cm) * Cargo Height (in cm) *

Select Commodity * Packing Type *

You can add additional Container / Cargo Entries below

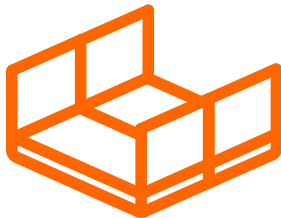
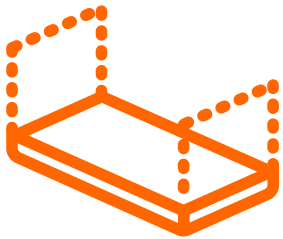
[Add additional Container / Cargo Entry](#)

[For more information about Special Cargo Quote, click here.](#)



Special Cargo Quotes

- It can be used for bulk cargo and oversize cargo.
- Customized offer according to your needs.
- Your offer is handled directly by our dedicated cargo specialist team.



Out of Gauge Cargo

Start Location (Port) *

End Location (Port) *

[+ Add alternative From and To Location](#)

Estimated Time of Shipment *

dd.mm.yyyy - dd.mm.yyyy

Cargo and Container Details

Shipment Type

Pre-Lashed Breakbulk

Select Container Type *

Amount Container * Shippers Owned Container

Dimensions and Weight Of Cargo

Inch / Pound cm / kg

Cargo Weight (in kg) *








Cargo Length (in cm) *

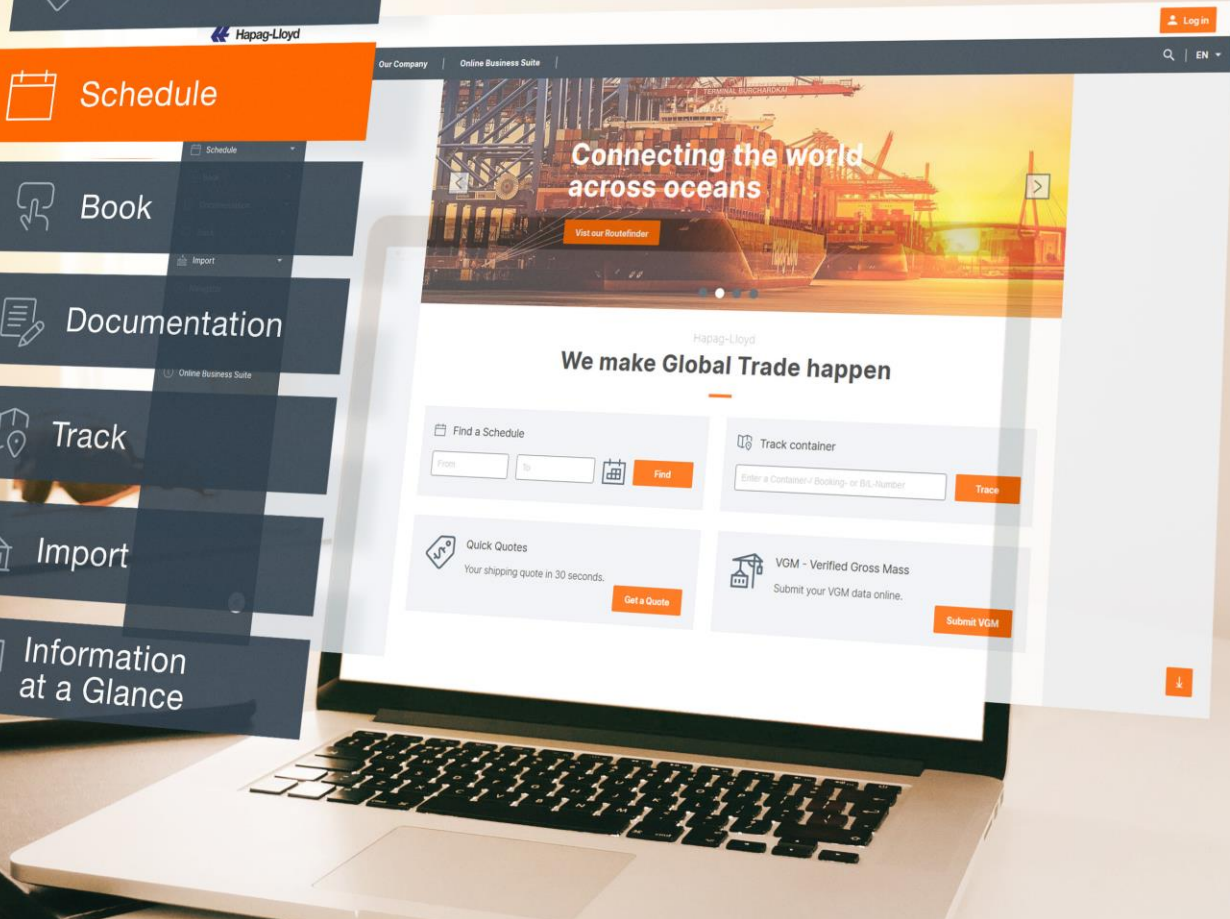
Cargo Width (in cm) *

Cargo Height (in cm) *

Select Commodity *

Packing Type *

-  Quote
-  Schedule
-  Book
-  Documentation
-  Track
-  Import
-  Information at a Glance

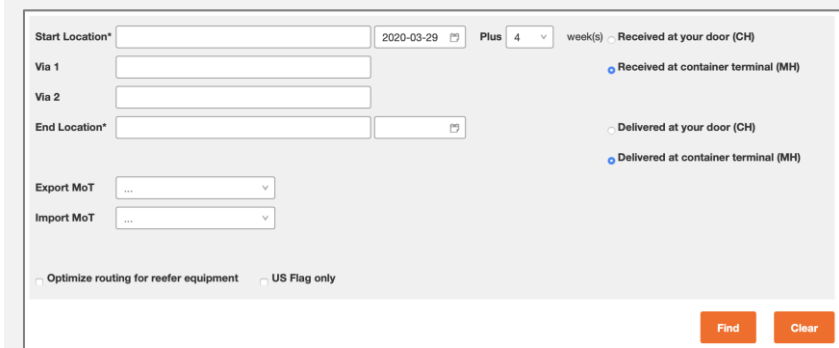


The screenshot shows the Hapag-Lloyd Online Business Suite interface. At the top, there is a dark navigation bar with the Hapag-Lloyd logo, "Our Company", "Online Business Suite", and a "Login" button. Below the navigation bar is a large hero image of a port with the headline "Connecting the world across oceans" and a "Visit our Routefinder" button. The main content area features the tagline "We make Global Trade happen" and several service tiles: "Find a Schedule" with a "Find" button, "Track container" with a "Trace" button, "Quick Quotes" with a "Get a Quote" button, and "VGM - Verified Gross Mass" with a "Submit VGM" button. A search icon and "EN" language selector are visible in the top right corner.

Interactive Schedule

Interactive Schedule

Our **Interactive Schedule** Platform is an easy search tool to search for our Hapag-Lloyd cruise services and provides a quick overview of the most available next available sailings.



The screenshot shows a search interface for the Interactive Schedule. It includes fields for Start Location, End Location, and two Via locations. There are also dropdown menus for Export MoT and Import MoT. A date field shows 2020-03-29, and a Plus button is next to a dropdown showing 4 week(s). Below these are radio buttons for delivery options: Received at your door (CH), Received at container terminal (MH), Delivered at your door (CH), and Delivered at container terminal (MH). At the bottom, there are checkboxes for 'Optimize routing for reefer equipment' and 'US Flag only', and two buttons labeled 'Find' and 'Clear'.








You can click here for the [Interactive Schedule user guide](#).

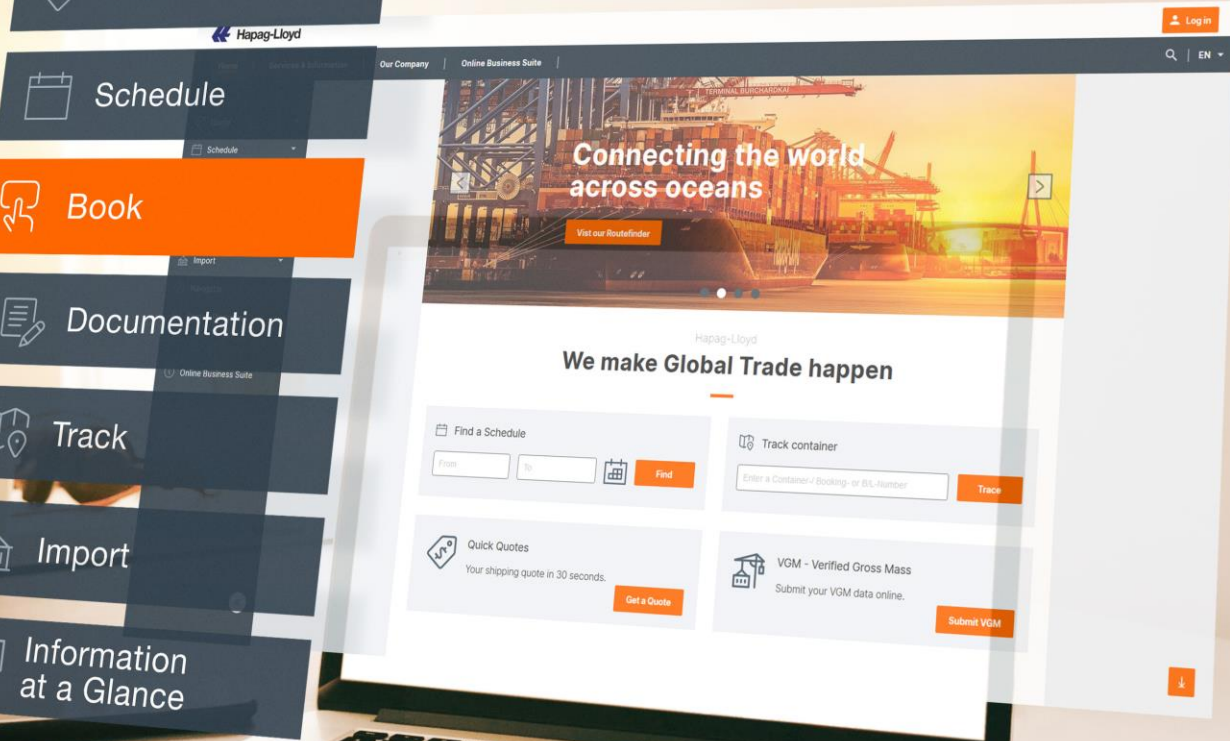
It provides;

- Multiple forwarding alternatives grouped as the first and second options most suitable for your business.
- You can call port-to-port and door-to-door (or a mix of these options).
- Estimated departure and arrival date, even for internal shipments.
- Overview of transfer information.

You can learn more about Interactive Schedule by [clicking here](#).



-  Quote
-  Schedule
-  Book
-  Documentation
-  Track
-  Import
-  Information at a Glance



The screenshot shows the Hapag-Lloyd website interface. At the top, there is a dark navigation bar with the Hapag-Lloyd logo on the left, and 'Our Company' and 'Online Business Suite' in the center. On the right side of the navigation bar, there is a 'Log in' button, a search icon, and a language selector set to 'EN'. Below the navigation bar is a large hero image of a port at sunset with the text 'Connecting the world across oceans' and a 'Visit our Routefinder' button. Underneath the hero image, the text 'Hapag-Lloyd We make Global Trade happen' is displayed. The main content area features four interactive panels: 1. 'Find a Schedule' with input fields for 'From' and 'To', a calendar icon, and a 'Find' button. 2. 'Track container' with an input field for 'Enter a Container / Booking- or BL-Number' and a 'Trace' button. 3. 'Quick Quotes' with the text 'Your shipping quote in 30 seconds.' and a 'Get a Quote' button. 4. 'VGM - Verified Gross Mass' with the text 'Submit your VGM data online.' and a 'Submit VGM' button. A small download icon is visible in the bottom right corner of the page.

Web Booking

Request your reservation with just a few clicks and manage it in one place.

New Booking Request [?]

HIDE

- Contact & Reference**
- Contract & Quotation
- Routing & Schedule
- Cargo & Equipment
- Customs & Remarks
- Review & Complete
- Booking Received

Next

Customer JOHN SMITH

BUNDESSTRASSE 3

HAMBURG

DE - 20253

Your contact [?]

Your contact data is prefilled with the information you already provided during the web registration.

[You can get more detailed information about Web Booking here.](#)



Web Booking - Contact & Reference



- **Customer Reference**
“Customer Reference” is not mandatory, but allows easy identification of individual reservation request at any time; You can think of it as the title of booking.
- **Contact**
Insert the name of the person responsible for the reservation request.
- **Notification E-mail:**
Please enter an email address from which you would like to receive confirmation of the reservation and future correspondence regarding the status of your reservation.

New Booking Request [?]

Customer Reference Contract & Quotation Routing & Schedule Cargo & Equipment Customs & Remarks Review & Complete Booking Received

Customer

Your contact [?]
Your contact data is pre-filled with the information you already provided during the web registration.

Customer Reference

Contact*

Phone

Notification E-mail

Next

Enter your relevant reference. Your pre-filled contact information can be changed later via Booking Amendment.

Click “Next” to proceed.

Next

Web Booking - Contract & Quotation



1. Quotation / Contract No.

Freight is processed here directly from the Quick Quotes section. The validity of the offer is important for your reservation request.

2. Valid to

The validity of the quotation / contract. Make sure your validity matches the ship departures.

3. Contractual Party

The address of the party to which the reservation request will be sent.

4. Routing as per Quotation.

The Routing will be displayed as per Quotation. Routing options automatically pulled from your Quick Quote. The rotation will be displayed based on your freight quote.

5. Select Routing → Vessel schedule.

New Booking Request [?]

Navigation: Contact & Reference | **Contract & Quotation** | Routing & Schedule | Cargo & Equipment | Customs & Remarks | Review & Complete | Booking Received

Buttons: Previous | Next

1 Quotation / Contract No.* W2306

Base for Freight Charges [?]
The freight basis is either a quotation or a (service-) contract you hold with Hapag-Lloyd.
A Hapag-Lloyd quotation number has the format W1209RTM00001 or Q1209RTM00001;
a (service-) contract has the format S19ABC001 or 4682727.
If you have neither a contract nor a quotation with Hapag-Lloyd,
please use **Quick Quote** or contact your local **Hapag-Lloyd Sales Office**.

Validity [?]

Quotation / Contract No.* W2306 Contractual Party

Valid to 2023-10-31 **2** **3**

In your quotation the following routing and equipment definitions have been made. If your Quotation has expired or its details are not fitting with your request, please contact your local **Hapag-Lloyd Sales Office**.

Routing as per Quotation [?]

Select a routing from the following alternatives. The listed container types are defined in your quotation.

Export haulage, Mode of Transport	Start of Transport, Port of Loading	Service	Port of Discharge, End of Transport	Mode of Transport, Import haulage	Commodity	Ctr. Type 1	Ctr. Type 2	Ctr. Type 3
<input type="radio"/> Terminal	PIRAEUS	AL7	SAVANNAH, GA	Terminal	FAK	20'STD	40'STD	40'HC
<input type="radio"/> Terminal	THESSALONIKI	GEM	JEBEL ALI	Terminal	FAK	20'STD	40'STD	40'HC

4

5

Web Booking - Routing & Schedule - Part 1

1. **Start location / End location / Via 1, Via 2**
It shows where your shipment begins and ends and where your shipment is in transit. Since your reservation request is based on QQ, this information will be displayed automatically.
2. **Start date / End date**
This is the part where the ship departure dates are filtered.
3. **Received/Delivered at your door (CH),
Received/Delivered at container terminal (MH)**
Carriage detail from the Quick Quotes Offer of your booking request responsible for your type of transport at the origin/destination point.
4. **Look-up Schedule**
Shows the ships according to the reservation parameters. Note: It is imperative to look at the ship's schedule before continuing to create your reservation request.

New Booking Request [?] ☆

Contact & ReferenceContract & QuotationRouting & ScheduleCargo & EquipmentCustoms & RemarksReview & CompleteBooking Received

Previous

The transport and routing is based on your quotation and cannot be changed.

Please press Look-up Schedule to find matching vessels / voyages.

Your preferred sailing might not be shown on our website due to the ongoing **"vessel Phase In / Phase Out Program"** in the trade **North Europe from / to Central America as well as South America West Coast**. In such a case please contact your local Hapag-Lloyd booking office and we will find a solution fitting your needs.

Container positioning dates can be filled when defining cargo and equipment.

1

Start Location*

Via 1

Via 2

End Location*

2023-09-29 [?]

(e.g. 2013-09-23)

2

(e.g. 2013-09-23)

3

Received at your door (CH)

Received at container terminal (MH)

Delivered at your door (CH)

Delivered at container terminal (MH)

4

Look-up Schedule Clear

Previous

Web Booking: Routing & Schedule page - Part 2

1. Related ships and departure/arrival dates are available in this section.

2. By pressing "Routing Details", the selected routing will be displayed at the bottom. You can also see the **cut off dates** if you click on the "Closings and Terminal Details" button.

3. You can choose your ship from the "Select for Booking" option and proceed to the next step.

Connection PIRAEUS - SAVANNAH, GA Period 2023-09-29 -

Port of Loading	Transshipments	Vessels / Services	Port of Discharge	Transit Time (days)
<input checked="" type="radio"/> PIRAEUS GR 2023-10-01	0	ZIM ASIA / 42W / AL7	SAVANNAH, GA US 2023-10-25	24
<input type="radio"/> PIRAEUS GR 2023-10-04	0	NAVIOS INDIGO / 17W / AL7	SAVANNAH, GA US 2023-10-31	27
<input type="radio"/> PIRAEUS GR 2023-10-12	0	MELINA / 46W / AL7	SAVANNAH, GA US 2023-11-02	21
<input type="radio"/> PIRAEUS GR 2023-10-18	0	ZIM MONACO / 98W / AL7	SAVANNAH, GA US 2023-11-09	22
<input type="radio"/> PIRAEUS GR 2023-10-25	0	ZIM IBERIA / 23W / AL7	SAVANNAH, GA US 2023-11-17	23

2 Routing Details **3** Select for Booking

Routing Details

Selected routings that are not in accordance with the routing on the quote or rate agreement may result in additional charges.

Location	Arrival	Departure	Vessel / Mode of transport
<input type="radio"/> PIRAEUS		2023-10-01	ZIM ASIA
<input type="radio"/> SAVANNAH, GA	2023-10-25		

Vessel Details **Vessel Tracing** **Closings and Terminal Details**

Terminal	Opening Times	Acceptance
Terminal Name	KUMPORT LIMAN HIZMETLERI	Mon - Fri 00:01 - 23:59 <input type="checkbox"/> FCL
	VE LOJISTIK SAN.VE TIC.A.S.	Saturday 00:01 - 23:59 <input type="checkbox"/> LCL
Street	MARMARA MAHLIMAN CD. NO 43	Sunday 00:01 - 23:59 <input type="checkbox"/> LCL/FCL
Post code / City	34524 ISTANBUL	
Remark		
Arrival	2021-11-05 Time 08:00	
Departure	2021-11-06 Time 08:00	

Booking Closure	Document Closure	Cut Off Dates
DG 2021-11-01 Time 12:00	Date 2021-11-01 Time 15:00	VGM 2021-11-02 Time 14:00
		FCL 2021-11-02 Time 10:00
		Reefer 2021-11-02 Time 10:00
		DG 2021-11-01 Time 12:00
		OOG/FLATS 2021-11-01 Time 12:00
		LCL 2021-11-02 Time 10:00

Web Booking: Cargo & Equipment - Part 1 (CH)

1. Container Type

Select up to 10 containers from up to 4 different container types. Where your reservation request is based on a quote, this information will be limited to display as defined by the offer.

2. Export Positioning Address

Please fill in the address of the place of loading clearly and in detail.

3. Export Positioning Date

This section is only valid if the transport of your reservation request is defined as inland transport. It includes the dates when the TIR will approach and leave the place where it will load with an empty container. It is not mandatory to fill.

New Booking Request [?]

Contact & Reference | Contract & Quotation | Routing & Schedule | **Cargo & Equipment** | Customs & Remarks | Review & Complete | Booking Received

[Previous](#)

1 Container Type [?]

Select up to 4 different container types and up to 10 containers. Or select 1 container type and up to 250 Containers if the same cargo details are applicable for all containers.

Qty*	Container Type*
<input type="text"/>	... <input type="text"/>
<input type="text"/>	... <input type="text"/>
<input type="text"/>	... <input type="text"/>
<input type="text"/>	... <input type="text"/>

2 Export Positioning Address [?]

For the container positioning please provide the company name with street address as accurately as possible. This will enable us to find matching entries in our address catalogue.

Company name and full address*

3 Export Positioning Date [?]

If you need different positionings for containers you can adjust the individual dates and times below, after clicking on "Assign Details".

If you need additional time for stuffing, please provide a pick up date and time (extra charges may be incurred).

Positioning

Pick up of full container

Loading Reference

Web Booking: Cargo & Equipment - Part 2

1. Cargo Description / HS Code (Harmonized System Code)

When the Cargo Description/HS code is entered here, it will be assumed that the information for all containers is the same and copied to all reserved containers. If you have more than one cargo, this information can be entered later. This step is not mandatory.

2. Booking Contact

Information of the contact person to be reached at the installation site.

3. You can continue to enter your load information from the **Assign Details** option.

The screenshot shows a web booking interface with two main sections: 'Cargo' and 'Booking Contact (to confirm positioning)'. The 'Cargo' section includes a 'Description' field (marked with a '1') and an 'HS Code' field (marked with a '3'). The 'Booking Contact' section includes 'Name' and 'Phone' fields (marked with a '2'). A '3' is also present near the 'Assign Details' button. The interface includes instructions and a 'Copy Data into Template' button.

You may save the current status of your booking request as template for further booking requests.

Copy Data into Template

Web Booking: Cargo & Equipment - Part 3

4. Cargo weight and its unit

If you have more than one cargo, you can enter the relevant information for each one here.

5. You can continue with the **Next** option.

Equipment and Cargo

Please provide the information for cargo and equipment.
If possible, please also provide the Harmonized System Code (HS Code) for your cargo as this simplifies the subsequent documentation process. HS Code are mandatory for US business due to filing regulations.
Positioning dates/times remain subject to haulage / equipment availability, a booking confirmation will be issued to affirm your request has been successful.

Container 1 **4**

Container Type	22GP	Cargo Description*	HS Code	Cargo Weight*	Unit*	DG Details
Positioning*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pick up	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Loading Reference	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Copy Container with Cargo Out-Of-Gauge Change Type Remove

Container 2

Container Type	42GP	Cargo Description*	HS Code	Cargo Weight*	Unit*	DG Details
Positioning*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pick up	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Loading Reference	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Copy Container with Cargo Out-Of-Gauge Change Type Remove

... Add Container

Please note that additional charges may apply for extra stuffing time (e.g. Positioning Origin Charge).

Clear Previous Next **5**

Reefer:

Container 1

For detailed description of possible Reefer settings, please see our User Guide.

Non-op. Reefer

Temperature* Max. relative Humidity % None O2 % Ventilation delay h

Special Atmosphere Fresh Air Supply cbm/h CO2 %

Container Type	45RT	Cargo Description*	HS Code	Cargo Weight*	Unit*	DG Details
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Note: Below actions do NOT copy DG details!

Copy Container with Cargo Copy This Cargo to all Containers

Out-Of-Gauge Change Type Remove

Web Booking: Cargo & Equipment - Part 4 (DG)

DG Details [?]

Basic Data

UN Number (Only digits allowed) *

IMDG Class *

1st Subsidiary Hazard

2nd Subsidiary Hazard

Packing Group *

Proper Shipping Name *

Technical Name

Net Weight * kg

Aggregation State *

Flashpoint Celsius

Segregation Group

Limited Quantity Marine Pollutant

Packing

Outer Packing Quantity * UN Code * IMO

Outer Packing Description *

Inner Packing Quantity UN Code IMO Material

Inner Packing Description

Proper Shipping Name *

FLAMMABLE LIQUID

Technical Name

EUCON ACI 2000 M

Aggregation State *

...

- A|Explosive Article
- E|Explosive Substance
- G|Gas
- L|Liquid
- S|Solid

Segregation Group

...

- S00 | SEGREGATION GROUP NOT APPL...
- S01 | ACIDS
- S02 | AMMONIUM COMPOUNDS (EXCL. ...
- S03 | BROMATES
- S04 | CHLORATES
- S05 | CHLORITES
- S06 | CYANIDES
- S07 | HEAVY METALS AND THEIR SAL...
- S08 | HYPOCHLORITES
- S09 | LEAD AND ITS COMPOUNDS
- S10 | LIQUID HALOGENATED HYDROCA...
- S11 | MERCURY AND MERCURY COMPOU...
- S12 | NITRITES AND THEIR MIXTURES
- S13 | PERCHLORATES
- S14 | PERMANGANATES
- S15 | POWDERED METALS
- S16 | PEROXIDES
- S17 | AZIDES
- S18 | ALKALIS (SEPARATED FROM AC...



Web Booking: Cargo & Equipment - Part 4 (DG)



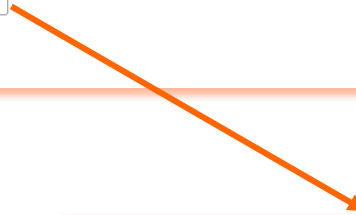
Packing

Outer Packing Quantity * UN Code * IMO

Outer Packing Description *

Inner Packing Quantity UN Code IMO Material

Inner Packing Description



UN Code *

UN

- ...
- AA|IBC, rigid plastic
- AB|Receptacle, fibre
- AC|Recaptacle, paper
- AD|Recaptacle, wooden
- AE|Aerosol
- AF|Pallet, modular, collars 80...
- AG|Pallet, shrinkwrapped
- AH|Pallet, 100cms * 110cms
- AI|Clamshell
- AJ|Cone
- AL|Ball
- AM|Ampoule, non-protected
- AP|Ampoule, protected
- AT|Atomizer

IMO

- ...
- 1A1 |Drums/Steel/Non-removabl...
- 1A2 |Drums/Steel/Removable he...
- 1B1 |Drums/Aluminium/Non-remo...
- 1B2 |Drums/Aluminium/Removabl...
- 1D |Drums/Plywood
- 1G |Drums/Fibre
- 1H1 |Drums/Plastics/Non-remov...
- 1H2 |Drums/Plastics/Removable...
- 1N1 |Drums/Metal,not steel/al...
- 1N2 |Drums/Metal,not steel/al...
- 11A |Steel IBC, solid products
- 11B |Alum.IBC for solids, fil...
- 11C |Wooden IBC
- 11D |Plywood IBCs

IMO Material

- ...
- FIBRE|Fibre
- GLASS|Glass
- METAL|Metal
- PAPER|Paper
- PLAST|Plastics
- REELS|Reels
- RUBBE|Rubber
- TEXTI|Textile
- WOOD |wood

Web Booking: Cargo & Equipment - Part 4 (DG)

Emergency Contacts *

Scope
24HR|General 24HR Emergency Contact

Name	Phone Number (country code, area code, local number)	Reference	Secondary No.
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="checkbox"/>

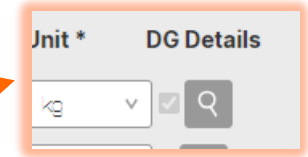
Scope
...

Name	Phone Number (country code, area code, local number)	Reference	Secondary No.
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Scope
...

Name	Phone Number (country code, area code, local number)	Reference	Secondary No.
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="checkbox"/>

General Comments



Web Booking: Customs & Remarks

- 1. Customs reference** (when applicable) – fill in if a required customs code for the respective countries is required.
- 2. Bill of Lading Numbers**
If you want to define this later after the booking process, select the option “Not needed with booking confirmation”. If you would like to receive the “Original Bill of Lading Numbers” with the booking confirmation, you can enter the amount here (excluding the number of copies). Therefore, select the “Original Bill of Lading (OBL) number” option.
- 3. Remarks**
Additional explanations. This box can be used to provide other instructions not currently covered.
4. You can continue with the **Next** option.

Example:
HL LIVE

New Booking Request

Contract & Reference Contract & Quotation Routing & Schedule Cargo & Equipment **Customs & Remarks** Review & Complete Booking Received

Previous Next

1

Customs References

Type	Reference / ID
...	
...	
...	
...	
...	

2

Bill of Lading Numbers

You may receive the bill of lading numbers with the booking confirmation. How many do you need?

Not needed with Booking confirmation

No. of Bill of lading numbers:

Export Customs Filing

Export customs filing performed by third party. Performed by (address):

Remarks (optional Shipper/Consignee address)

Please enter here any remarks you wish our Customer Service to take into account. You can also specify Shipper and Consignee addresses here.

3

4

Clear Previous Next

Web Booking: Review & Complete

The screenshot displays the 'Review & Complete' stage of the web booking process, divided into four main sections:

- Contract and Reference:** Shows customer details for MANFRED VERONA, contact information for WA BELFIORE, and a contract reference number (K0327ML11932).
- Routing and Schedule:** Provides a table of the shipping route and schedule, with an 'Edit Contract and Quotation' button.
- Cargo and Equipment:** Details the cargo (MACHINERY) and equipment (TRUCK) for the booking, with an 'Edit Cargo and Equipment' button.
- Bill of Lading Numbers:** Includes a section for 'Export Customs Filing' and a prominent 'Submit Booking' button highlighted with a blue arrow.

Location	Arrival	Departure	Vessel / Mode of Transport	Voyage No.	Service
ROOBA		2020-08-04	TRUCK		
VENICE	2020-08-05	2020-08-08	TIGMANN STRAIT	4036	ADK
PRINCEIS	2020-08-12	2020-08-16	ULSAN EXPRESS	030E	MDE
HONG KONG	2020-08-09	2020-08-13	KOTA LAHR	160N	NDK
SHANGHAI	2020-08-17				

- In the Review & Complete tab, the information you entered is summarized to allow the details to be reviewed before submitting your reservation request. If any of the details is wrong, you can select the relevant tab and correct it before posting. If you have chosen to change any details under the relevant tabs, you can do so by selecting the "Edit" button.

■ **Submit Booking**

Select "Submit Reservation" to send your reservation request to Hapag-Lloyd. This will be followed by a confirmation of receipt with your booking reference. These details can also be reviewed in the "My Bookings" tab. If you do not wish to submit your reservation request at this stage, it will be stored on the "List of Requests" page and may be placed at the top of the table with other incomplete reservation requests. From here you have the option to complete it at a later date.

Web Booking – Booking Received

1. **Your booking reference number.**
2. **Booking Confirmation** will be sent to the e-mail address provided.

You can also review the following sections:

3. **Shipping Guarantee**
4. **Additional Freetime**

New Booking Request [?]

Contract & Reference Contract & Quotation Routing & Schedule Cargo & Equipment Customs & Remarks Review & Complete **Booking Received**

[Previous](#)

Thank you for your booking with Hapag-Lloyd.

Your booking number is: **1**

Booking number 79388699 **Booking date** 2021-11-02

You will receive your Booking Confirmation at the following e-mail address:

YAC@GMAIL.COM **2**


In case of any questions please contact your responsible [Hapag-Lloyd Office](#). You can check the status of your request on the [List of Requests](#). Or you may just create a [new booking request](#).

Check out Shipping Guarantee

With our new Shipping Guarantee you can secure the preferred main voyage for your container. Avoid disruptions in your supply chain and enjoy peace of mind with [Shipping Guarantee](#).

[Check Out Shipping Guarantee](#) **3**

Buy Additional Freetime

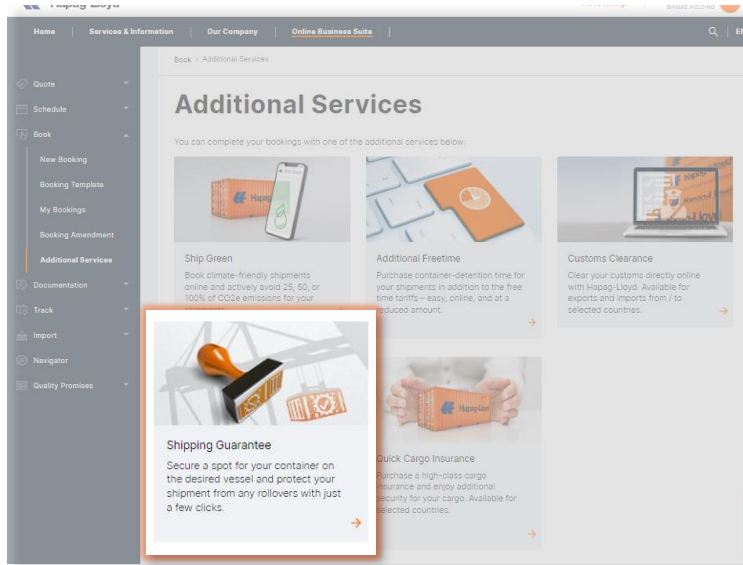


Need more time? Check out our [Additional Freetime](#) packages!

[Buy Additional Freetime](#) **4**

[Previous](#)

Shipping Guarantee



- With **Shipping Guarantee** you can protect your shipment against any ship changes for full sea freight, including transit ports.
- If you book through Hapag-Lloyd's Web Booking or Hapag-Lloyd Navigator, you can get a Shipping Guarantee.
- The reservation cancellation fee is 100% of the Cargo Guarantee fee.
- The reservation change fee is 50% of the Cargo Guarantee fee.

You can get your download guarantee in two steps.

1. After submitting your reservation via Web Booking or Hapag-Lloyd Navigator, click "Check out Shipping Guarantee".
2. Review the Shipping Guarantee fees, agree to the terms and conditions, and click "Purchase Shipping Guarantee".

If you have already made your reservation and would like to purchase a Shipping Guarantee directly, please [click here](#). You will then receive a booking confirmation that includes the Shipping Guarantee.

[Get your Shipping Guarantee by clicking here!](#)

Additional Freetime

Additional Freetime pricing may differ from port to port.

To access tariff details

Via Online Business Suite;

Book > Additional Services > Additional Freetime > About This app > Additional Freetime fees.

Additional Freetime - Get Container-Detention Time

Additional Freetime is available for our customers in every region, which Hapag-Lloyd operates. You can buy up to 10 days of Additional Freetime through this service.

Click here to view the **Additional Freetime fees** below.

[Book now](#)

Additional Freetime - Surcharge Matrix (Container Type - General)				Hapag-Lloyd	
Geo To Region	To Country & Geo Location	Valid From	Valid to	20'GP	40'GP/HC
Asia	China, Taiwan	7/1/2023	Until further notice	15 / box & day	30 / box & day
Asia	Hong Kong	7/1/2023	Until further notice	25 / box & day	50 / box & day
Asia	Australia, New Zealand	7/1/2023	Until further notice	25 / box & day	50 / box & day
Asia	Japan, Korea	7/1/2023	Until further notice	25 / box & day	50 / box & day
Asia	Cambodia, Myanmar	7/1/2023	Until further notice	25 / box & day	25 / box & day
Asia	Brunei Darussalam, Indonesia, Laos, Malaysia, Philippines, Singapore, Thailand, Vietnam	7/1/2023	Until further notice	25 / box & day	50 / box & day

Click here to go to our "Additional Freetime" Page

Ship Green

Ship Green:

The easy way to avoid emissions.



[For detailed information about Ship Green, you can find the information here.](#)



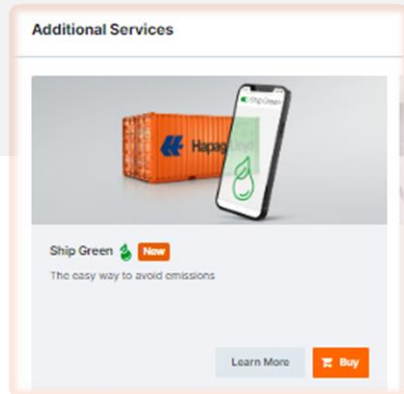
Ship Green



- With **Ship Green**, one of our most up-to-date services, you can reduce the emission rate of your shipments.
- By adding **Ship Green** to your load, you can eliminate 25%, 50% and 100% emissions.

How to get Ship Green?

If you have an existing reservation, you can select your reservation from our Hapag-Lloyd Navigator platform and purchase it from the Additional Services tab.

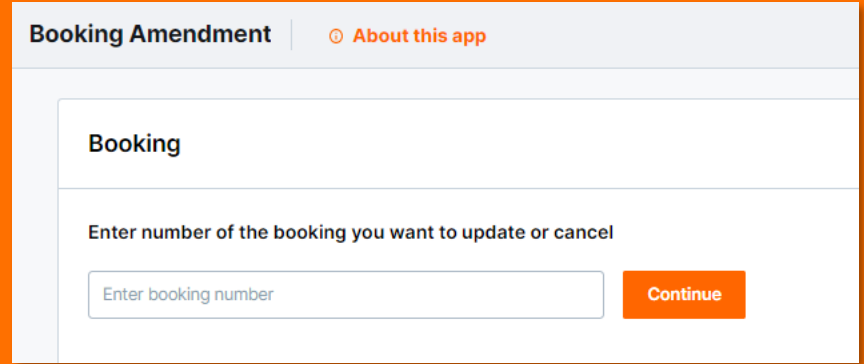


For detailed information, you can write to our address greece@service.hlag.com.



Booking Amendment

Submit a revision request online to your reservation.



The screenshot shows a mobile application interface for 'Booking Amendment'. At the top, there is a header bar with the title 'Booking Amendment' and a link 'About this app'. Below the header, the main content area is titled 'Booking'. Underneath, there is a prompt: 'Enter number of the booking you want to update or cancel'. This is followed by a text input field containing the placeholder text 'Enter booking number' and an orange 'Continue' button.

You can get detailed information about Booking Amendment here.



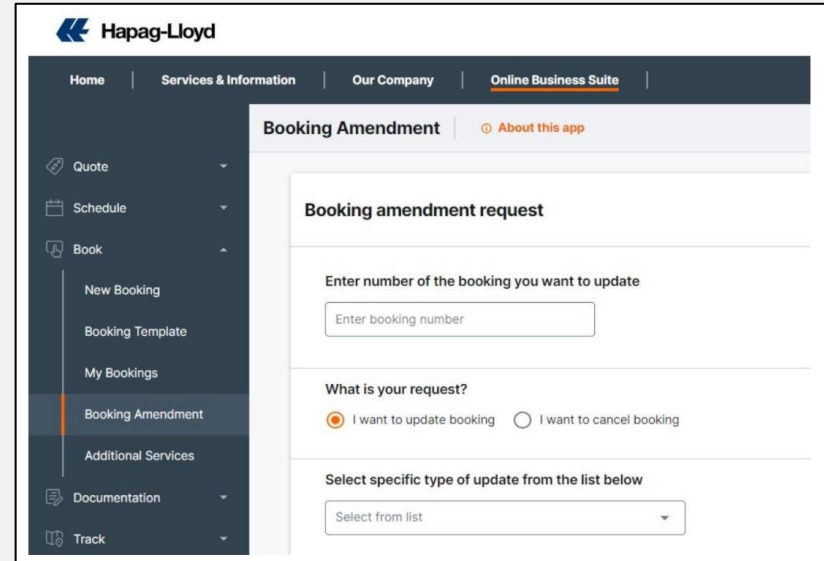
Web Booking Amendment

In order to avoid delays in your transactions, we kindly request you to send us your change/cancellation requests regarding your bookings only via this web form, and not to send us an email separately for the same change/cancellation requests.

In order to access it, the “Booking Amendment” option under “Book” in the menu on the left side of our “Online Business Suite” page must be clicked. The correction/cancellation requests you have passed will be checked by our relevant team, and the necessary information will be given under the case number sent to you after the form is filled, based on the suitability of the requested change.

You can also easily access the web form we have prepared for you by clicking the "Update Booking" or "Cancel Booking" options under the "Navigator", which we will refer to on the next pages.

After you submit your request to us, an information e-mail will be sent to you automatically stating that your request has reached us, together with the case number. In the last step, we kindly ask you to check the accuracy and validity of the e-mail address specified in the form.



The screenshot displays the Hapag-Lloyd Online Business Suite interface. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. A left-hand menu lists options: Quote, Schedule, Book (expanded to show New Booking, Booking Template, My Bookings, Booking Amendment, and Additional Services), Documentation, and Track. The 'Booking Amendment' page is active, showing a form titled 'Booking amendment request'. The form contains three sections: 1) 'Enter number of the booking you want to update' with a text input field labeled 'Enter booking number'. 2) 'What is your request?' with two radio buttons: 'I want to update booking' (selected) and 'I want to cancel booking'. 3) 'Select specific type of update from the list below' with a dropdown menu labeled 'Select from list'.

Web Booking Amendment



Services & Information | Our Company | Online Business Suite | EN

Booking Amendment

About this app

Booking Edit

Booking No. 29	ALIAGA TRALI Terminal / Ramp 2022-08-27	14 DAYS direct	JEBEL ALI AEJEA Terminal / Ramp 2022-09-10
-------------------	---	-------------------	---

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

Provide any necessary details and attachments (optional)

Describe details...

+ Add attachments

Accepted file types: .jpg, .png, .pdf
Maximum file size: 3 MB

Add amendment

Continue

Review and Confirm

1 Amendment

Type of amendment

Contract and Contract Party

- Change Contract No/Contract Party/Name Account

Vessel and Routing

- Change Vessel
- Change Routing / Transportation Mode
- Change Destination After Loading

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

Cargo information

- Change Commodity Short Description / HS Code
- Change Cargo Weight
- Change DG/OOG Information

Others

- Change Customer Reference

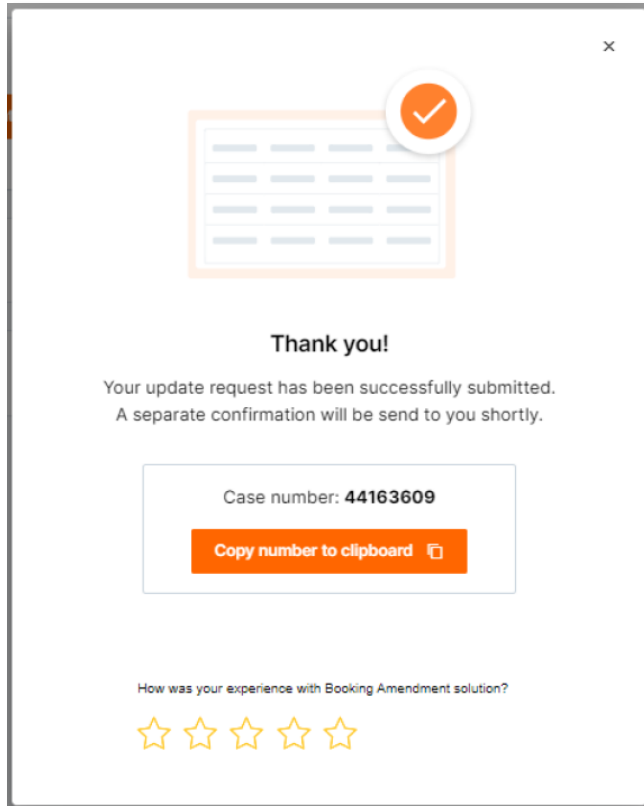
Continue

Find us on

- Facebook
- Twitter
- LinkedIn
- WhatsApp

You can find detailed information by clicking here.

Web Booking Amendment



If your request is received, a window like the one below will appear and the "case" number where your revision is tracked will appear on the screen.

You can find detailed information by clicking here.

Chat BOT

Get answers to your questions immediately.



More details...

Chat BOT

With our new Virtual Assistant application, you will get answers to your basic questions much faster.

To use our virtual assistant, which you can use for your pre/post-installation transactions and more, you must first log in to your membership.

The image shows a screenshot of the Hapag-Lloyd Navigator 2.0 web application. The interface includes a top navigation bar with the Hapag-Lloyd logo, a search bar, and a user profile icon. A sidebar on the left contains various menu items like Quote, Schedule, Book, Documentation, Track, Import, Navigator, Quality Promises, and Digital Insights Dock. The main content area displays a search form for shipments with fields for Start Location, End Location, Your Reference, Vessel, and Date Range. Below the search form is a table of shipment data with columns for Start Location, ETD, End Location, ETA, and Transit Time. A chat window titled "Hapag-Lloyd Virtual Assistant" is overlaid on the interface, showing a conversation starting at 07:58. The chat messages include a greeting, a question "How can I help you today?", and a prompt to select an option from a list: "Before Loading", "After Loading", "Digital Support", and "Offices & Local Info". A text input field at the bottom of the chat window is labeled "Type your message...". An orange arrow points from the chat window to a "Chat with me" button in the bottom right corner of the application interface.



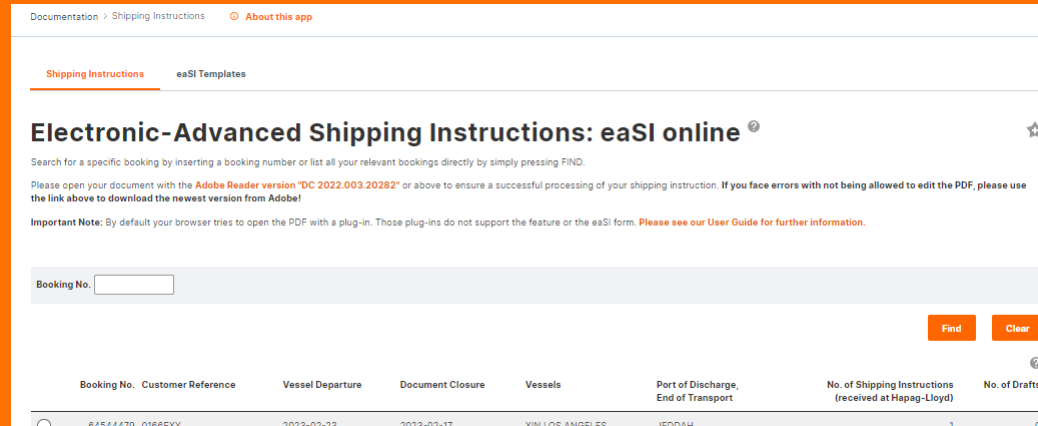
- Quote
- Schedule
- Book
- Documentation
- Track
- Import
- Information at a Glance

The screenshot shows the Hapag-Lloyd website interface on a laptop screen. The header includes the Hapag-Lloyd logo, navigation links for "Our Company" and "Online Business Suite", and a "Log in" button. The main banner features a large image of a port with the text "Connecting the world across oceans" and a "Visit our Routefinder" button. Below the banner, the text "Hapag-Lloyd We make Global Trade happen" is displayed. The interface includes several functional blocks: "Find a Schedule" with a "Find" button, "Track container" with a "Trace" button, "Quick Quotes" with a "Get a Quote" button, and "VGM - Verified Gross Mass" with a "Submit VGM" button. A search icon and language selector "EN" are visible in the top right corner.

Shipping Instruction

electronic-advanced Shipping Instructions

Submit your instructions
immediately via PDF.



Documentation > Shipping Instructions [About this app](#)

[Shipping Instructions](#) [eaSI Templates](#)

Electronic-Advanced Shipping Instructions: eaSI online [®]

Search for a specific booking by inserting a booking number or list all your relevant bookings directly by simply pressing FIND.

Please open your document with the [Adobe Reader version "DC 2022.003.20282"](#) or above to ensure a successful processing of your shipping instruction. **If you face errors with not being allowed to edit the PDF, please use the link above to download the newest version from Adobe!**

Important Note: By default your browser tries to open the PDF with a plug-in. Those plug-ins do not support the feature or the eaSI form. [Please see our User Guide for further information.](#)

Booking No.

[Find](#) [Clear](#)

Booking No.	Customer Reference	Vessel Departure	Document Closure	Vessels	Port of Discharge, End of Transport	No. of Shipping Instructions (received at Hapag-Lloyd)	No. of Drafts
6454479	016PEXX	2023-02-23	2023-02-17	YIN LOS ANGELES	IEDAH	1	0

You can get detailed information about Shipping Instructions here.



Shipping Instruction

Via EASI form:

- You can transmit your instruction faster than other platforms.
- You can create new BL.
- You can revise your instruction.
- You can convert to original or Sea Waybill.
- AMS information can be insertable.
- You can enter your cargo information in detail.

You can click here for the EASI form usage guide video.



Make sure you are running the latest version of ADOBE READER!

eaSI electronic-advanced Shipping Instruction

Send Form Save as Draft Save as Template Import Template

Sender's Name:

Please select: Create a New B/L Instruction

Carrier: Hapag-Lloyd

Shipment No: 51748582 B/L No: Create New Page: 1 / 3

Shipper's Export Reference:

Consignee: To Order

Forwarding Agent Address:

Notify Address: Add more

Consignee's Reference:

Place of Receipt:

Script Window

Hapag-Lloyd

You can submit your form via EMail or Hapag-Lloyd Online Business.

Please select the submission method to use:

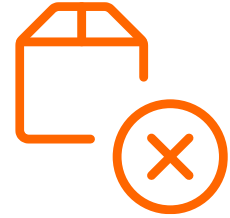
I herewith confirm that I understand, that I cannot provide Verified Gross Mass (VGM) information with this form.

Submit Online Send EMail Cancel Help

Warning: JavaScript Window



Shipping Instruction (DG)



Container Nos. HLXU 8797994	Number of Packages 5	Gross Cargo Weight 1000	Unit KGM	Container copy
Cargo Item No. (index)	Kind of Packages UN Packing Code	Net Cargo Weight		

A separate item should be opened for your DG and non-DG cargoes.

Page 2 / 2

eaSI Hapag-Lloyd

Container Nos., Seal Nos., Marks and Nos. HLGX0000000 1	Number and Kind of Packages, Description of Goods 15 Print the Kind of Packages on B/L as	Gross Cargo Weight, Measurement 1000 Net Cargo Weight	Unit KGM	Actions: Container / Cargo copy add remove remove all
Seal No. 1 HLC0001584 Seal No. 2 Seal No. 3	Description of Goods	HS Code Please use the Description of Goods for any additional HS Codes		
Container Nos., Seal Nos., Marks and Nos. HLGX0000000 2	Number and Kind of Packages, Description of Goods 25 Print the Kind of Packages on B/L as	Gross Cargo Weight, Measurement 15000 Net Cargo Weight	Unit KGM	Actions: Container / Cargo copy add remove remove all
Seal No. 1 Seal No. 2 Seal No. 3	Description of Goods	HS Code Please use the Description of Goods for any additional HS Codes		

While entering non-DG details for one of the cargoes, DG details are entered for the other cargo.


Shipping Instruction (DG)



As you can see in the example, there are 1000 kg and 5 outer package products in the container numbered HLXU 8797994, while there are 2000 kg and 10 packages of non-DG products in the second cargo detail.

If you are sending the instruction via INTTRA, a second cargo must be created with the "copy cargo" option in the same way, and a separate entry must be made for DG and non-DG items.

Page 2 / 2

eaSI



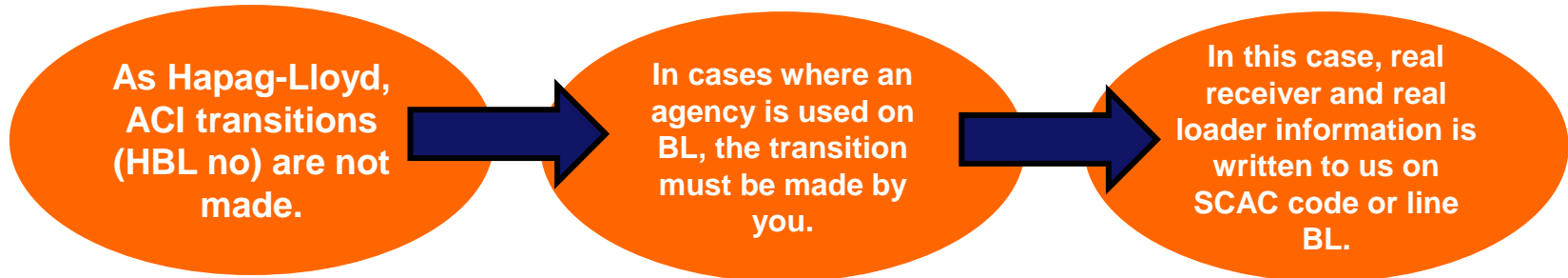
Container Nos., Seal Nos., Marks and Nos.	Number and Kind of Packages, Description of Goods: <small>For Verified Gross Mass (VGM) submission please use our Online Business. Any VGM information in this document will be ignored.</small>	Gross Cargo Weight, Measurement: <small>Do not use thousand separator</small>	Actions: Container / Cargo
Container Nos. HLXU 8797994	Number of Packages 5	Gross Cargo Weight 1000	Container copy
Cargo Item No. (index) 1	Kind of Packages UN Packing Code Box BX	Net Cargo Weight 1000	add
Marks and Nos.	Print the Kind of Packages on B/L as Box	Measurement Unit	remove
Seal No. 1 HLCO117151	Description of Goods BATTERY	HS Code	remove all
Seal No. 2		 Please use the Description of Goods for any additional HS Codes	Cargo copy
Seal No. 3			add
			remove
Container Nos. HLXU 8797994	Number of Packages 10	Gross Cargo Weight 2000	Container copy
Cargo Item No. (index) 2	Kind of Packages UN Packing Code Bag BG	Net Cargo Weight 2000	add
Marks and Nos.	Print the Kind of Packages on B/L as Bag	Measurement Unit	remove
Seal No. 1	Description of Goods PAPER	HS Code	remove all
Seal No. 2		 Please use the Description of Goods for any additional HS Codes	Cargo copy
Seal No. 3			add
			remove

Loading Instruction (AMS)

AMS transitions are completed in 3 ways:

- The line BL and if the AMS transition is requested by the line, the actual loader and buyer information is written on the EASI form and transmitted to us. Then your AMS HBL numbers are processed on the draft.
- Agents can be used on Line BL, but the transitions are made by the customer. Afterwards, the SCAC code transmission is expected by the customer and the SCAC code received from the customer is processed and the transition is made by you. Accordingly, the migration is integrated into the system (AMS HBL number is not created, there is no need to transmit real uploader and receiver information.).
- The real receiver and the real loader are written on the line BL. In this case, the AMS HBL number is not given, the transition is provided automatically and the line does not interfere.

Loading Instruction (ACI)



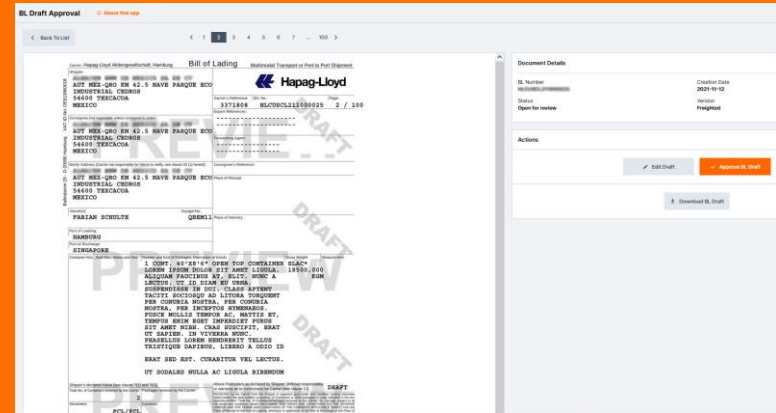
Shipping Instruction (AMS/ ACI)

AMS transitions are completed in 3 ways:



BL Draft Approval

With our BL Draft Approval web solution, you can now easily review, edit and approve your bill of lading or sea waybill instantly.



You can get detailed information about BL Draft Approval [here](#).



BL Draft Approval

- Choose your bill of lading.

As of June 26 2023, we do not accept your bill of lading revision requests from our e-mail addresses, and we request you to submit a request only through this platform.



BL Draft Approval [About this app](#)

BL Draft List

Search Date range

All (175) Open for review (78) Correction sent (2) Approved (2) Released (91)

Document Type: Bill of Lading Sea Waybill

Document no	Document Status	Draft Updated	Document Type	Booking no	Customer Reference	Vessel name	Voyage no	Port of Loading	Port of Discharge
	Released	2022-12-23	Sea Waybill	66533819	SSFO0131009	ZIM VANCOUVER	297567	USORF	TRMER
	Released	2022-12-23	Sea Waybill	62528623	TRIPLE CROWN	AS CLEOPATRA	294215	USORF	TRMER
	Approved	2022-12-23	Bill of Lading	66867763	SSFO0131008	SOUNJIN TRADER	605131	USORF	TRZT
	Open for review	2022-12-23	Sea Waybill	85778230		COSCO JAPAN	297647	TRZT	BEAHR
	Correction sent	2022-12-23	Sea Waybill	62869094		XIN LOS ANGELES	294229	TRISK	SAJED
	Correction sent	2022-12-23	Sea Waybill	99757916	DICLE GIDA	CROATIA	294750	TRMER	JOAQJ
	Released	2022-12-23	Sea Waybill	10056407	TEKSAN_2X40/FROWOH+1X40H	SASKIA A	296996	TRGEM	MAPTM
	Open for review	2022-12-23	Sea Waybill	26756940	PIKA	SPARTEL TRADER	605138	TRZT	USSAV

BL Draft Approval

BL Draft Approval [About this app](#)

< Back To List < 1 2 3 >

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg **Sea Waybill** Multimodal Transport or Port to Port Shipment

Shipper: [Redacted]

Client's Reference: SWB No: [Redacted] Page: 2 / 3

Export References: HLCUIZ12 [Redacted]

Consignee: [Redacted]

Forwarding Agent: [Redacted]

(Notify Address (Carrier not responsible for failure to notify): **SAME AS CONSIGNEE**)

Place of Receipt:

Vessel(s): COSCO JAPAN Voyage No.: 251N

Place of Delivery: VIERSEN, GERMANY

Port of Loading: GEBZE, TURKIYE

Port of Discharge: ANTWERP

Container Nos., Seal Nos., Marks and Nos. Number and Kind of Packages, Description of Goods Gross Weight Measurement

40 PALLETS 50000.000

KGM

Document Details

Document no: HLCUIZ12 Creation Date: 2022-12-23

Document Status: Unfreighted

Open for review

Version: Unfreighted

Actions

Edit Draft Approve BL Draft

Download BL Draft

Review your draft:

- Edit draft, revise
- Download BL Draft option.

As of June 26 2023, we do not accept your bill of lading revision requests from our e-mail addresses, and we request you to submit a request only through this platform.

You can reach our **BL Draft Approval** platform by clicking here.

BL Draft Approval

BL Draft Approval [About this app](#)

Shipper: [Redacted]

Consignee: [Redacted]

Voyage No.: 2518

Place of Delivery: VIERSEN, GERMANY

Part of Loading: GEBZE, TURKIYE

AD PART	DESCRIPTION OF PACKAGES	GROSS WEIGHT	MEASUREMENT
40 PALLETS		50000.000 KGM	

DRAFT

Commented pages: 2

Page 2

1 20 PALLETS

Cancel Save for later

You can change the Shipper/Consignee information directly.

- To make a revision, select the place you want to change and enter the information you want, and click submit changes and pass your request.

As of June 26 2023, we do not accept your bill of lading revision requests from our e-mail addresses, and we request you to submit a request only through this platform.

You can reach our **BL Draft Approval** platform by clicking here.

BL Draft Approval

The screenshot displays the 'BL Draft Approval' interface. At the top left, there is a 'Back To List' button. The main content area features a large illustration of a document with a checkmark icon, indicating a successful submission. Below this, the text reads: 'Thank you! Submission successful! You can continue with your next BL Draft'. At the bottom of this section, there is a feedback prompt: 'How was your experience with the BL Draft Approval solution?' followed by five empty star icons.

On the right side, there are three panels:

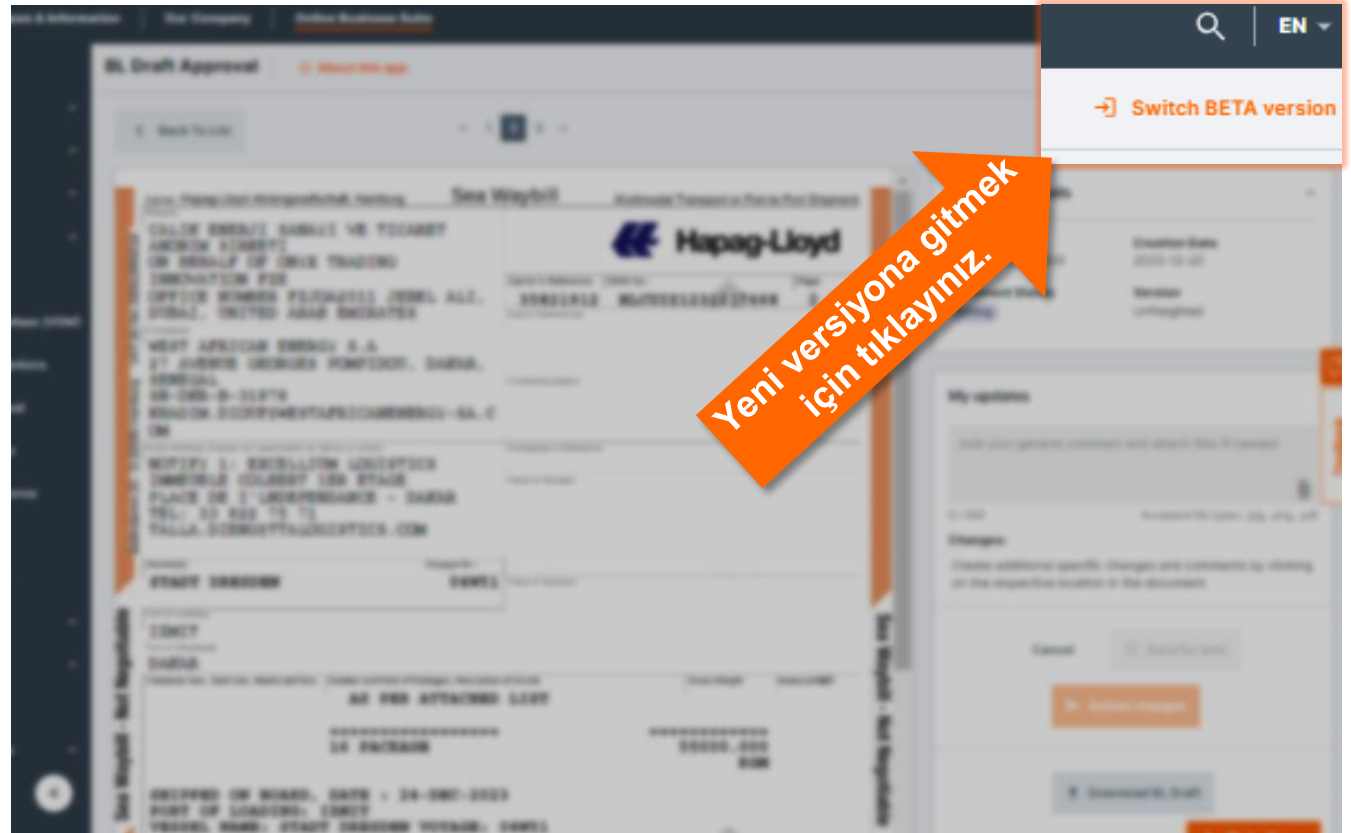
- Document Details:** Shows 'Document no HLCUIZ122', 'Creation Date 2022-12-23', 'Document Status Correction Submitted', and 'Version Unfreighted'. It also indicates 'Submitted on Sun, 25 Dec 2022 15:12:20 GMT'.
- Your requested changes:** Shows 'Pages with requested changes 0' and 'Comments 0'.
- Actions:** Contains two buttons: 'Email receipt' (orange) and 'Download receipt' (grey).

Your revision transactions will be processed as soon as possible.

You can reach our **BL Draft Approval** platform by clicking here.

BL Draft Approval

You can make your revisions much faster from our new version!



BL Draft Approval

oval About this app

< Back View original BL Draft

1 Addresses & References

Shipper	Carrier's Reference	B/L No.
<input type="text"/>	<input type="text"/>	<input type="text"/>
Consignee	Export References	
<input type="text"/>	<input type="text"/>	
Notify Address	Forwarding Agent	
<input type="text"/>	<input type="text"/>	
Vessel(s)	Voyage No.	Consignee's Reference
<input type="text"/>	<input type="text"/>	<input type="text"/>
Port of Loading	Place of Receipt	
<input type="text"/>	<input type="text"/>	
Port of Discharge	Place of Delivery	
<input type="text"/>	<input type="text"/>	

- To revise, select the location you want to change and enter the information you want.

2 Containers & Cargo

1 Container and Cargo for (FANU 3136403) Delete

Container No.	Container Type	Seal No.	Seal No. (optional)	Seal No. (optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer Load Reference

Cargo Item 1 of FANU 3136403 Delete cargo

No. of	Outer Packing	HS Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

Gross Weight	Gross Volume	Net Weight	Net Volume
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Marks & Nos	Description
<input type="text"/>	<input type="text"/>

• Add Cargo Item

Total:

No. of	Outer Packing	Gross Weight	Gross Volume
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Total Number of Containers received by Carrier	Packages received by Carrier
<input type="text"/>	<input type="text"/>

Movement	Currency
<input type="text"/>	<input type="text"/>

Origin
Destination
Elsewhere

Sea Waybill Amendment

Original
Sea Waybill
Electronic (eBL)

You can write your requests that are not included in the options such as BL reservation requests here.

3 **Document Issuance**

Place of Issue MERSIN, TURKEY	Date of Issue 2023-12-22
Freight payable at Origin	
Document Type Sea Waybill	
Number of Freight Original BLs 0	Number of Freight Copies 0
Number of Unfreight Original BLs 0	Number of Unfreight Copies 3

4 **Comments**

Add a general comment if needed

General comment

5 **Confirmation**

I accept the [Terms and Conditions](#)

Home Services & Information Our Company Online Business Suite

BL Draft Approval [About this app](#)

Quote

Schedule

Book

Documentation

My Shipments

Verified Gross Mass (VGM)

Shipping Instructions

BL Draft Approval

Customs Status

Customs Reference

Cargo Claims

Invoice Dispute

Track

Import

Navigator

Quality Promises

Feedback

Thank you!

✔ Your Draft Correction has been successfully sent to us.
Hapag-Lloyd will now check your requested changes

Document Details

Document No [REDACTED]

Document Status **Correction Sent**

Draft Submitted On **2023-12-19 09:13:46 GMT**

Your requested Changes at:

Document Issuance (2 changes)

- Document Type
- Number of Unfreighted Originals

Comments

- SPLIT EVERY CONTAINER TO ANOTHER BL

Download Receipt **E-mail Receipt**

Back to your Draft List

You can continue with your next BL Draft

Back to Draft List

😊 **Help us improve our BL Draft Approval solution**

Would you like to give some additional feedback?

Continue

Chat with me

Your requested Changes at:

- Document Issuance (2 changes)
 - Document Type
 - Number of Unfreighted Originals
- Comments
 - SPLIT EVERY CONTAINER TO ANOTHER BL

You can download your transaction summary and send it to your e-mail.

VGM

webVGM (My Shipments) [?]



HIDE

Filter Options [?]

Booking No. Container No. VGM Status Filter by due VGM

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 type="text"/>			<input type="text"/>	<input type="text" value="..."/>	<input type="text"/>	<input type="text"/>



After entering your booking number:

From the Display containers option, you can draw the relevant containers and enter them.

Finally, you can submit it to the system using the submit button.



The information entered must be written in the Latin alphabet.

Documentation > Verified Gross Mass (VGM) > VGM [About this app](#)

VGM [VGM Excel Template](#)

webVGM (My Shipments) ®

Filter Options

Booking No. Container No. VGM Status Filter by due VGM

1

	Booking No.	VGM Cutoff	Customer Reference	Start of Transport, Port of Loading	Vessel Departure	End of Transport, Port of Discharge	VGM Status
<input checked="" type="radio"/>		2022-12-21	1049877684	GEMLIK	2022-12-22	FELIXSTOWE	Incomplete
<input type="radio"/>		2022-12-21	1049876104	GEMLIK	2022-12-22	FELIXSTOWE	Incomplete
<input type="radio"/>		2022-12-16	1049849772	ISTANBUL	2022-12-19	HAMAD	Incomplete
<input type="radio"/>		2022-12-16	1049898406	IZMIT	2022-12-18	SAN JUAN, PUERTO RICO	Incomplete
<input type="radio"/>		2022-12-09	1049874090	IZMIT	2022-12-11	VUNG TAU	Incomplete
<input type="radio"/>		2022-11-29	1049685941	ISTANBUL	2022-12-03	HONG KONG	Complete

2

VGM Details

Booking No.

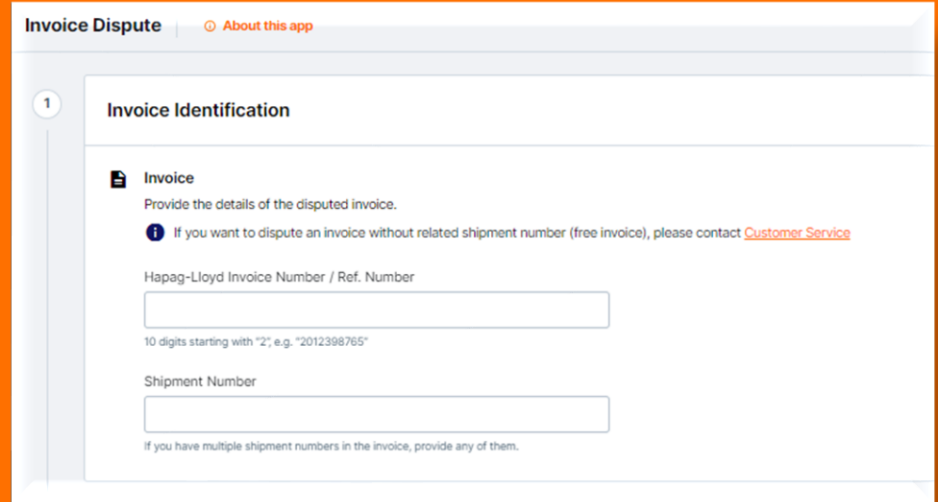
Container	Tare	Max. Gross	Verified Weight (including Tare)	Verification Signature (responsible person)	Shipper Company (responsible company)	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3

Invoice Dispute

Submitting a dispute has never been easier!

Don't let invoice disputes disrupt your business operations - try our new invoice dispute form today and experience the peace of mind that comes with streamlined dispute resolution.



The screenshot shows a web interface for an "Invoice Dispute" application. At the top, there is a header with "Invoice Dispute" and a link "About this app". Below the header, a sidebar on the left contains a "1" in a circle, indicating the current step. The main content area is titled "Invoice Identification" and contains a section labeled "Invoice" with a document icon. The instructions state: "Provide the details of the disputed invoice." An information icon (i) is followed by a note: "If you want to dispute an invoice without related shipment number (free invoice), please contact [Customer Service](#)". There are two input fields: "Hapag-Lloyd Invoice Number / Ref. Number" and "Shipment Number". Below the first field, a note specifies: "10 digits starting with '2'; e.g. '2012398765'". Below the second field, a note states: "If you have multiple shipment numbers in the invoice, provide any of them."

You can get detailed information about the Invoice Dispute from here.



Invoice Dispute

To access our invoice dispute web solution, you must log in to our [website](#) using your credentials.

To submit a dispute, you will need the ten-digit Hapag-Lloyd invoice number. This number is often printed in addition to any local country invoice references and might be labelled differently in your country.

Here are a few hints that will help you:

- ❑ Hapag-Lloyd invoice numbers have ten digits and start with a 2
- ❑ In some countries it's not labeled as Invoice Number but as "Ref."
- ❑ Mail address box must be filled with a mail address with an Hapag-Lloyd account.

The screenshot shows a web application interface for submitting an invoice dispute. The page is titled "Invoice Dispute" and includes a link "About this app". The main content is divided into two sections: "Invoice" and "Dispute".

Invoice Section:

- Header: Invoice
- Instruction: Provide the details of the disputed invoice.
- Info icon: If you want to dispute an invoice without related shipment number (free invoice), please contact [Customer Service](#).
- Form: Hapag-Lloyd Invoice Number / Ref. Number (10 digits starting with "2", e.g. "2012398765")
- Form: Shipment Number
- Footnote: If you have multiple shipment numbers in the invoice, provide any of them.

Dispute Section:

- Header: Dispute
- Section: Dispute Type
- Instruction: Select the type of dispute.
- Info icon: If you have multiple dispute reasons, select one of the types below and provide more details in the Dispute Description section.
- Form: Dispute Type (radio buttons)
 - Incorrect seafreight / haulage
 - Incorrect payment terms / payer
 - Incorrect or not applicable surcharge/local charge
 - Incorrect demurrage/detention charges or freetime application
- Section: Dispute Description
- Instruction: Provide a detailed reasoning for the incorrect invoice.
- Form: Dispute Description (text area)
- Footer: 0 / 1000

[Click here for more details.](#)

Select the reason for your dispute.

- Incorrect seafreight / haulage
- Incorrect Seafreight / Ocean Freight amount
- Incorrect Pre / Oncarriage related charges
- Incorrect / different contract applied

- Incorrect payment terms / payer
- The payer was incorrectly assigned
- The invoice is already paid

- Incorrect or not applicable surcharge/local charge
- Booking related
- Documentation related
- Import related
- Customs related
- Port charge related

- Incorrect demurrage/detention charges or freetime application
- Incorrect origin timepending charges
- Incorrect destination timepending charges

Dispute








Dispute Type

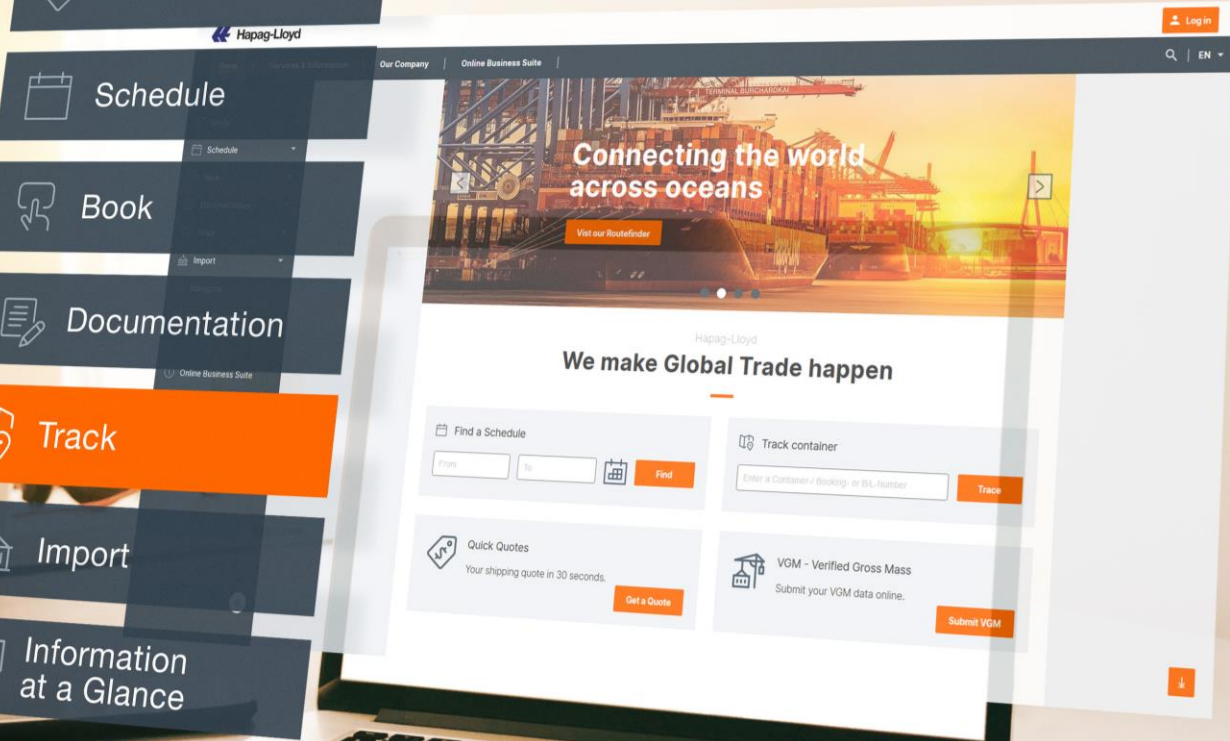
Select the type of dispute.

i If you have multiple dispute reasons, select one of the types below and provide more details in the Dispute Description section.

Dispute Type

- Incorrect seafreight / haulage
- Incorrect payment terms / payer
- Incorrect or not applicable surcharge/local charge
- Incorrect demurrage/detention charges or freetime application

-  Quote
-  Schedule
-  Book
-  Documentation
-  Track
-  Import
-  Information at a Glance



The screenshot shows the Hapag-Lloyd Online Business Suite website. At the top, there is a dark navigation bar with the Hapag-Lloyd logo, a search icon, and a language dropdown set to 'EN'. Below the navigation bar is a large hero image of a port at sunset with the text 'Connecting the world across oceans' and a 'Visit our Routefinder' button. The main content area features the headline 'We make Global Trade happen' and four service tiles: 'Find a Schedule' with a 'Find' button, 'Track container' with a 'Trace' button, 'Quick Quotes' with a 'Get a Quote' button, and 'VGM - Verified Gross Mass' with a 'Submit VGM' button. A 'Login' button is visible in the top right corner of the page.

Navigator 2.0

Track your reservations in detail!

Stay informed of all your bookings: get all the details, live updates and documents about your loads and manage your bookings easily and in one place.

The screenshot displays the Navigator 2.0 web application interface. At the top, there is a navigation bar with the title 'Navigator 2.0' and a search bar. Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'Details' section with a 'Booking information' table and a 'Containers and cargo' table. The 'Booking information' table has columns for 'Your reference', 'Booking date', 'Booked by', 'Order status', 'B1 status', and 'Document status'. The 'Containers and cargo' table has columns for 'Containers', 'Commodity', 'Export', 'Import', 'BL/DBS no.', 'Dangerous goods', 'Tare', 'COO', 'Size', and 'Status'. On the right, there is a 'Progress' section with a list of containers and their status. The interface is clean and modern, with a white background and blue accents.

You can get detailed information about the Navigator here.



Hapag-Lloyd Navigator 2.0

The screenshot displays the Hapag-Lloyd Navigator 2.0 interface. At the top, there is a navigation bar with 'Navigator 2.0' and 'About this app' on the left, and 'Switch to the Previous Version' on the right. Below this is a 'Shipments' tab and a 'To Do's' section with a red circle containing the number '3'. A search bar on the right contains 'Booking No.' and a red circle with '1' next to the value '12345678'. Below the search bar are several filter fields: 'Start Location' (City or Location Code), 'End Location' (City or Location Code), 'Your Reference' (Search for Reference with a red circle '2'), 'Vessel' (e.g. KYOTO EXPRESS), and 'Date Range' (ETD: 2022/06/20 - 2022/12/22). There are 'Clear' and 'Apply' buttons. Below the filters is a 'Download' button and a 'Customise Columns' button. The main area is a table with the following columns: Booking No., Your 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 table contains 10 rows of shipment data. At the bottom right, there is a 'Records per page' dropdown set to '10' and a total of '1-10 of 1084' records.

Booking No.	Your Reference	Bill of Lading No.	Main Vessel	Voyage No.	Additional Freetime	Shipping Guarantee	Hapag-Lloyd LIVE	Start Location	ETD	End Location	ETA	Transit Time
10005619	4359069520904600	HLCUN012205UOIM2	LEVERKUSEN EXPRESS	042W	-	-	-	(CNGB) NINGBO	2022-10-04	(TRISTI) ISTANBUL	2022-11-10	37 days
10006163	1049125377	HLCUTA12205BANJ3	HONG KONG EXPRESS	040W	Buy	-	-	(CNTAO) QINGDAO	2022-10-19	(TRIZT) IZMIT	2022-12-03	45 days
10037958	1048603605	HLCUIZ1220950222	VELIKA EXPRESS	01W3B	-	-	-	(TRALI) ALIAGA	2022-09-24	(USORF) NORFOLK, VA	2022-10-24	30 days
10048908	4351019520702700	HLCUSHA22060CSG2	LUDWIGSHAFEN EXPRESS	039W	-	-	-	(CNSHA) SHANGHAI	2022-08-13	(TRISTI) ISTANBUL	2022-09-14	32 days
10070910	1048168237	HLCUIZ1220879690	NEVZAT KALKAVAN	2231W	-	-	-	(TRISTI) ISTANBUL	2022-09-04	(USPHL) PHILADELPHIA, PA	2022-10-03	29 days
10357505	1048908661	HLCUZS12209AQQA2	FENG NIAN 55B	2210170000	-	-	-	(CNZUH) ZHUHAI	2022-10-18	(TRIZT) IZMIT	2022-11-25	38 days
10374053	1049897252	HLCUIZ1221193084	COLOMBO EXPRESS	2244E	✓	Buy	-	(TRISTI) ISTANBUL	2022-12-05	(PKBQM) MUHAMMAD BIN QASIM	2023-01-02	28 days
10377029	1047386353	HLCUIZ1220722361	BOMAR JULIANA	05W29	-	-	-	(TRIZT) IZMIT	2022-07-28	(USSAV) SAVANNAH, GA	2022-09-08	42 days
10380447	4351019520702500	HLCUSHA22060CQW8	YM WINDOW	032W	-	-	-	(CNSHA) SHANGHAI	2022-08-09	(TRISTI) ISTANBUL	2022-09-07	29 days
10381938	4841994020809900	HLCUSIN220812494	YM WINDOW	032W	-	-	-	(SOSIN) SINGAPORE	2022-08-17	(TRISTI) ISTANBUL	2022-09-07	21 days

1 Advanced Search : Enjoy advanced search functionality using container, invoice or BL number and quickly find and track your shipments.

2 Filtering : You can find your cargo more easily with your POL/POD, reference code, ship or ETD date.

3 To Do's: You can follow the upcoming processes for your bookings here.

Hapag-Lloyd Navigator 2.0 Shipment Details View

Booking Number & Reference: 11, Your Reference DI, (TRMER) Mersin, (KRPUS) Busan, ETA: 2022-06-02, Containers 45GP, Commodity T, Document Status Completed.

Route: (TRMER) Mersin, (KRPUS) Busan, ETA: 2022-06-02.

Containers & Commodity: Containers 45GP, Commodity T.

Document Status: Completed.

To Do: -

Navigation: Overview, Containers and Cargo, Documents, Additional Services.

Details: Booking Information, Containers and Cargo, Cut-off Dates, Additional Services.

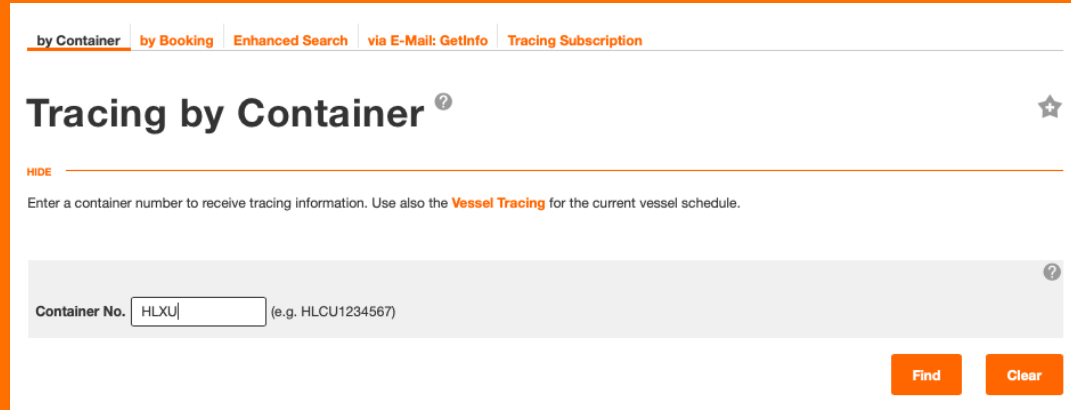
Progress: (TRMER) MERSIN, (KRPUS) BUSAN.

- 1 Booking Number & Reference:** Here you can see the selected reservation number and the linked reference.
- 2 Route:** End-to-end route details for the selected shipment.
- 3 Containers & Commodity:** Container and commodity type for the selected shipment.
- 4 Document Status:** Indicates whether there is a lack of documentation in your instruction.
- 5 To Do:** If an action is required on the selected shipment, it appears here.
- 6 Tabs:** You can find container and cargo details, documents and additional services such as free time here.
 - ❖ Documents tab includes **invoice, booking confirmation, SWB original, arrival notice.**
- 7 Booking Details:** It consists of 4 parts: Reservation Information, Containers and Cargo, Cut Off Dates and Additional Services Purchased (Shipping Guarantee, Additional FreeTime)
- 8 Update Booking:** You can directly access the Reservation Change tool for the selected booking.
- 9 More Actions:** It gives you access to the most common links such as Customs, Instructions, webVGM, Port charges.
- 10 Process:** The flow of the transport process.

Booking/Container Tracking

24/7 online tracking

Control your loads in real time whenever you need them.



The screenshot shows a web interface for container tracking. At the top, there are navigation tabs: "by Container" (selected), "by Booking", "Enhanced Search", "via E-Mail: GetInfo", and "Tracing Subscription". Below the tabs is the main heading "Tracing by Container" with a help icon. A "HIDE" link is visible. The main text instructs the user to "Enter a container number to receive tracing information. Use also the Vessel Tracing for the current vessel schedule." Below this is a search input field with the label "Container No." and the value "HLXU", followed by an example "(e.g. HLCU1234567)". At the bottom right, there are two buttons: "Find" and "Clear".

[by Container](#) | [by Booking](#) | [Enhanced Search](#) | [via E-Mail: GetInfo](#) | [Tracing Subscription](#)

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) [?]

[Find](#) [Clear](#)



Tracking

You can choose by container or by reservation, subscribe to tracking notifications and use the ship tracker for a ship's current schedule.

Track by Booking

Track by Container

Tracking Subscription

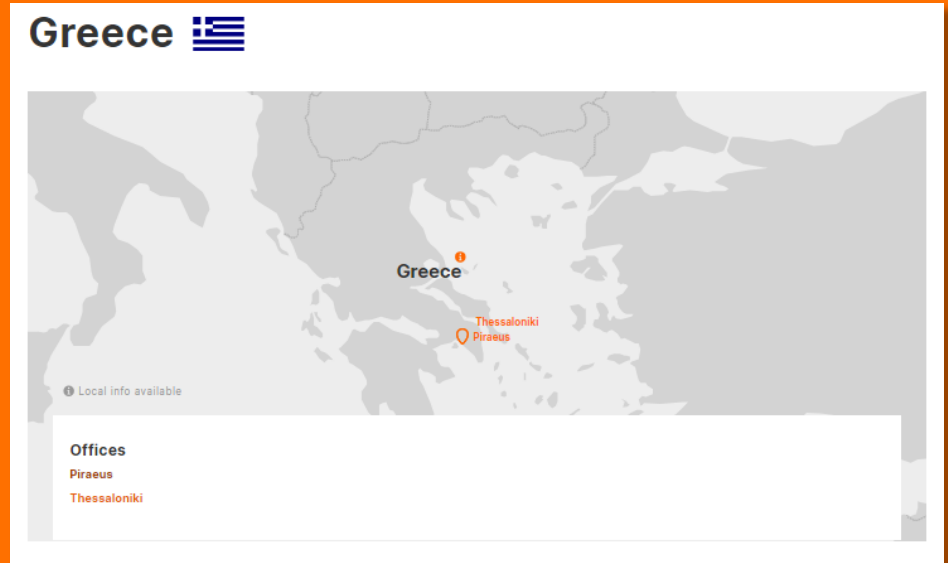
Vessel Tracker

Container Information									
Type	45GP	Description	HIGH CUBE CONT.	Dimension	40' X 8' X 9'6"	Tare (kg)	3870	Max. Payload (kg)	28630
Last Movement									
The container was loaded in NINGBO at 2016-05-14 .									
Status	Place of Activity	Date	Time	Transport	Voyage No.				
Gate out empty	NINGBO	2016-05-08	01:21	Truck					
Arrival in	NINGBO	2016-05-10	02:04	Truck					
Loaded	NINGBO	2016-05-14	11:04	XIN SHAN TOU	103PPE				
Discharge	CAUCEDO	2016-06-18	00:01	XIN SHAN TOU	103PPE				

Greece Local Page

24/7 online tracking

Control your loads in real time
whenever you need them.



Greece Local Page

1

2

3

You can click here to go to our local page.

Piraeus, Greece

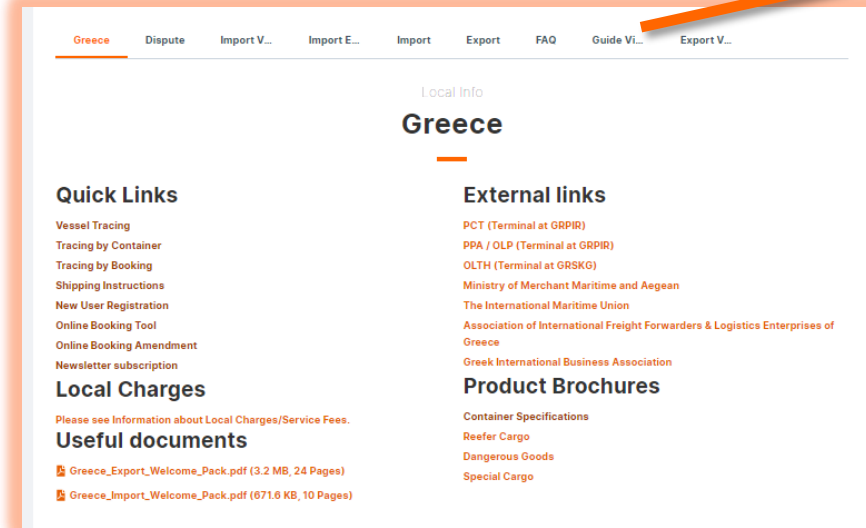
Street Address

HAPAG-LOYD OVERSEAS TRANSPORT (HELLAS) S.A.
2, DEFTERAS MERARCHIAS STR.
GR-185 35 PIRAEUS
📞 +30 2119906020

Opening Times
Mon - Fri: 08:30 - 17:30

Function	Name	Phone
Customer Service	Customer Service	+30 211 9906020
Sales	Sales	+30 211 9906020

Greece Local Page



The screenshot shows the top navigation bar with links: Greece, Dispute, Import V..., Import E..., Import, Export, FAQ, Guide V..., and Export V... The main content area is titled "Local Info Greece" and is divided into four sections: Quick Links, External links, Local Charges, and Useful documents.

Quick Links

- Vessel Tracing
- Tracing by Container
- Tracing by Booking
- Shipping Instructions
- New User Registration
- Online Booking Tool
- Online Booking Amendment
- Newsletter subscription

Local Charges

Please see Information about Local Charges/Service Fees.

Useful documents

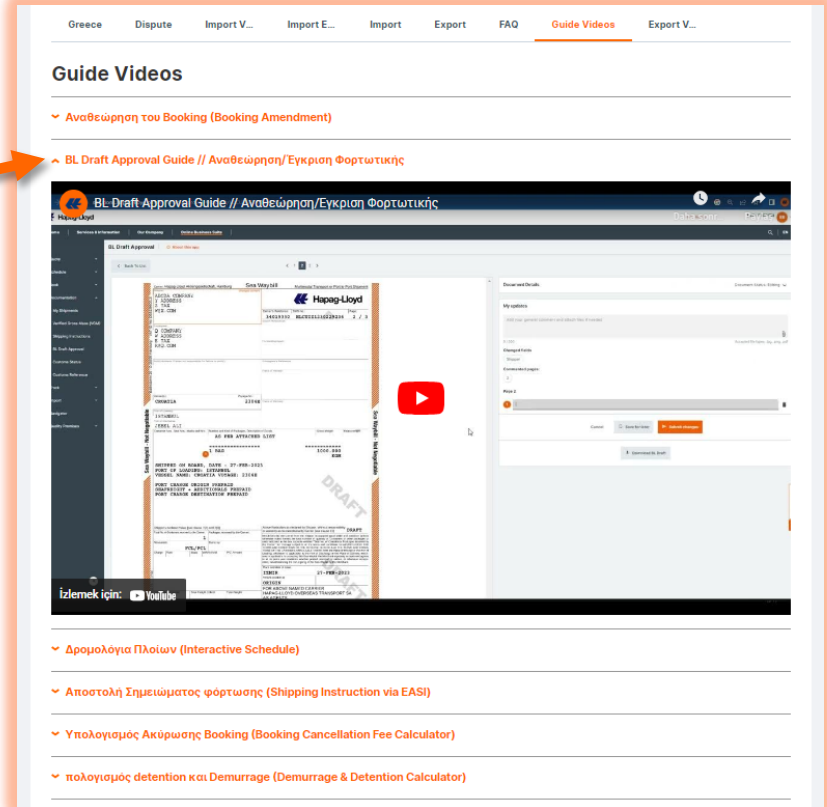
- Greece_Export_Welcome_Pack.pdf (3.2 MB, 24 Pages)
- Greece_Import_Welcome_Pack.pdf (671.6 KB, 10 Pages)

External links

- PCT (Terminal at GRPIR)
- PPA / OLP (Terminal at GRPIR)
- OLTH (Terminal at GRSKG)
- Ministry of Merchant Maritime and Aegean
- The International Maritime Union
- Association of International Freight Forwarders & Logistics Enterprises of Greece
- Greek International Business Association

Product Brochures

- Container Specifications
- Reefer Cargo
- Dangerous Goods
- Special Cargo



The screenshot shows the "Guide Videos" section of the website. It features a list of video titles and a video player for the selected video, "BL Draft Approval Guide // Αναθεώρηση/Έγκριση Φορτωτικής". The video player shows a Hapag-Lloyd document with a "DRAFT" watermark and a play button overlay. Below the video player, there is a list of other video titles.

Guide Videos

- Αναθεώρηση του Booking (Booking Amendment)
- BL Draft Approval Guide // Αναθεώρηση/Έγκριση Φορτωτικής
- Δρομολόγια Πλοίων (Interactive Schedule)
- Αποστολή Σημειώματος φόρτωσης (Shipping Instruction via EASI)
- Υπολογισμός Ακύρωσης Booking (Booking Cancellation Fee Calculator)
- πολογισμός detention και Demurrage (Demurrage & Detention Calculator)

Contact Details

You can reach all our departments by calling our phone number below. You can reach the relevant representative directly by entering your case or loading number at the beginning of your call in order to reach the relevant customer service representative directly for all your questions and operational requests on the basis of loading.

- Customer service: greece@service.hlag.com
- Phone: +30 2119906020

The phone number +30 2119906020 only serves our customers who have a case, booking or pin number.

In order to create a case number, you must first send an e-mail to greece@service.hlag.com.

After the case number is created, you must enter your "case" number by dialing the department you want to connect to.

Other departments are not able to assist and transfer you, so we ask for your attention to progress in this way.

Thank you for listening.



You can evaluate our presentation by clicking on the QR code or having it read from your phone.