

UK Loaded Exec Procedure

UPDATE – November 2024

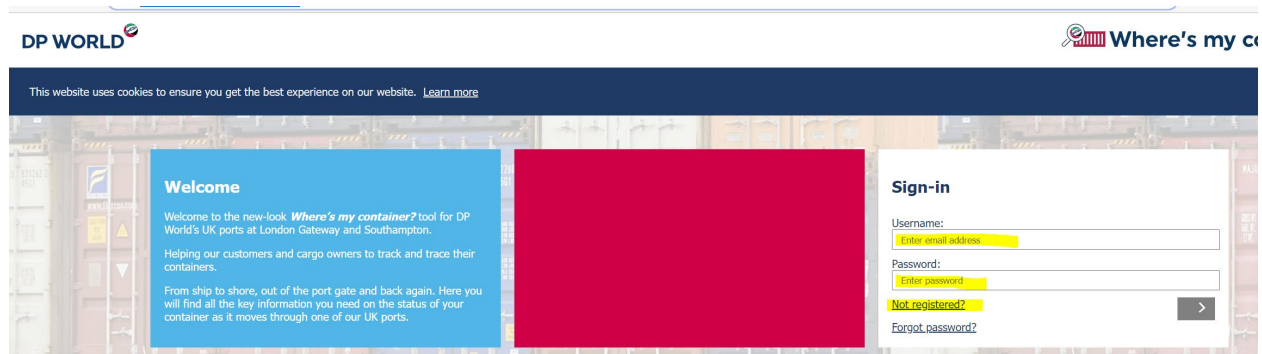
From **Monday 2nd December** Hapag-Lloyd will implement a new procedure for processing loaded exec notifications to the ports. This will be done via EDI message and in most cases, if the following process is adhered to, you will no longer need to email to request the booking of the units.

The EDI for the ports will be triggered by the Gate Out report from the depot, this means that any unit collected on a reference that does indeed load on that collection reference should fire straight to the port and therefore will not need to be requested to book on.

You must check to see if units are already booked by using the below websites:

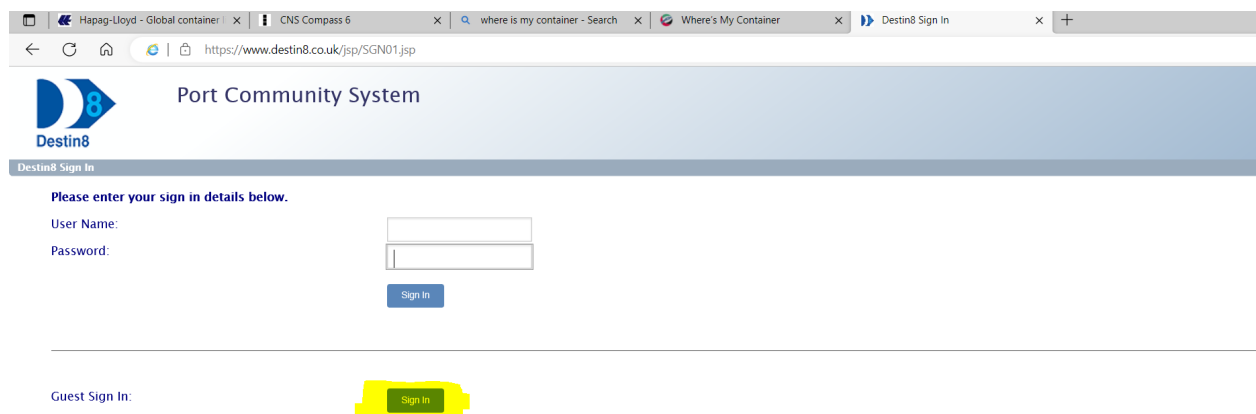
SOU/LGP

[Where's My Container \(wheresmycontainer.co.uk\)](https://wheresmycontainer.co.uk). You will need to register an account to use.



LIV/FXT/GRG/TEES/IMM

[Destin8 Sign In](https://www.destin8.co.uk). You can log in by pressing the guest option and then using transaction ENQ



You will also know unit is not booked by not being able to book a VBS slot.

DRY VANS AND NON-REEFER SPECIALS

Change of shipment reference

CARRIER HAULAGE

All shipments will be updated with the unit provided via EDI from the haulage partners' systems, please ensure the correct unit numbers are entered against the correct shipments as Hapag-Lloyd will accept whatever you report as definitive and ship the units on the notified shipments.

Please note you can only amend the unit number once as any further amendments will cause the Bot to fail and unit will mis ship

If you do not have an EDI connection, you must send any change of container number to us to update the shipments via the Carrier Haulage [Loaded Container Notification](#) Using the amend option on the drop-down menu

MERCHANT HAULAGE

If a unit is collected on reference xxxxxxxx but you load on reference yyyyyyyy **you must advise us of the change via the [Merchant Haulage Loaded Container Notification webform](#)**, by using the **amend** selection in the drop-down menu.

Twinned boxes

For twin collections, please refer to the respective Carrier or Merchant Haulage section above.

AVANTIDA/REUSE REQUESTS

All reuse requests will continue to be handled through the Avantida portal. Hapag-Lloyd will trigger the export booking as part of this process, and this will create the exec request to the port. Once a unit has been requested on Avantida it cannot be requested subsequently for a different reference unless the original request is cancelled. You must advise us to cancel using the respective Carrier or Merchant Haulage [Loaded Container Notification](#) webform. We will then delete the original request in our system and then process the new request, which will send a new EDI booking to the port system. If you want a declined request overruled you must email nonexcloded@hlag.com with AVANTIDA DECLINED in the subject failure to include this will result in the email being rejected by the email account automatically.

SHIPPER OWN

Please use the respective Carrier or Merchant Haulage [Loaded Container Notification](#) webform and select the **not booked** option. We will then update our system, and the units will automatically book by EDI to the port. Please also send your certificates to SOWCERT@HLAG.COM

UNITS COLLECTED ON POOL REFERENCE OR DROP-AND-SWAP BASIS

You must enter the collected unit on the relevant export shipment and report either by EDI or via manual entry into the [Actual Delivery](#) webform. This will update our system, and the units will automatically book by EDI to the port.

MH Pool ref collections can still send in their reports to the nonexcloded@hlag.com but you will need to pre advise us of a single sender email address by 29/11/2024 that we can grant exception to that will allow you to send in your booking emails.

CANCELLED/AMENDED/NOT BOOKED EXPORT LOADS

You must contact us using the respective Carrier or Merchant Haulage [Loaded Container Notification](#) webform and select the relevant option from the drop down.

REEFER EQUIPMENT

All reefers **must load on the shipment reference they are collected on from the collection depot**. These will also then book directly to the relevant port. If collection is cancelled, please refer to the above-mentioned CANCELLED process.

Failure to follow these procedures may result in units being mis-shipped; all costs arising from this failure will be for haulier's account.

MISUSE units must be reported by the haulier by an email to nonexeloaded@hlag.com with MISUSE in the subject line, failure to include this will mean the email is rejected by the email account automatically.

The nonexeloaded@hlag.com mailbox will close from Monday 2nd December 2024 except for the few exceptions outlined above and contact from then on can only be made via the webforms as per the links provided above. Please familiarise yourself with the procedures to facilitate a smooth transition to the new process.