

Local **UPDATE**

22-July-2020

India – 24 X 7 Invoice Download Facility - UPDATE

Dear Customer,

Further to our latest advisory published on 18th July 2020 on 24 x 7 Invoice download option via ODeX platform, we would like to announce that going forward all online payment remittance information are to be submitted via ODeX platform.

Effective 16th August 2020, the existing email address used for providing payment remittance details, indiartgs@hlag.com, will be discontinued.

Please login and register yourself on ODeX today at:

<https://odex.co/createRegistrationDtls.do>

Guidelines for updating NEFT /RTGS Payment

(available in Help Menu after login)

https://odex.co/openHelpDocumentByNm.do?fileNm=Offline_Payment_Update_via_ODeX.pdf

Hapag-Lloyd Finance Department will endeavor to confirm your payment request within 4 working hours. However, confirmations may depend on various factors such as NEFT or RTGS payment cycles and actual time for credit of amount into our account.

Please request Delivery Order, Bill of Lading or Certificates only once you have the payment confirmation from our team.

For faster release of documents, we would urge you to please use the ODeX payment solution.

Guidelines for remitting ODeX Payments (available in Help Menu after login)

https://odex.co/openHelpDocumentByNm.do?fileNm=ePayment_User_Manual.pdf

Tutorial video for making Payments

https://www.youtube.com/watch?v=77sH0U_hJR0&feature=youtu.be

For any support or queries, please get in touch with our Customer Service desk or you can get in touch with ODeX support team at:

Email: support@odex.com

Best Regards,

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Keep in touch

