

December 1, 2022

## New Changes to the Local USA Hapag-Lloyd Website!

We are happy to share with you the changes that we are introducing on our [local USA website](#).

With the aim of providing you with the best customer experience, we have improved our local website to enhance the findability of information, resources and solutions for both our customers and vendors doing business with Hapag-Lloyd USA.

With a simplified approach in mind, we are launching new tabs dedicated to your specific needs. Whether you are a [New Customer](#), [Exporter](#), [Importer](#), or [Vendor](#), all relevant content will be located in one place for your convenience.

Self-service solutions like [ERD Request](#), [LFD Request](#), and [Demurrage Invoice](#) are accessible 24/7 to expedite the availability of information and enhance the efficiency of our daily communication.

From submitting an [Export Rail Bill](#) to rendering an [Import Delivery Order](#), our E-forms allow you to relay accurate, thorough, and streamlined instructions while enabling us to offer you faster processing times.

Since we know time is critical for you, we have made our FAQs more specific to the various processes within your shipping journey.

### **New E-forms to submit instructions:**

- [Delivery Order](#)
- [Change of Destination](#)
- [Export Rail Bill](#)
- [Empty Rail Bill](#)
- [Remittance](#)

### **New self-service solutions to request information:**

- [Last Free Day](#)
- [ERD Request](#)
- [Demurrage Invoice](#)

If you would like to stay in the know of our latest digital solutions, we invite you to subscribe to our [Customer News](#).

Your Customer News subscription will include invitations to our Digital Coffee online events. These virtual gatherings are geared toward broadcasting the latest developments on our digital tools through live demos and Q&As.

In case you have any questions or comments on our USA local website, please contact [usa.digital@hlaq.com](mailto:usa.digital@hlaq.com).

Best Regards,

Region North America Digital Team