

November 11, 2022

Payment Remittance Submissions Are Now Digital For The United States

From November 11, 2022, you will be able to submit your payment remittance through our [Remittance Input e-form](#) on our local website for both the United States and Canada under the Payments tab.

Starting December 12, 2022, emails to HLWIRES@HLAG.COM will be respectfully declined as our new payment remittance e-form will be required for all remittance submissions.

Our Remittance e-form aims to streamline payment details for faster and more efficient payment postings and document releases.

Although our goal is to aid in processing and document releases with this e-form, it is important to keep in mind:

- Time frame for processing ACH / Wires is 1 - 2 business days
- Failure to submit valid, correct and/or complete references may result in delays for payment postings and cargo releases
- Valid references are Invoice Numbers, Bill of Lading Numbers, Shipment Numbers and Bank Transaction Numbers
- At least one Hapag-Lloyd reference (Invoice #, BL # or Shipment #) is required for remittance submission

For **Long Beach released** Bill of Ladings please continue sending the remittance details via email to LGBDOC@hlag.com for exports and to LGBIMPORTS@hlag.com for imports.

If you should require additional information, please contact our customer service team at your [location](#), who will guide you based on your individual situation.

Best regards,