

From January 16, 2023, your shipping handling process in the Middle East* will become simpler

Dear Customer,

Simplify, Strengthen, and Invest are the three cornerstones of our Strategy 2023. With this in mind, we work hard towards reducing complexity to improve your experience and become your number one for quality. Therefore, thanks to your valuable feedback, we have simplified our shipment handling process through our [website](#). From **January 16, 2023**, you will receive your Online Bill of Lading draft amendments in 2 working hours after placing your request on our website. Here are your advantages:

- **Ease of Use:** Correct your drafts in a few clicks
- **Faster Response Time:** Benefit from instant review and faster turnaround times
- **High Data Quality:** Amending the BL draft directly in the document reduces chances of errors

Please keep in mind:

1. In case that the Original BLs have already been released, please surrender them to your nearest counter before sending in any amendments
2. A draft amendment that requires destination approval will take slightly longer to process, due to manifest limitation.
3. Some draft amendments or changes may be restricted according to the Hapag-Lloyd documentation guidelines
4. Any manual amendment sent via email will take minimum 8 working hours to process with no guaranteed commitment

To learn more, watch our step-by-step video tutorial and log on to our [BL Draft Approval web solution](#).

Remember that the status of your amendments can be tracked on our website. In case a delay is expected, our correction team will contact you immediately by email, and that means that you do not need to do any follow-ups at your end. If you should require additional information or have questions, please feel free to reach out to our customer service team at your [location](#), who will guide you based on your individual situation.

* The scope of Region Middle East for Hapag-Lloyd includes the Indian Subcontinent, Middle East countries, Pakistan and Africa

Best regards,

Your Hapag-Lloyd Team