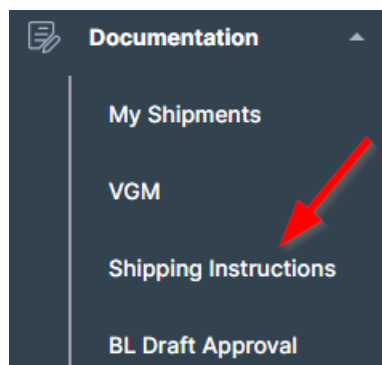# Shipping Instruction's User Guide

Welcome to Hapag Lloyd's Shipping Instructions solution! This user-friendly platform allows you to submit your shipping instructions, streamlining the creation of Bills of Lading and ensuring the accurate and efficient processing of your shipment details.

This guide is designed for Hapag-Lloyd customers who are shipping cargo globally and need to submit shipping instructions for their bookings.

1. **Login and Navigation**

   ▪ Access the Shipping Instructions through the Hapag-Lloyd's website.

   • Use your Hapag-Lloyd credentials to log in.

2. **Creating Shipping Instructions**

   ▪ Select the booking number from the Shipping Instructions list.

      • Click on the "Use New SI to Submit" button.

   ▪ Step 1: Complete the "Addresses & References" Section.

① Addresses & References

Shipper

Global Logistics Inc.
12 Main Street
12345, United States

TAX ID for Shipper (optional)

☐ To Order   ⓘ Consignee not yet specified

Consignee

XYZ Importers Inc.
789 Industrial Parkway
Springfield

TAX ID for Consignee (optional)

Notify Address (optional)

123 Shipping Lane, Suite 101

TAX ID for Notify (optional)

⊕ Add additional Notify Address

Vessel(s)

CSAV SHANGHAI

Voyage No.

QBEATAW70

Port of Loading

HAMBURG, DE

Port of Discharge

NEW YORK, NY

Booking Number

66868662

Shippers Reference (optional)

SR987654321

Freight Forwarders Reference (optional)

FFR555666

Forwarding Agent (optional)

Forwarding Co. Ltd.

Consignee's Reference (optional)

CR123456

Place of Receipt

Place of Delivery

- Add Party and Routing details, ensure all mandatory fields are completed.
  - Shipper: Enter the full name and address of the party responsible for the shipment.
  - Consignee: Provide the name and address of the recipient of the cargo.
  - Notify Address: List the party to be notified upon cargo arrival, if different from the consignee.
  - Shipper's Reference: Input a reference number or code provided by the shipper, if applicable.
  - Freight Forwarder's Reference: Enter reference details from the freight forwarder, if applicable.
  - Forwarding Agent: Specify the name and address of the forwarding agent handling the shipment, if applicable.
  - Consignee's Reference: Input a reference number or code provided by the consignee, if applicable.

- Step 2: Fill in "Container & Cargo" Details

- Input specific information, add, duplicate, or delete containers and cargo items as necessary.
    - Same description for whole SI: If activated, HS Code, Description and Marks & Numbers will be unique for all containers and cargoes.
    - Container No.: Each container's identifier should be input here.
    - Seal No.: Enter the seal number for each container. Crucial for security and integrity of the cargo.
    - Same description for the whole Container: If activated, HS Code, Description and Marks & Numbers will be unique for all cargoes of one container.
    - No. of: Number of items for the cargo.
    - Gross Weight: The total weight of the cargo in kilograms for each cargo item.

- Net Weight: The net weight of the cargo in kilograms for each cargo item.
- Gross Volume: The total volume of the cargo in cubic meters for each item.
- Net Volume: The net volume of the cargo in cubic meters for each item
- Marks & Nos: Any shipping marks or numbers used to identify the cargo should be entered here.
- Description: Provide a detailed description of the goods within each container.

▪ Step 3: Specify "Freight" Details

3 **Freight**

Set Charges to

◉ All Prepaid   ○ All Collect   ○ Individually

Origin Port Charge   Sea Freight   Destination Port Charge

◉ Prepaid ○ Collect   ◉ Prepaid ○ Collect   ◉ Prepaid ○ Collect

- Select the mode of payment preferences.
  - Set Charges To: Indicate whether charges are prepaid or collect, and whether they apply individually or in total.
  - Origin/Destination Port or Haulage Charges: Choose whether these are to be prepaid by the shipper or collected from the consignee.

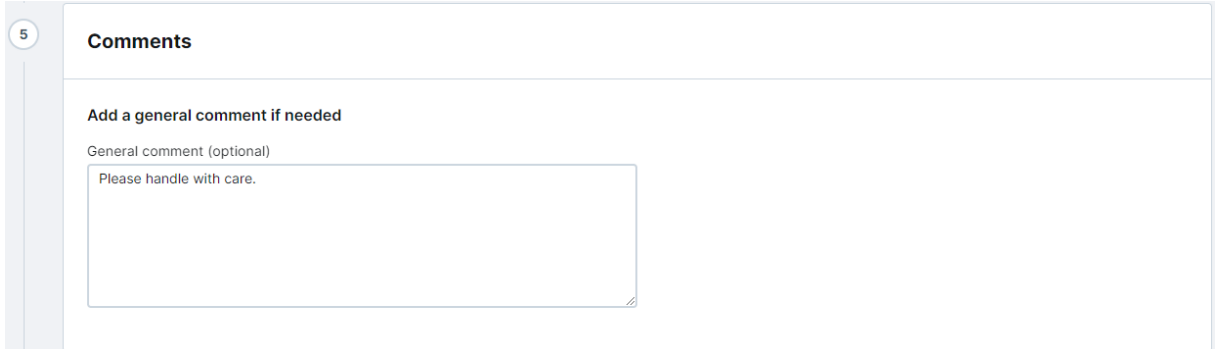▪ Step 4: Document Issuance Details

4 **Document Issuance**

Number of Freighted Original BLs   Number of Freighted Copies (optional)

| 3 | | 5 |

Number of Unfreighted Original BLs   Number of Unfreighted Copies (optional)

| 0 | | 0 |

Freight payable at   Document Type

| Elsewhere ▾ | | Original ▾ |

Name and Address of Freight Payer

| |

- Specify details related to the issuance of shipping-related documents.
  - Number of (…): Input the number of Originals and Copies / Freighted and Unfreighted Bills of Lading required.
  - Freight Payable At: Specify the location where the freight charges are payable.

- Name and Address of Freight Payer: Specify the freight payer.
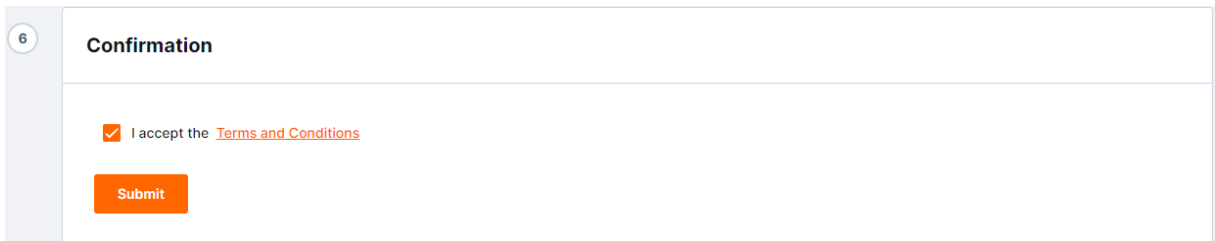- Document Type: Indicate either an Original or Sea Waybill.

■ Step 5: Comments

- Include any additional instructions or remarks regarding the shipment that may be important for the carrier.

■ Step 6: Confirmation - Review and Submit

- Review All Information
  - Ensure that all entered information is accurate and complete.
- Accept Terms and Conditions
  - Read and accept the Terms and Conditions to proceed with the submission.
- Submit the Form
  - Once all details are confirmed, submit the shipping instruction form.

3. After Submission

- You will see on screen a confirmation upon successful submission. This can be saved or printed for your records.

Thank You!

✓ **Your Shipping Instruction has been successfully sent to us.**

Hapag-Lloyd will now check your Shipping Instruction. You will receive the first draft of your BL after we have worked on your Shipping Instruction.

📄 **Document Details**

Booking No	**66868662**	Document Status	**SI Sent**
Date of Submission	**2024-07-09**	Time of Submission	**10:04:06 GMT**

☰ **Back to Shipping Instruction**

You can continue with another Shipping Instruction.

[Back to Shipping Instruction]

📋 **Technical Reference**

In case that any technical issue happens or you face delays (more than 8 hours)
with receiving your initial draft, please reach out to us with the following ID:
5418961954114255A3FFA38A34BBF55B

Copy Reference ID

☺ **Help us improve our Shipping Instruction solution**

How would you rate your experience with this digital application?

☆ ☆ ☆ ☆ ☆

Continue

4. Support and Contact Information

- For further assistance, contact your local Hapag-Lloyd customer service.

- In case any technical issue is found please submit, together with the displayed transaction ID, to webblerrorbox@hlag.com.

Frequently Asked Questions (FAQ)

1. **How do I search for a shipping instruction?** To initiate the process, select the booking from the Shipping Instructions list and press "Use New SI to Submit". The system will retrieve the specific shipping instruction associated with that booking number. It is not yet possible to search for previously submitted SIs on the new solution.

2. **How do I submit a shipping instruction?** After logging into the Shipping Instructions, fill out the shipping instruction form with the required details of your shipment. Once completed, review the information for accuracy and submit it directly through the interface.

3. **I submitted a shipping instruction; can I amend it?** The amendment can be done on our BLDA solution, after the first draft was created based on your submitted SI.

4. **How can I split a BL?** BL splitting functionality will be included in subsequent updates to the Shipping Instructions after the initial rollout phase.

5. **How can I merge a BL?** The ability to merge BLs is not yet available. This feature is on the list of enhancements to be added to Shipping Instructions after the global rollout.

6. **I have submitted a shipping instruction; do I have any receipt?** Upon successful submission of a shipping instruction, a summary screen is shown and can be used as a receipt – which can be printed or saved for your records.

8. **Can I see Shipping Instructions previously submitted?** No, the Shipping Instructions do not allow users to view previously submitted shipping instructions. It will be implemented in next iterations.

9. **What kind of customer support does Shipping Instructions offer if I encounter issues?** Your local customer service support will support you if any issue is found. It's also possible to submit feedback through the application directly.

10. **Are there any system requirements to use Shipping Instructions?** Shipping Instructions is cloud-based and should be accessible from any modern web browser without the need for specific downloads or plugins.

11. **Can I access Shipping Instructions on mobile devices?** The Shipping Instructions is designed to be responsive and should be accessible on most mobile devices with internet connectivity and a compatible browser.

12. **What security measures are in place to protect my shipping instruction data?** Shipping Instructions uses industry-standard encryption and security practices to ensure that your data is secure and accessible only to authorized users.

13. **Is Shipping Instructions available in multiple languages?** No, from the start it's only available in English. In the long term, there are plans to include support for multiple languages, not only for Shipping Instructions but other online solutions as well.

14. **How will I be informed about updates and new features to Shipping Instructions?** Updates and new features may be communicated through the Shipping Instructions solution, emails, and updates posted on its landing page.

15. **What's not yet in the scope of the Shipping Instruction?** Initially, the solution does not handle House BL/SCAC scenarios.

16. **What are the features coming next?** Features planned for subsequent releases support for House BL/SCAC, ICS2 mandatory information, country and legal requirement adjustments (e.g. NCM), SI templates and more. All planned for delivery on Q3/2024.