Shipping Instruction's User Guide

Welcome to Hapag Lloyd's Shipping Instructions (SI) portal! 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 portal through the direct link provided in your email.

     - Use your Hapag-Lloyd credentials for log in.

2. **Creating Shipping Instructions**

   - Enter the Booking Number.

     - Input the unique booking number associated with your shipment and click 'Find' to retrieve shipment details.

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

Addresses & References

Shipper	Booking Number
HAPAG-LLOYD (THAILAND) LTD. 127/26 PANJATHANI TOWER 21ST FLOOR, NONSEE ROAD,CHONG NONSEE,YANNAWA BANGKOK 10120	66804654

☐ To Order   ⓘ Consignee not yet specified

Shippers Reference
#1 for quality!

Freight Forwarders Reference

Consignee
HAPAG - LLOYD AG
BALLINDAMM 25
D-20095 HAMBURG

Forwarding Agent

Notify Address

Consignee's Reference

Vessel(s)   **Voyage No.**
ZHE HAI 316   QBEFE5W33

Place of Receipt

Port of Loading
LAEM CHABANG, THAILAND

Port of Discharge
HAMBURG, GERMANY

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.
  - Consignee's Reference: If the consignee has a specific reference number, include it here.
- Step 2: Fill in "Container & Cargo" Details

Containers and Cargo

(1) Container and Cargo for CPSU5156853   📋 Duplicate   ⌃

Container No.	Seal No.	Seal No. (optional)	Seal No. (optional)
CPSU 5156853	1234567		

e.g. HLCU 1234567

Cargo Item 1 of CPSU5156853

No. of	Outer Packing	Gross Weight		Gross Volume	
11	PALLETS	20000	KGM	20	MTQ

HS Code
73 26 90

Marks & Nos ⓘ   Description
Enter Marks and Numbers   Parts of ships, floating structure
here   and vessels (excluding hull,
                                 propellers and paddle-wheels)

➕ Add Cargo Item   📋 Duplicate Cargo Item

➕ Add Container

- Input specific information, add, duplicate, or delete containers and cargo items as necessary.
  - 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.
  - No. of: Number of items for the cargo.
  - Gross Weight: The total weight of the cargo in kilograms for each cargo item.
  - Gross Volume: The total 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

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

Document Issuance

Freight payable at
| Origin ▼ |

Document Type
| Sea Waybill ▼ |

Number of Freighted Original BLs
| 0 |

Number of Freighted Copies
| 1 |

Number of Unfreighted Original BLs
| 0 |

Number of Unfreighted Copies
| 0 |

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

■ Step 5: Comments

Comments

Add a general comment if needed
General comment
| |

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

■ Step 6: Confirmation - Review and Submit

Confirmation

☑ I accept the Terms and Conditions

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 receive a confirmation receipt upon successful submission. This can be saved or printed for your records.

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 search for a shipping instruction, enter the booking number in the provided field on the Shipping Instructions interface. The system will retrieve the specific shipping instruction associated with that booking number.

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?** During the pilot phase, amendments to submitted shipping instructions are not within the scope. However, future updates to Shipping Instructions are planned to include this functionality.

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 available during the pilot phase. 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?** Yes, upon successful submission of a shipping instruction, a confirmation of receipt is provided which can be saved or printed 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 in the scope of the Shipping Instruction pilot?** The submission of initial shipping instructions for bookings, including a basic form with necessary fields for a preliminary document.

16. **What's not in the scope of the Shipping Instruction pilot?** The pilot version does not support the amendment of shipping instructions once submitted, dedicated support for special cargo (reefer, DG…), the ability to split or merge Bills of Lading (BLs), or handle House BL/SCAC scenarios.

17. **What are the features coming next?** Features planned for subsequent releases include a condensed cargo view, support for House BL/SCAC, country and legal requirement adjustments (e.g., NCM), granularity of charges, SI templates, and the ability to merge BLs.