

Smart Locker System – Collection and Drop-off of Original bill of lading (OBL)

October 10, 2024

Dear Valued Customer,

Discover a fast, easy, and convenient way to collect and drop off your shipping documents!

As part of our quality promises to serve you better, we are enhancing our counter services with a brand new and state-of-the-art system from October 10, 2024.

Our Smart Locker System lets you perform the handling of your shipping documents at better ease – this is accessible from our office lobby and available during our office operating hours from **8am to 5pm, Monday to Friday**.

We are committed to deliver:

- **Fast release service - No Waiting Time**
- **Easy steps** - **User Friendly touch screen interface**
- **Convenience** - **Simple steps to retrieve OBL from Locker**
- **Efficiency** - **OBL drop off for Import cargo release**

Here is a quick guideline on the collection & drop-off procedure:

Collection of OBL

1. Booking party of the shipment will be informed the locker number & PIN code upon settlement of invoices and confirmation of OBL collection via email only. The locker number and PIN code assigned to you is strictly confidential and only for the usage of your shipment. We appreciate that you keep this information secured to ensure smooth collection of your OBL.
2. OBL should be picked up within (2) working days.

Drop-off of OBL/ documents

Simply drop your OBL or documents to locker number **131** (at Hochiminh counter) or **114** (at Hanoi counter). This is located below the self-service control panel.

Should you have any question or assistance, please do not hesitate to contact us at +84 28 39155300 + case number or email vietnam@service.hlag.com

Kind Regards,
Your Hapag-Lloyd Vietnam Team