

CustomerInfo

Verified Gross Mass (VGM) – SOLAS Regulation

Hapag-Lloyd

- Malaysia – Verified Gross Mass (VGM) – SOLAS Regulation

Dear Customer,

We would like to update you regarding the SOLAS regulation about the containers' verified gross mass (VGM) with effective date June 1, 2024.

For shipments originating from Malaysia (including East Malaysia), you have to submit VGM to Hapag-Lloyd directly through HL Website.

Please take some time to read the following information we have prepared for you on the submission methods.

If you still have any concerns, please do not hesitate and contact your local Hapag-Lloyd office.

To submit VGM to Hapag-Lloyd

As of today, our VGM web tools are available. We have renewed the [Hapag-Lloyd Online Business](#) together with the new design of our homepage.

What is at Hapag-Lloyd?

Hapag-Lloyd Submission Tools

- webVGM
- VGM Excel
- Bilateral EDI
- Portals(i.e. INTTRA)

Chairman of the Supervisory Board: Michael Behrendt
Executive Board: Rolf Habben Jansen (CEO), Nicolás Burr, Anthony J. Firmin, Joachim Schlotfeldt
Registered Office: Hamburg, Company Register: Amtsgericht Hamburg HRB 97937

If you don't want to receive our CustomerInfos anymore, please click [here](#) to unsubscribe.

Registration Types

- VGM only Registration
- Full Online Business Registration

Additional Support from Hapag-Lloyd

- Reminder Mails if a VGM is missing
- Answer Message per email if a VGM is successfully processed (for VGM Excel and webVGM only)
- Monitoring via webVGM (for Full Online Business Registration)

What are the benefits of using the Hapag-Lloyd tools webVGM and Excel VGM?

- Send more than one VGM of different shipments with just one submission
- Third parties, who have no direct business with HapagLloyd, can submit the VGM via VGM only Registration
- Using our tools, you will get an answer message by email
- webVGM: Pre-checks are done at time of VGM entry (correct shipment number, Container Number known, VGM within the range max. gross weight – min. tare weight)
- VGM Excel: there is no need to login, just download the Excel VGM Template once, save it and send your VGM
- Follow up your VGM transmission status by using Online Business

So do not wait with sending the VGM. Start now and use our great new tools!

Important Facts

- Please use one of the many submission channels offered by Hapag-Lloyd for your VGM submission (Hapag-Lloyd webVGM or Excel VGM, bilateral EDI connection, existing Portals- INTTRA, GT Nexus, Cargo Smart).
- Start now with the Hapag-Lloyd Online Business Registration as it takes some time to process the registration.
- Please take note of the Hapag-Lloyd VGM cut-off indicated on the Booking Confirmation and send your VGM immediately after cargo packing and container sealing to avoid delays and errors with the VGM transmission.
- VGM is an operational weight and is in no relation to the MTD weight on your Shipping Instruction. Hapag-Lloyd will hence not reconcile between these two submissions.
- Hapag-Lloyd will adopt the **'No VGM No Load'** policy in line with the SOLAS requirement. There is so much more to discover! We have stored every relevant VGM information on our webpage. Just follow the below links.

Further Information

- [Customer User Guide \(PDF\)](#)
- [VGM FAQs](#)
- [VGM Info-Graphic \(PDF\)](#)
- [Log in for VGM submission](#)

In view of this, we would like to remind you on the importance of accuracy in your VGM transmission as follows:

Charge / Charge Code	Scope of Application	Fee
Late VGM Submission (VLS)	If VGM is submitted after VGM closing but still acceptable on a planned vessel.	USD 50 per Container
Incorrect VGM Declaration (VWD)	If a terminal or Hapag-Lloyd detects weight discrepancy or wrongly declared VGM during the transport.	USD 200 per Container

Kind Regards, Hapag-Lloyd AG