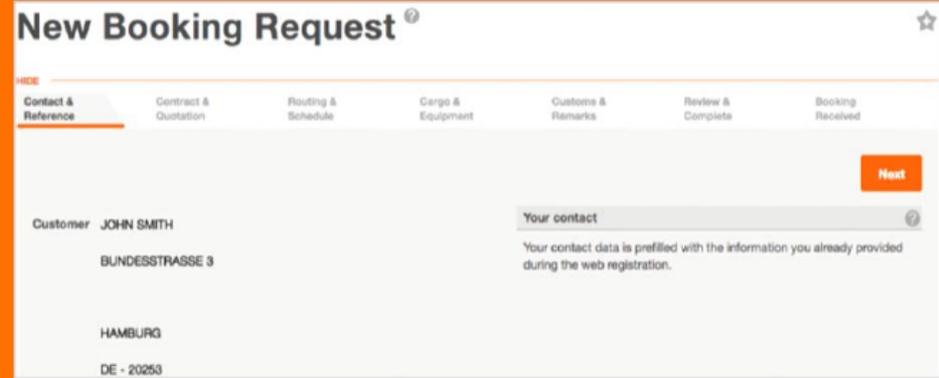# Web Booking Manual

Hapag-Lloyd

Web Booking

Your guided Booking Request

Start your booking request with one click, streamline your operations with the intuitive wizard, and manage your bookings all in one place.

www.hapag-lloyd.com/en/online-business/booking/new-request.html

Web Booking

Key Features

- **Less typing** - data prefilled based on Hapag-Lloyd quotation number
- Update booking to send updates to an existing booking.
- **Start now – complete later**" your input is saved with each new screen and saved as a draft when you leave
- Data Verification prior to submission supports higher data quality which leads to **faster Booking Confirmation**
- Book reefer, Out of Gauge and hazardous cargo with all necessary data
- **Instant Booking Number** upon submission of your booking request
- **Complete transparency** of all Bookings status throughout your organization with the online Booking List

New Booking Request

| Contact & Reference | Contract & Quotation | Routing & Schedule | Cargo & Equipment | Customs & Remarks | Review & Complete | Booking Received |

Next

Customer

Your contact
Your contact data is prefilled with the information you already provided during the web registration.

Customer Reference
Contact*   DIGITAL, HLML
Phone
Notification E-mail*   HLMLDIGITAL@GMAIL.COM

Next

Place your booking now!

3

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Web Booking

Send your Quote via E-Mail

E-Mail: hlmildigital@gmail.com

Language: English

Send

Schedule   **Book**

➢ After take your quotation, click **Book** from My Quotations page or directly end of quotation page and start your guided booking request.

➢ Start your booking request with one click, streamline your operations with the intuitive wizard and manage your bookings all in one place.

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Web Booking - Contact & Reference

- **Customer Reference**
  The Customer Reference is not mandatory but would allow for easy identification of the individual booking request at any time e.g. via the List of Requests.

- **Contact**
  Fill in the name of the person responsible for the booking request.

- **Notification E-mail:**
  Please provide an e-mail address to which you wish to receive the booking confirmation and future correspondence regarding the status of your booking.

New Booking Request ❓

Contact & Reference	Contract & Quotation	Routing & Schedule	Cargo & Equipment	Customs & Remarks	Review & Complete	Booking Received

Next

Customer

Your contact ❓

Your contact data is prefilled with the information you already provided during the web registration.

Insert your relevant reference. Your prefilled contact information can be changed

Customer Reference

Contact* DIGITAL, HLMIL

Phone

Notification E-mail* HLMILDIGITAL@GMAIL.COM

Click on "Next"

Next

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Web Booking - Contract & Quotation

1. Quotation / Contract No.

Quotation directly imported from Quick Quotes. The validity of the quotation is really important for your booking request.

2. Valid to

The validity of the contract / quotation. It's important to complete it using valid quotations.

3. Contractual Party

Address of the party for which the booking request will be placed.

4. Routing as per Quotation.

The Routing will be displayed as per Quotation. Routing options automatically pulled from your Quick Quote.

5. Select Routing → Click on it.

Web Booking - Routing & Schedule - Part 1

1. **Start location / End location / Via 1, Via 2**
Where your transport begins and finishes and where your transport moves via.
Since your booking request is based QQ, this information will be automatically shown.

2. **Start date / End date**
The date range selected from start to finish.
For Carrier's haulage this will identify the loading/delivery date at door.
For Merchant's haulage this will show the delivery / collection date at the terminal.
The date is preset with the current date, but you can amend it.

3. **Received/Delivered at your door (CH), Received/Delivered at container terminal (MH)**
Who is responsible for haulage arrangements at origin/ destination. Considering that your booking request is based on a Quick Quote, this information will be automatically shown.

4. **Look-up Schedule**
Schedules based upon your booking parameters.
Note: Looking up the schedule is mandatory before proceeding with the creation of your booking request.

New Booking Request

Contact & Reference	Contract & Quotation	Routing & Schedule	Cargo & Equipment	Customs & Remarks	Review & Complete	Booking Received

The transport and routing is based on your quotation and cannot be changed.

Please press Look-up Schedule to find matching vessels / voyages.

Your preferred sailing might not be shown on our website due to the ongoing **"vessel Phase In / Phase Out Program"** in the trade North Europe from / to Centr case please contact your local Hapag-Lloyd booking office and we will find a solution fitting your needs.

Container positioning dates can be filled when defining cargo and equipment.

1

Start Location*	TRIST	ISTANBUL	2021-11-01	○ Received at your door (CH)
Via 1	...	(e.g. 2013-09-23)	○ Received at container terminal (MH)
Via 2	...	**2**	**3**
End Location*	QAHMD	HAMAD		○ Delivered at your door (CH)
		(e.g. 2013-09-23)	○ Delivered at container terminal (MH)

4 Look-up Schedule   Clear

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Web Booking: Routing & Schedule page - Part 2

1. Choose your Routing from our Interactive Schedule.

2. Click "Routing Details". Selected routing will be shown at bottom. You can also see cut-off dates if you click "Closings and Terminal Details" button.

3. Click "Select for Booking".

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Web Booking: Cargo & Equipment - Part 1 (CH)

1. Container Type
Select up to 4 different container types and up to 10 containers.
Where your booking request is based on a quotation this information will be limited to show as defined by the quotation.

2. Export Positioning Address
For Carrier's haulage (CH) the name and address of the company where the container is to be positioned is required.

3. Export Positioning Date
This section is relevant only if the export haulage of your booking request is defined as Carriers Haulage (Received at your door).
"Pick up of full container" is not relevant an can be left blank.

New Booking Request

Contact & Reference | Contract & Quotation | Routing & Schedule | Cargo & Equipment | Customs & Remarks | Review & Complete | Booking Received

Previous

Container Type 1

Select up to 4 different container types and up to 10 containers. Or select 1 container type and up to 250 Containers if the same cargo details are applicable for all containers.

Qty* | Container Type*

Export Positioning Address 2

For the container positioning please provide the company name with street address as accurately as possible. This will enable us to find matching entries in our address catalogue.

Company name and full address*

Export Positioning Date 3

If you need different positionings for containers you can adjust the individual dates and times below, after clicking on "Assign Details".

If you need additional time for stuffing, please provide a pick up date and time (extra charges may be incurred).

Positioning

Pick up of full container

Loading Reference

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Web Booking: Cargo & Equipment - Part 2

1. **Cargo Description / HS Code (Harmonized System Code)**
   By entering the Cargo Description/HS code here it will be assumed to be the same for all containers and copied across all containers booked. If you have more than one cargo this information can be provided later.

2. **Booking Contact**
   Details of the person(s) to be contacted upon arrival at the positioning/pick up address (only applicable for carrier haulage (Received at your door)).

3. Click on **Assign Details** to proceed.

Web Booking: Cargo & Equipment - Part 3

4. Cargo weight and its unit
If you have more than one cargo,
you can provide correct details for each one.

5. Click on **Next.**

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Web Booking: Customs & Remarks

1. **Customs reference** (where applicable) – Not relevant for shipment ex Italy.

2. **Bill of Lading Numbers**
   If you want to define this later after the booking process, select "Not needed with booking confirmation".
   If you wish to receive the Original Bill of Lading Numbers with the booking confirmation, you may enter the quantity here (Not including the quantity of copies). Therefore, select the option "Original Bill of Lading (OBL) numbers".

3. **Remarks**
   Any additional remarks. This box can be used to provide any other instructions not already covered

4. Click on **Next.**

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Web Booking: Review & Complete

- On the Review & Complete tab the information you have entered has been summarized which will allow for the details to be reviewed before submitting your booking request. If any of the details are incorrect you can select the respective tab and amend before submitting.
If you have chosen to amend any details under their respective tabs, you can do so by selecting the Edit button.

- **Submit Booking**
Select 'Submit Booking' to send your booking request to Hapag-Lloyd. This will be followed by confirmation of receipt along with your booking reference. These details can also be reviewed at the 'Booking Received' tab.
If you do not want to submit your booking request at this stage, it will be stored under the 'List of Requests' page and can be located at the top of the table with all other non completed booking requests. From here you have the option to complete at a later date.

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Web Booking – Booking Received

1. Your **Booking reference number** is immediately provided

2. The **Booking Confirmation** will be sent to the email address provided

Once received booking no.
You can:

3.   **Check out Shipping Guarantee**

4.   **Buy Additional Freetime**

New Booking Amendment Beta Feature Now Available

* The feature is under the "Book'" Menu in the Business suite, & can be accessed via the Navigator as well

* Its a simple to use web form which the customers can use to send their update or cancel request with very minimal effort.

1. Key in the Shipment number,
2. Select the update or cancel radio button
3. Select the appropriate reason
4. Type in the description
5. Check the contact email and click Submit.

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New Booking Amendment Beta Feature Now Available

•The request will be sent to sales force to create a case and customer will get an "on screen notification" of his case number & an email with his request description.

•The case will be routed to respective GSC or Area SV as routing defined in the sales force.

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Thank you