

Egypt – 22. September.2024



Weekly Newsletter

This information is valid for
Week 38, 22 – 26 September



CONTENTS



Last update
Prioritized
Services



Weekly
Equipment
availability



Chat Solution –
Go Live



Storage Performa
Invoice



Area Egypt
Webinar



Customs
instruction for
ACID Number



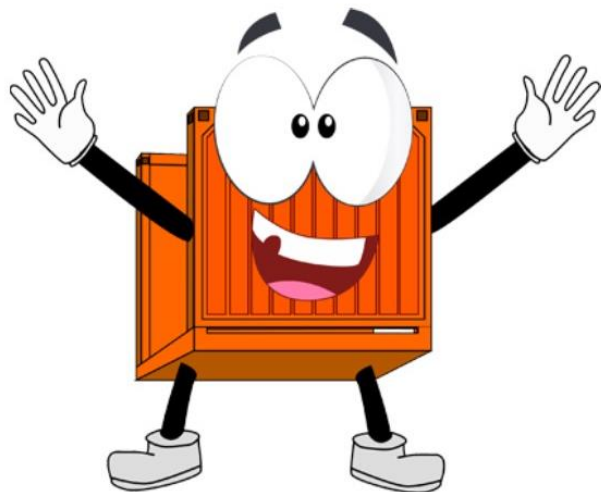
The Latest Update Of Our Services

We would like to inform you that the condition of our vessels is stable with the availability of allocation in services mentioned below:

- MD1:** (Far East-West – Latin America – USA – South Europe).
- ADX:** (South Europe).
- JDX:** (Aqaba – Jeddah - Adan – Middle East - Europe - Africa – Latina America – North America).
- TEX:** (Mersin – USA).
- SMF:** Weekly Feeder
 - Direct Jeddah and Jebal Ali
 - Indirect India and Africa.



Weekly Equipment Availability



**The equipment situation has been stabilized
in all ports.**

**All customers should be released from POL
normally 7 days before vessel arrival (ETA).**

**All customers have to gate out empties
from the same depot mentioned in
the Booking Confirmation.**

New announcement

Chat Solution - Go Live

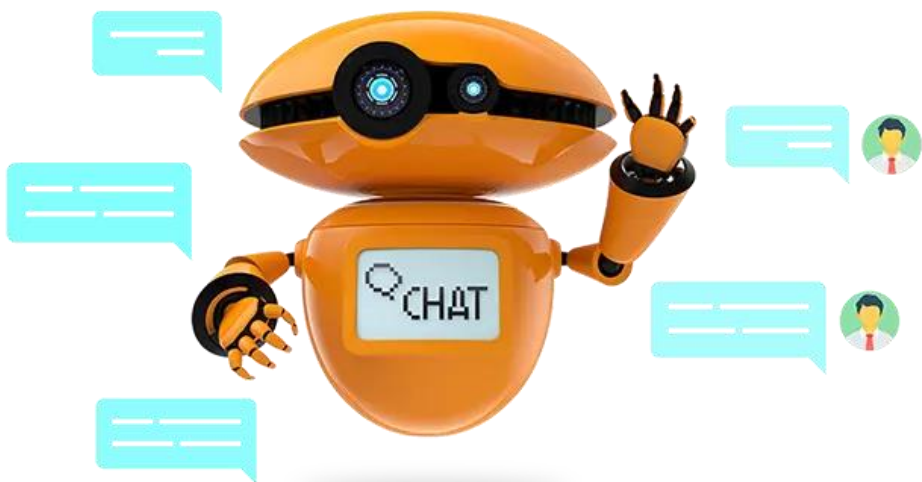
Starting September 23rd, Hapag-Lloyd's Virtual Assistant and Live Chat support are available in Egypt! Our Virtual Assistant, combined with Live Agent support, offers smooth, efficient assistance to answer all your shipping-related inquiries.

With an easy-to-use interface, you'll navigate a few simple questions to quickly find the best solution. During local business hours, you can also connect with a live agent for real-time support.

Simply log in to the **Online Business Suite** and find the Virtual Assistant on the right side of the page!

Your Benefits

- **Quick Response Times :**
The answer to your question is just a message away.
- **Simplified Guidance:**
Quick information retrieval throughout the Hapag-Lloyd website.
- **Personalized Experience:**
User-friendly and intuitive interface to meet your individual needs.



Our Virtual Assistant is currently supporting inquiries such as:

Offices and local information, deadline and date advice, documentation-related inquiries, container tracking, and digital support.



Chat Solution Go Live



New announcement

Storage Proforma Invoice

We as Hapag-Lloyd family would like to announce to your good side our new import web tool
Import Discharge Invoice ” & ” Storage Proforma Invoice

Let's know together the advantages of the Import Discharge Invoice and Storage Proforma Invoice :

The advantages of the Egypt Local Charges Web tool

This tool will **save your time** as **NO** need to send request to CS group mail asking for discharge Invoice

Easy Self-creation to the discharge Invoice for each BL in details.

Can be accessed without an account login.



more explanation of the process will be followed on the next page.

Import Discharge Invoice Web-tool

How can you access this tool?

You can reach out to this tool via our local website.

❑ **Link:** You can click on the below button:

[Local charges THC](#)

❑ **QR Code:** You can scan this QR Code



For Note: the request should be sent for a Maximum 24 hours before vessel arrival

After scanning you will be directed to web-tool and you will only insert the BL number and your e-mail address as follows:

- In 15 minutes, you will receive an e-mail address with your Import Discharge Web tool.
- Kindly Note that our web tool will be active during the official weekly working days/hours.



The screenshot shows a web form titled "Import Local Charges Invoices THC (فواتير التفريغ)". It contains two input fields: "*BL Number:" and "*E-Mail Address:". Both fields have orange arrows pointing to them from the left. Below the fields is an orange "Submit" button with an orange arrow pointing to it from the right.

In case you did not receive the e-mail, you can approach us by sending a request to our CS group e-mail.

more explanation of the process will be followed on the next page.

Import Storage Proforma Invoice Web-tool

How can you access this tool?

You can reach out to this tool via our local website.

Link: You can click on the below button:

[Import Storage & Demurrage](#)

QR Code: You can scan this QR Code



After scanning you will be directed to web-tool and you will only insert the BL number, container release date, and your e-mail address :

- In 15 minutes, you will receive an e-mail address with your Storage proforma invoice.
- Kindly Note that our web tool will be active during the official weekly working days/hours.

In case you did not receive the e-mail, you can approach us by sending a request to our CS group e-mail.

Import Storage & Demurrage Invoices (فواتير الحراسة والغرامة)

*Charge Type

- Storage
 Demurrage

*BL Number:

*Release or empty container return date:

*E-Mail Address:

If you received an approved discount, kindly send your request to egypt@service.hlag to receive your demurrage proforma invoice with the discounted amount.

إذا حصلت على خصم معتمد، يرجى إرسال طلبك إلى [الوصول على نقرة الغرامة](mailto:egypt@service.hlag) egypt@service.hlag المدينة بالمبلغ المخفض

Submit

Area Egypt Webinar

New Web Tools

We're thrilled to extend an invitation to our upcoming webinar where we'll be diving into all digital tools and solutions.

Here's a sneak peek at what we'll cover:

- New Booking Schedule BETA
- Dispute New Updates
- Final Shipping Instructions Submission phases
- Bill of Lading Models
- Bill of Lading Release Process
- Uploading Delivery Order Handling
- Proforma Storage Invoices Online (Web Tool)
- THC Invoices Online (Web Tool)

When:

Thursday:

September 26th, 03:00 PM (Cairo Local Time)

Monday:

September 30th, 03:00 PM (Cairo Local Time)

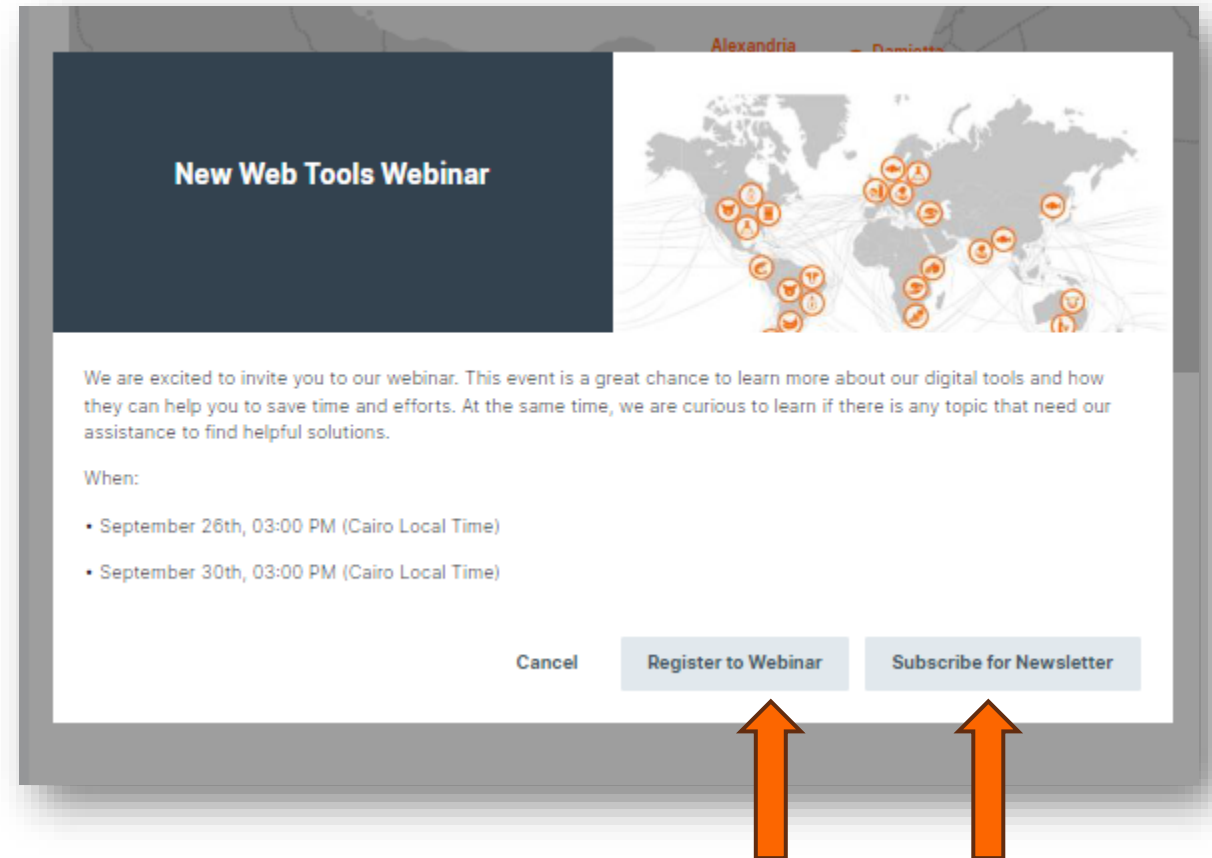


**Don't miss out - Press on the date and join us for an enriching session!
See you there!**

Website POP-UP Notification

When you visit our local web page, keep an eye on a special pop-up notification that will appear on the Screen! This notification is your gateway to important updates regarding Live Ticker on Surcharge and Rates.

- ❑ If you press the “**Register to Webinar**” button, a new page will guide you through the registration process.
- ❑ If you press the “**Subscribe for newsletter**” button, a new page will appear to subscribe to our newsletter. Stay tuned and don't miss out on the latest happenings!



Customs instruction for ACID Number

We kindly ask you to ensure that each shipment is accompanied by an ACID number on the specified date, and this should be completed before the vessel's departure from the Port of Loading.

To further understand the executive regulations of customs, please take a moment to review the details provided in the following link:

[Regulation text/ نص اللائحة](#)



Thank you

For your attention!

