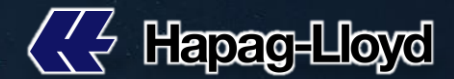


Egypt – 30. September.2024



www.hapag-lloyd.com

Weekly Newsletter

This information is valid for Week 40,
30. September – 05. October



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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.

Potential strike USEC - Work Disruption Surcharge (WDS)

We would like to inform you that ongoing industrial action in North America may cause some operational disruptions in the region.

At Hapag-Lloyd, our top priority is ensuring that you remain well-informed and supported throughout this period.

We are committed to staying close to you and will continue to provide the latest operational updates and developments.

You can track these updates in real time via our **Live Tracker**, where you'll find essential information related to your shipments.

For quick answers to any concerns you may have, please visit our [Operational Updates section here](#) which provides details on how this situation may affect your logistics.

Rest assured; we are fully dedicated to delivering the support you need during this challenging time.

If you have any questions or require further assistance with your shipments, please don't hesitate to contact us directly.

[Potential strike USEC](#)



Belongs to

LINER SERVICES

America

- [United States of America](#)

Here's a live ticker on the ILA and USMX negotiations in the United States

The port strikes announced by the International Longshoremen's Association (ILA) and the United States Maritime Alliance, Ltd. (USMX) at the U.S. East Coast and Gulf ports have not yet been confirmed. Negotiations on a new contract run until 30 September 2024. Rest assured, Hapag-Lloyd is closely monitoring the situation and will take measures wherever possible to minimize the impact on our customers and business.

(last updated on 19 September 24, 1:00 PM)

This live ticker will assist your cargo planning during the dynamic situation on the ongoing negotiations between the International Longshoremen's Association (ILA) and the United States Maritime Alliance, Ltd. (USMX). We are committed to keeping you informed in real-time as the situation evolves.

Please visit our [operational updates section here](#), which provides answers to Frequently Asked Questions (FAQs), options for your import and export cargo, and details on how detention, demurrage, and storage charges will be handled during this period.

- For our export customers, we will continue to accept bookings to the U.S. East Coast and Gulf ports as long as rail providers and terminals are accepting containers.
- For our import customers, we encourage you to expedite the readiness of your import documentation and customs clearance to facilitate the prompt retrieval of your cargo from the terminal before any potential work stoppage.
 - For our Carrier Haulage customers, please ensure compliance with the 5-day rule for your import cargo at U.S. Inland Terminals. More details on the 5-day rule can be found [here](#).

You can also stay up-to-date with the latest news sent directly to your email inbox by subscribing [here](#). Alternatively, please bookmark [this page](#) to stay up to date with the latest developments.

Should you require additional information, don't hesitate to contact our teams at [your preferred location](#) who will guide you based on your individual situation.

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

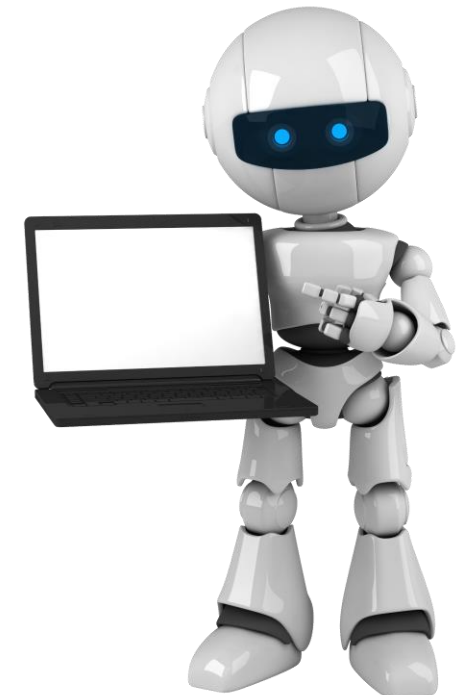
- **Quick Response Times :**
The answer to your question is just a message away.
- **Simplified Guidance:**
Quick information retrieval throughout the Hapag-Lloyd website.
- **Personalized Experience:**
User-friendly and intuitive interface to meet your individual needs.



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



Our Customer Experience Survey coming soon!



Once again, Hapag-Lloyd invites our valued customers to participate in our Global Customer Experience Survey, running from **09 October – 30 October**.

If you have been selected, we would love to hear your feedback and insights.

This is your opportunity to help shape the future of Hapag-Lloyd and the way you want your preferred partner carrier to operate.

Your input is invaluable, and we kindly ask that you take just a few minutes to share your thoughts.

Together, we can continue to improve and deliver an exceptional experience.

Thank you for your time and support!

How Do We Perform?

DETRACTORS



DETRACTORS ZONE SCORE 0 – 6:

Not At All What You Expect From The Carrier You Trust. You Are So Likely To select another Carrier Over Hapag-Lloyd

NEUTRAL



NEUTRAL ZONE SCORE 7 OR 8:

All Seems OK. You Are Satisfied But May Choose Another Carrier Over Hapag-Lloyd from Time To Time.

PROMOTERS



PROMOTERS ZONE SCORE 9 OR 10:

We Are Performing Well. You Will Keep Shipping With Hapag-Lloyd And May Even Recommend Us To Others.

Survey Donation2024

We are pleased to announce that Hapag-Lloyd Egypt has directed part of its CSR donation this year to support "Ayady 4040 Hospital." Our sponsorship includes providing essential medications and equipping a room with the latest cancer-fighting technology.

A group of our colleagues, along with some of our valued customers, had the privilege of visiting the hospital to personally hand over the donation and bring smiles to the patients' faces.

Hapag-Lloyd wishes all patients a speedy recovery and extends heartfelt thanks to Ayady Hospital's management for their ongoing efforts and dedication.



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.



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](#)

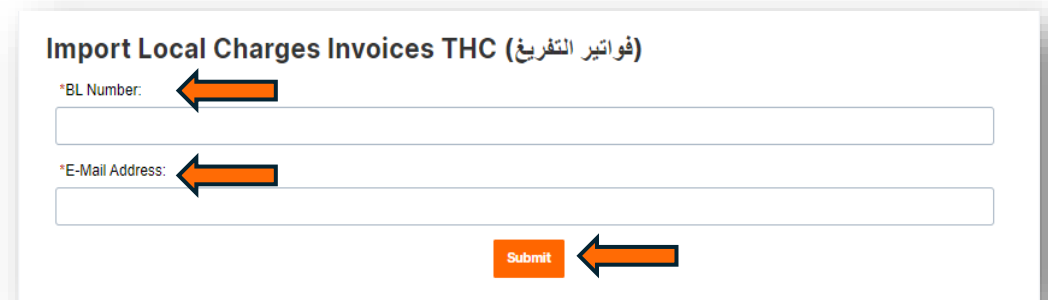
❑ **QR Code:** You can scan this QR Code



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.



Import Local Charges Invoices THC (فواتير التفريغ)

*BL Number:

*E-Mail Address:

Submit

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:

mm/dd/yyyy

*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



Official Holiday

6th of October victory

October 6th is a day etched in history as a symbol of our strength and determination!

Happy 51st anniversary of our historic victory in Egypt.

Let's celebrate the past and embrace the future with hope and unity.

On the occasion of Egypt's National Day, our office will be closed on Sunday, 06.10.2024, and will resume operations on Monday, 07.10.2024.



Thank you
For your attention!

