

Dear Valued Customer,

Welcome to Hapag-Lloyd

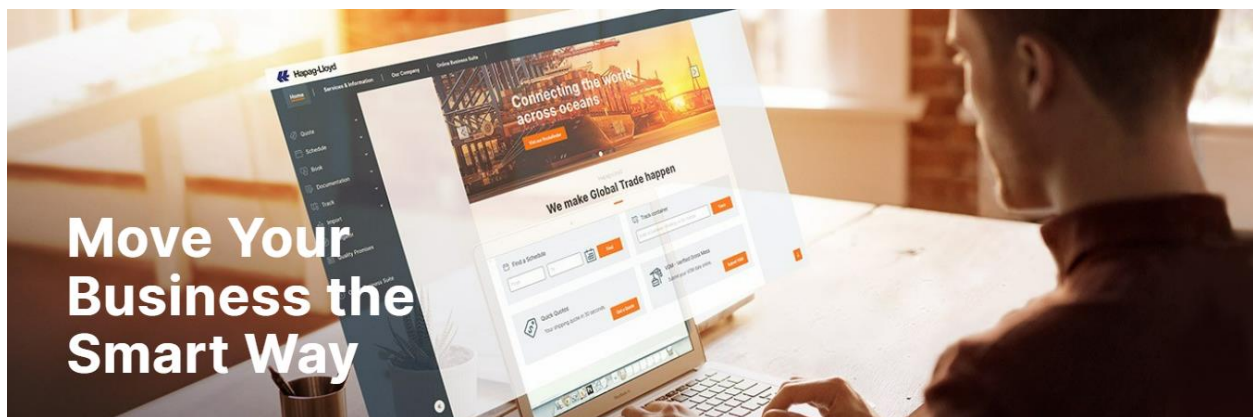
We have prepared this file for you, which contains information about all processes related to your shipments.

The Hapag-Lloyd Online Business Suite is a fully featured platform that helps you to manage your shipping process seamlessly online. The updated design and new navigation make shipping easier for you than ever before. Integrate our web and mobile solutions into your daily business now – and make shipping more convenient for you!

You can find more information on each step of the shipping process below and discover the new way of doing business online with Hapag-Lloyd. If you want to directly access any web and mobile solution, you can easily do this via the new menu on the left.

For all your questions and requests, you can reach us by calling **+20 3 4885400** or by sending your e-mails to **Egypt@service.hlag.com** where you specify your bill of lading/reservation number in the subject line or the body of the mail.

You can easily perform all your transactions such as getting a price quote, checking the ship schedule, submit a booking, and entering shipping instructions on our website www.hapag-lloyd.com or our “Hapag Lloyd” mobile application.



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How to create account on HL website?

You can create your business account easily on our website www.hapag-lloyd.com then you have to provide your commercial registry and tax ID card in order to verify your account and to be linked to your sales representative.

<https://www.hapag-lloyd.com/en/online-business/my-account/register-new-user.html>

[Register New User](#) | [Request Password](#) | [User List](#)

Register [?]

You are a vendor of Hapag-Lloyd? Please open the [registration form for our vendors](#).

My Personal Information [?]

First Name*

Last Name*

Phone

My Company Details [?]

Company*

Street*

Postal Code

City*

Country, Region*

My Account [?]

E-mail*

Password* (At least 8 characters, containing one letter and one digit. Allowed special characters: #, \$, @)

Repeat Password*

I have read and agree to the [Privacy Terms](#) and [Terms of Use](#) of the website. (Mandatory)

Yes, I would like to receive communication from Hapag-Lloyd (including product, rate and service updates).

For all your questions and requests regarding the register processes you can reach us on our phone number or by sending e-mail to the address below.

of your export shipments, you can also reach us in writing, by sending an e-mail to the address below, stating your bill of lading/reservation number in the subject line or body of the mail.

Phone: 03 4885400

E-mail: Egypt@service.hlag.com

How can I get a quotation?

In today's world, speed is the most important factor for supply chain management. With the “Quick Quotes Beta” we have prepared for our valued customers as Hapag-Lloyd, prevent all unnecessary waste of time in the quotation process.

In a very short time, you can easily get your price quote with just one click and create your bookings wherever and whenever.

Click this link to get your price offer without wasting any time!

<https://solutions.hapag-lloyd.com/quick-quotes/#/>



Quick Quotes - Instant quotes anytime, anywhere

In less than 30 seconds, you can access your 24/7 price offers with just one click. With the detailed information in our price offers, you can easily receive your price quotation requests without encountering any surprise costs. You can easily organize your shipments with the price offer you receive, by getting a price offer as door or port delivery/receipt, according to the transportation mode you want, among more than 600 ports, in accordance with the needs of your shipments.

Quick Quotes Beta Usage Advantages

- No more waiting: a quote in less than 30 seconds.
- 24/7 availability, Hapag-Lloyd Mobile App. You can get a price quote wherever you are with
- With a single click, you can create a reservation based on a quote.
- Possibility of quotation for standard, refrigerated and open top (without overflow) containers.
- Easily find quotes for more than 120 services among 600 ports worldwide.
- Possibility of quotation for door-to-door shipments.
- Possibility to save your quote and send it by e-mail
- Get quotes for up to 10 different port combinations at the same time to have more flexibility in your planning
- Enjoy scheduling your shipments more reliably and easily with the option to request a quote for your shipments, which are organized for the time period after the validity date of your existing contracts.

HIDE

Requested Routing	Haulage	Equipment	Commodity
Start Location <input type="text"/>	<input checked="" type="radio"/> Received at Terminal / Ramp	<input checked="" type="radio"/> Standard	Commodities are based on the routing. Please define it first.
End Location <input type="text"/>	<input type="radio"/> Received at your Door	<input type="radio"/> Reefer	
	<input checked="" type="radio"/> Delivered at Terminal / Ramp	<input type="radio"/> Open Top (in gauge)	
	<input type="radio"/> Delivered at your Door		

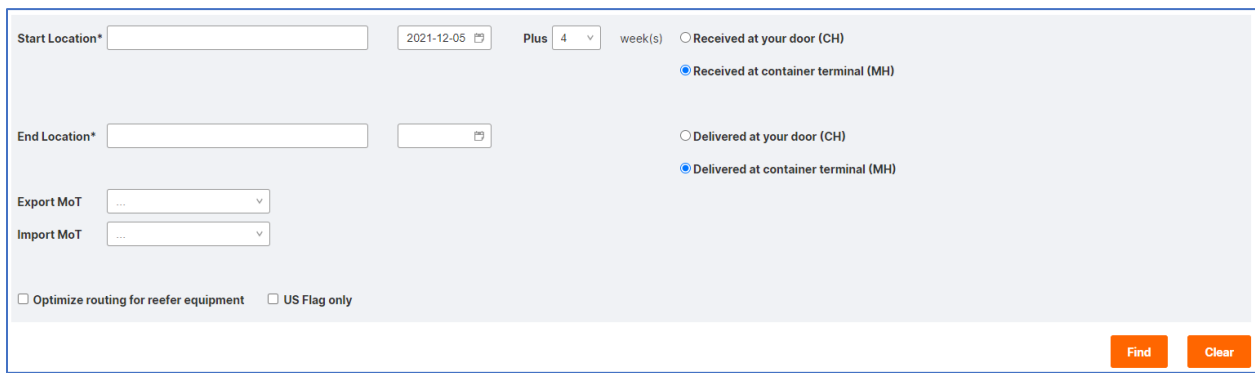
I agree to the [terms and conditions](#).

You can contact our sales department for all your questions and requests about “Quick Quotes Beta” and your price offers. You can reach the contact details of our sales department by clicking this link. For your questions about the acceptance of the shipments, if you send an e-mail to the same contact details, specifying the details such as the goods type, GTIP number, destination and exit countries.

How can I access the weekly ship schedule?

With the “Interactive Schedule”, you can access the details of the ship schedule customized to your needs in just seconds. You can go to our “Interactive Schedule” page by clicking the link below.

<https://www.hapag-lloyd.com/en/online-business/schedule/interactive-schedule/interactive-schedule-solution.html>



The screenshot shows a web form for the Interactive Schedule. It includes the following fields and options:

- Start Location***: A text input field.
- Date**: A date picker showing 2021-12-05.
- Plus**: A dropdown menu set to 4.
- week(s)**: A label for the duration.
- Delivery Options**: Radio buttons for "Received at your door (CH)", "Received at container terminal (MH)" (selected), "Delivered at your door (CH)", and "Delivered at container terminal (MH)".
- End Location***: A text input field with a calendar icon.
- Export MoT**: A dropdown menu.
- Import MoT**: A dropdown menu.
- Checkboxes**: "Optimize routing for reefer equipment" and "US Flag only".
- Buttons**: "Find" and "Clear" buttons at the bottom right.

Interactive Schedule

After selecting the transportation modes to be used in the countries of origin and destination, on the page that opens, the names of the starting and destination points must be specified, and if the preliminary and/or final transportation organization will be made by us, the transportation mode (land, train, barge, combined transportation) that is desired to be organized by us must be selected separately. After choosing how many weeks you want to see the ship schedule from which date, you can easily access the ship schedule details within seconds by pressing the “Find” button.

By logging into our website as a member, you can ensure that the ship schedule details you view are sent to you regularly or sent to the email address/fax number you specify.

How can I create a Booking?

In order to use the Web Booking application, a member login to the Hapag-Lloyd website is required. If you are not yet a member, you must first create a membership registration then follow the below link for booking request.

<https://www.hapag-lloyd.com/en/online-business/book/new-booking-solution.html>

Booking

Hapag-Lloyd's web solution for booking enhances your entire booking process. It's easy to handle, available around the clock, and provides high data quality for your bookings.

Start your **booking request** with one click and the tool guides you through the process in just a few steps: from contract/quotation data via the routing including schedule, cargo, and equipment, and finally to a review section to manage all your bookings in one place.

Your Benefits



24/7 Availability

Access the booking solution anytime and anywhere.



Easy Handling

Make your booking in just a few steps.



High Data Quality

Data verification prior to submission supports higher data quality and fast process time.

[Book now >](#)

Create a new booking with our wizard in just a few steps to completion, In addition, a valid contract/quote number is required to create a reservation. If you need help with a quote or contract, you can contact our sales department.

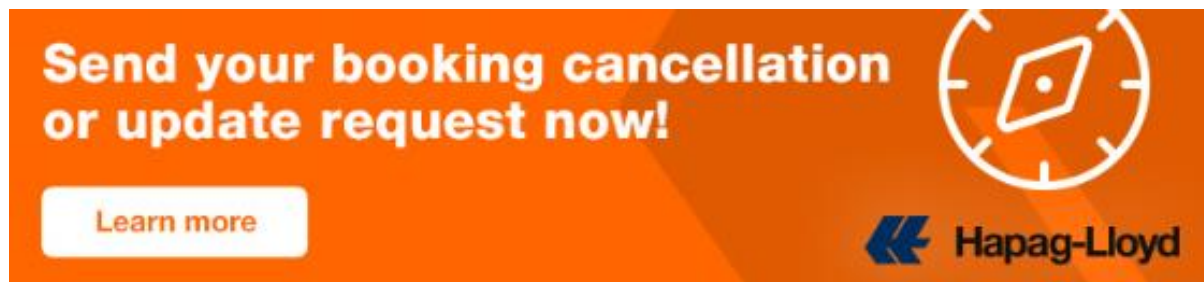
As you can see in the image on the previous page, the necessary steps for the booking must be followed in order and the information must be sent to us. After all the necessary information is entered and the reservation is sent for confirmation, your request will be examined and the necessary feedback will be given to you. Your previous updates are recorded at each step, and you can leave a reservation creation process unfinished and continue the remaining process later and send your reservation request to us. By creating a draft reservation for your recurring shipments, you can send us your reservations without having to re-enter the same details for your next shipments.

You can view how you can create a reservation step by step through the user guide we have created for you. You can also view how you can create a reservation by watching the video published on the Hapag-Lloyd YouTube page.

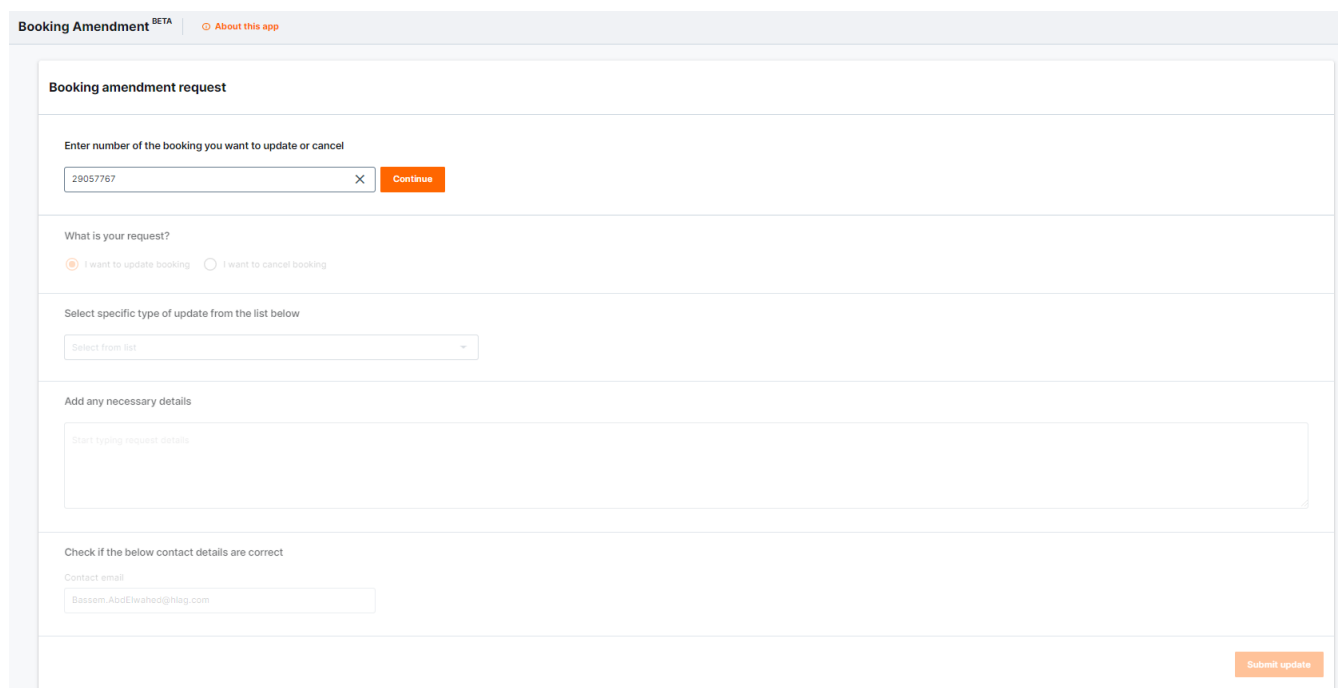
<https://www.youtube.com/watch?v=vvv0x4V86kY>

How can I submit online booking amendments/cancelation?

You can easily send us all your change and cancellation requests for your existing reservations via the “Booking Amendment” platform, and in this way, you can ensure that your change/cancellation requests are processed very quickly. In order to avoid delays in your transactions, your change/cancellation requests should only be sent to us via "Booking Amendment", and no separate e-mails should be sent to us for reservation change/cancellation requests. The correction/cancellation requests you have passed will be checked by our relevant team, and the necessary information will be provided under the case number sent to you after the form is filled, based on the suitability of the requested change.



You can view how you can easily send us your reservation change/cancellation requests through the “Booking Amendment” platform on our website, in the user guide we have prepared for you.



A screenshot of the "Booking Amendment" web form. The form is titled "Booking amendment request" and includes the following sections:

- Enter number of the booking you want to update or cancel:** A text input field containing "29057767" and a "Continue" button.
- What is your request?:** Two radio buttons: "I want to update booking" (selected) and "I want to cancel booking".
- Select specific type of update from the list below:** A dropdown menu with "Select from list" as the placeholder.
- Add any necessary details:** A large text area with the placeholder "Start typing request details".
- Check if the below contact details are correct:** A text input field for "Contact email" containing "Bassam.AbdElwaheid@hlag.com".

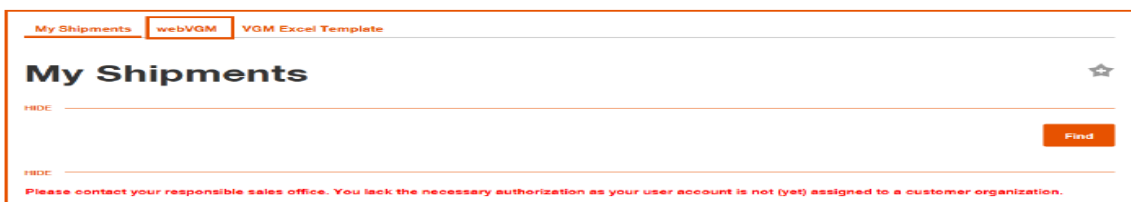
A "Submit update" button is located at the bottom right of the form.

How can I submit VGM?

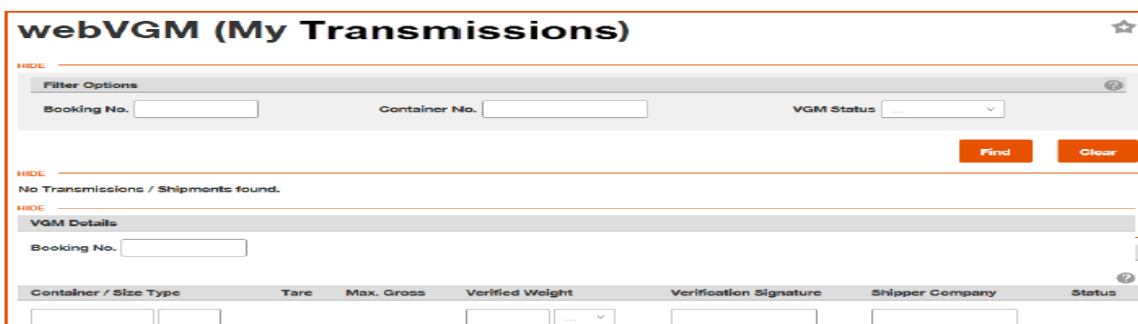
From our web page click on online business suite, then select VGM from documentation drop list.



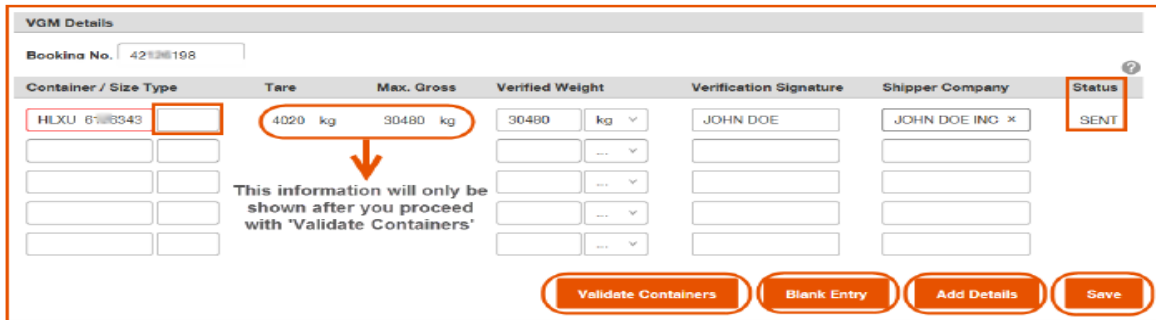
Web VGM allows you to submit the VGM details under your user account for up to five containers at a time. You can submit your VGM data once all mandatory details are entered. Mandatory details are: 'Booking Number', 'Container Number', 'Verified Weight', 'Weight Unit', 'Verification Signature' and the 'Shipper Company'. By pressing 'Validate Containers' it will be verified if the container- and booking no. is known to us and if the VGM is in line with the maximal allowed gross container weight limits. In addition the system will display the tare weight and the maximal allowed gross weight of the container. If all is ok, please click the 'Save' button (see below picture) to send VGM. You will then get the status 'SENT'.



You will now be guided to the 'webVGM (My Transmissions)' screen:



To clear the VGM Details screen, click 'Blank Entry'. If you want to submit more than 5 containers per shipment, click the button.



The screenshot shows the 'VGM Details' form with the following data and annotations:

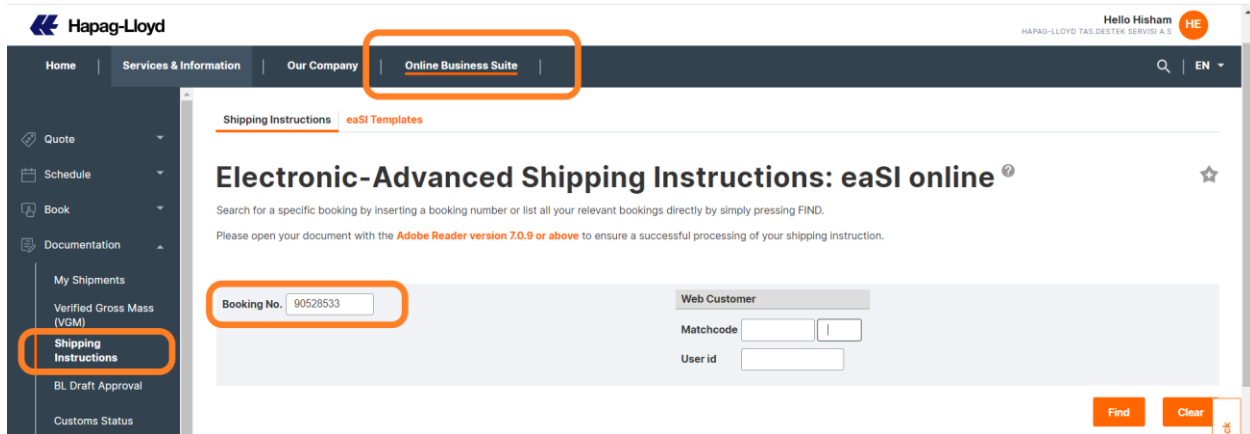
Container / Size Type	Tare	Max. Gross	Verified Weight	Verification Signature	Shipper Company	Status
HLXU 670343 <input type="text"/>	4020 kg	30480 kg	30480 kg	JOHN DOE	JOHN DOE INC ×	SENT
<input type="text"/>			<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>			<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>			<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>			<input type="text"/>	<input type="text"/>	<input type="text"/>	

Annotations in the image include:

- A red box around the container number input field.
- A red box around the 'Status' dropdown menu.
- An orange oval around the 'Tare' and 'Max. Gross' values.
- An orange arrow pointing from the oval to the text: "This information will only be shown after you proceed with 'Validate Containers'".
- Buttons at the bottom: 'Validate Containers', 'Blank Entry', 'Add Details', and 'Save'.

How can I submit shipping instruction/correction/approval?

From our web page click on online business suite, then select shipping instruction from documentation drop list, and insert booking number to find and download final shipping instruction form.



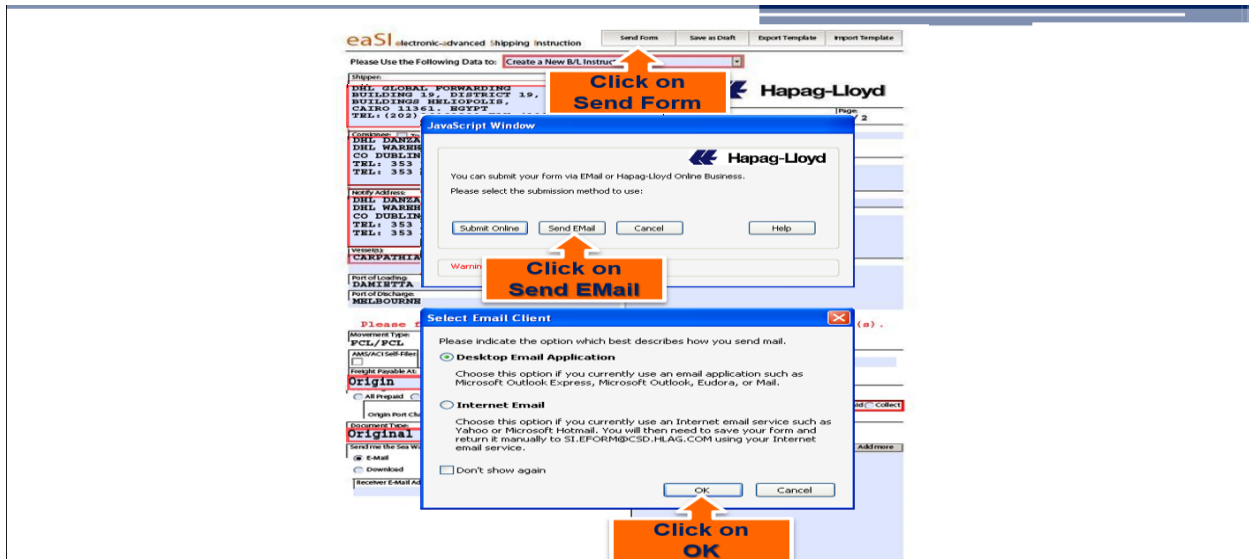
<https://www.hapag-loyd.com/en/online-business/documentation/shipping-instructions/shipping-instruction-online.html>

For your easy and smooth reference thanks to follow below sequence once you receive EASI “Electronic-advanced Shipping Instruction”

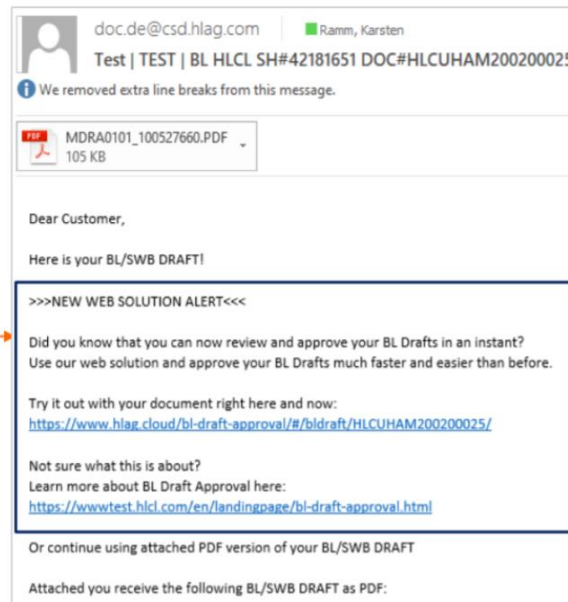
Please use the software Acrobat Reader V. 10 to read it



After fulfilling all necessary fields of shipping instruction, please click on send form on top of EASI-file

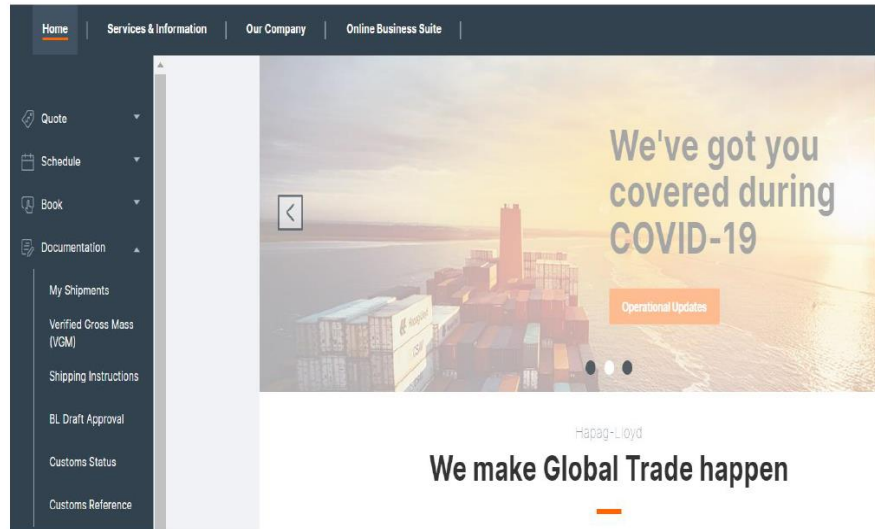


In addition to attached PDF draft, there is now a link in the draft notification e-mail leading to the web BL Draft Approval solution



How to approve BL or submit amendment for BL?

Directly log into the [BL Draft Approval web solution](#).



Home | Services & Information | Our Company | **Online Business Suite** | Search | EN

BL Draft Approval | About this app

Document Type: Bill of Lading Sea Waybill

Document no	Document Status	Document Type	Shipment no	Customer Reference	Vessel name	Voyage no	Port of Loading	Port of Discharge	Draft Update
HLCUALY	Open for review	Bill of Lading			CMA CGM IVANHOE	275894	EGDAM	USCHS	2021-10-04
HLCUAL	Open for review	Bill of Lading			CMA CGM IVANHOE	275894	EGDAM	USCHS	2021-10-03
HLCUALY	Open for review	Bill of Lading			TEN	279918	EGALY	DOCAU	2021-10-03
HLCUALY	Open for review	Bill of Lading			ONE MANCHESTER	276176	EGDAM	ITGOA	2021-09-30
HLCUALY	Open for review	Bill of Lading			X-PRESS ANNAPURNA	271769	EGDAM	GELGP	2021-09-29

Hapag-Lloyd Draft List > Draft Review > HLCUHAM200900245 > Page: 2

< Back to Draft List

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg Bill of Lading Multimodal Transport or Port to Port Shipment

Shopper: WILCHER FINEST CHOCOLATES
NEUER JUNGFERNSTIEG 29
84043 MAINBURG
GERMANY

Carrier's Reference: 62002672 BL No.: HLCUHAM120300070 Page: 2 / 4

Export References: 15425484584

Forwarding Agent: MELT LOGISTICS AG
SCHOKOLADENHOF 82
D-21109 HAMBURG

Consignee Reference: 15425484584

Place of Receipt:

Consignee (not negotiable unless consigned to order): DELICIOUSNESS GLOBAL
42 JALAN KOHLER QUAY
SINGAPORE 900699
SINGAPORE

Notify Address (Carrier not responsible for failure to notify; see clause 20 (1) hereof): DELI EXPRESSEN
812 BARANO STREET
SINGAPORE 923699
SINGAPORE

Document Details

BL Number: HLCUHAM200900245
Creation Date: 03/02/2021
Status: Open for review
Version: Freight

Actions

1 Approve BL Draft
2 Edit BL Draft
Download BL Draft

1 Click "Approve BL draft"
Review the Draft and approve it instantly if it fits your requirements

OR

2 Click "Edit BL draft"
Edit the draft and send your updates directly from our website if you need changes.

Hapag-Lloyd Draft List > Draft Review > HLCUHAM200900245 > Page: 2

< Back to Draft List

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg Bill of Lading Multimodal Transport or Port to Port Shipment

Shopper: WILCHER FINEST CHOCOLATES
NEUER JUNGFERNSTIEG 29
84043 MAINBURG
GERMANY

Carrier's Reference: 62002672 BL No.: HLCUHAM120300070 Page: 2 / 4

Export References: 15425484584

Forwarding Agent: MELT LOGISTICS AG
SCHOKOLADENHOF 82
D-21109 HAMBURG

Consignee Reference: 15425484584

Place of Receipt:

Consignee (not negotiable unless consigned to order): DELICIOUSNESS GLOBAL
42 JALAN KOHLER QUAY
SINGAPORE 900699
SINGAPORE

Notify Address (Carrier not responsible for failure to notify; see clause 20 (1) hereof): DELI EXPRESSEN
812 BARANO STREET
SINGAPORE 923699
SINGAPORE

Document Details

BL Number: HLCUHAM200900245
Creation Date: 03/02/2021
Status: Open for review
Version: Freight

Actions

2 Approve BL Draft
Edit BL Draft
Download BL Draft

1 Approving your draft

1 Review the Draft. Using the page menu, you can easily flip through the different pages of the document

2 Approve the Draft instantly if it fits your requirements by clicking on "Approve BL Draft"

Hapag-Lloyd Draft List > Draft Review > HLCUHAM200900245 > Page 2

1 < 1 2 3 4 >

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg **Bill of Lading** Multimodal Transport or Port to Port Shipment

Shipper: **WILCHER FINEST CHOCOLATES**
NEUER JUNGFERNSTIEG 29
84043 MAINBURG
GERMANY

Carrier's Reference: 62002672 | BL-No.: HLCUHAM120300070 | Page: 2 / 4

Export References: 15425484584

Forwarding Agent: MELT LOGISTICS AG
SCHOKOLADENHOF 82

Consignee (not negotiable unless consigned to order): **DELICIOUSNESS GLOBAL**
42 JALAN KOHLER QUAY
SINGAPORE 900699
SINGAPORE

Notify Address (Carrier not responsible for failure): **DELI EXPRESSEN**
812 BARANO STREET
SINGAPORE 923699
SINGAPORE

Vessel(s):

Document Details

BL Number: HLCUHAM200900245 | Creation Date: 03/02/2021

Status: Open for review | Version: Freight

Actions

2 Approve BL Draft

Approve BL Draft

When you approve this BL Draft, the final document will be released after vessel sailing.

How do you want to approve this BL Draft?

3 Approve Now

4 Approve with Instructions

Cancel

i Approving your draft

- 1 Review the Draft. Using the **page menu**, you can easily flip through the different pages of the document
- 2 Approve the Draft instantly if it fits your requirements by clicking on **"Approve BL Draft"**

Now you have the **choice to**

- 3 Instantly approve by clicking on **"Approve Now"**
- 4 or **"Approve with Instructions"**

Hapag-Lloyd Draft List

Release with instructions for BL HLCUHAM200900245

When you approve this BL Draft, the final document will be released after vessel sailing.
Here you **have the option** to let us know your release instructions that require action by Hapag-Lloyd.

Enter your release instructions here... (up to 3000 characters)

1

Status: Open for review

2 Cancel and go back

Submit Approval

Download BL Draft

i Approving your draft

- 1 "If you clicked on **"Approve with Instructions"**, a new window opens allowing you to add information we really need to know

💡 Please only use this options for information requiring action from Hapag-Lloyd

- 2 Once you finished adding your instructions, just click on **"Submit Approval"**
- 3 Click on **"Continue"** in the pop-up window that appears to send your approval (or click **"Cancel"** if you forgot to add something)

Approve BL Draft

When you approve this Draft, the final document will be released after vessel sailing. Reverting this is possible before the release by submitting a Draft amendment via comments (Edit BL Draft).

Do you want to proceed?

Cancel Continue 3

Hapag-Lloyd Draft List > Draft Review > HLCUHAM200900245 > Summary

Review Document

Approving your draft

- If you need a written proof of your submission, click on "Download receipt" to
- open/print or save a PDF receipt

Your Draft Approval has been submitted.

You can continue with your next BL Draft.

[Return to Draft List](#)

Document Details

BL Number: HLCUHAM200900245
Creation Date: 03/02/2021
Status: Approval sent
Version: Freight

Approved on: Thu, 04 Feb 2021 12:44:26 GMT

[Download BL Draft](#)

[Download receipt](#)

Summary of your Draft Approval submission

Document #: HLCUHAM200900245
Document Version: 380500767
Submitted: 2020-11-30 15:08 (UTC)

Release Instructions

Opening HLCUHAM200900245_DRAFT_APPROVAL_DOWNLOAD_20210204... X

You have chosen to open:

...900245_DRAFT_APPROVAL_DOWNLOAD_20210204124512.pdf
which is: Portable Document Format (97.6 KB)
from: blob

What should Firefox do with this file?

Open with Firefox

Open with Adobe Acrobat 2017 (default)

Save File

Do this automatically for files like this from now on.

[OK](#) [Cancel](#)

Hapag-Lloyd Draft List > Draft Review > HLCUHAM200900245 > Page: 2

[Back to Draft List](#) < 1 2 3 4 >

Bill of Lading

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg | Multimodal Transport or Port to Port Shipment

Shipper: **WILCHER FINEST CHOCOLATES**
NEUER JUNGFERNSTIEG 12
84043 MAINBURG
GERMANY

Consignee (not negotiable unless consigned to order): **DELICIOUSNESS GLOBAL**
42 JALAN KOHLER QUAY
SINGAPORE 900644
SINGAPORE

Notify Address (Carrier not responsible for failure to notify): **DELI EXPRESSEN**
812 BARANO STREET
SINGAPORE 923644
SINGAPORE

Vessel(s):
Voyage-No.:

Carrier's Reference: 62002672 | BL-No.: HLCUHAM120300070 | Page: 2 / 4

Export References: 15425484584

Forwarding Agent: MELT LOGISTICS
SCHOKOLADENHOF 82
D-21109 HAMBURG

Consignee's Reference:
Place of Receipt:

Document Details

Status: Editing

My updates

General Comment:

Changed fields: [Shipper](#) [Consignee](#) [Notify Address](#) [Forwarding Agent](#)

Preparing a draft correction

- All fields to the left with an orange frame are **Direct Edit fields**. The frame only appears once a change was made in the field together with the "changed content" indicator on the top right corner of the field
- You can **type directly** in the fields or just **copy & paste** the information into the field
- The "Changed fields" section shown on the top right side of the overall screen for easy reference when you are on other pages of the document

Hapag-Lloyd | Draft List > Draft Review > HLCUHAM20090245 > Page: 2

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg

Shipper: WILCHER FINEST CHOCOLATES
NEUER JUNGFERNSTIEG 12
84043 MAINBURG
GERMANY

Consignee (not negotiable unless consigned to order): DELICIOUSNESS GLOBAL
42 JALAN KOHLER QUAY
SINGAPORE 900644
SINGAPORE

Notify Address (Carrier not responsible for failure to notify): DELI EXPRESSEN
812 BARANO STREET
SINGAPORE 923644
SINGAPORE

Carrier's Reference: 62002672 | BL No.: HLCUHAM120300070 | Page: 2 / 4

Export Reference: 15425484584

Consignee Reference: MELT LOGISTICS
SCHOKOLADENHOF 82
D-21109 HAMBURG

Place of Receipt:

1 Once a field has been changed from the original input, two buttons will appear whenever the cursor is in the field

1 The "toggle original / change content" lets you toggle between the two version by hovering our mouse over or clicking on the button

2 Clicking the "undo changes" button will reset the field to the initial input

Hapag-Lloyd | Draft List > Draft Review > HLCUHAM20090245 > Page: 2

Destination: SINGAPORE

Vessel: HYUNDAI COURAGE | Voyage No.: 019E | Place of Delivery:

Port of Loading: HAMBURG

Port of Discharge: SHANGHAI

Container Nos., Seal Nos., Marks and Nos.	Number and Kind of Packages, Description of Goods	Gross Weight	Measurement
CLHU 8490523 SEAL: 1	1 CONT. 40'X9'6" HIGH CUBE CONT. SLAC* 500 PACKAGES FISH FROM VARIOUS SPECIES	876,000 KGM	
MARKS & NOS: ORDER 23532532 TYPE KJSD35343 PO NUMBER 235235R 4	236 PACKAGES FISH DUMPLINGS	145,000 KGM	48,000 MTQ
MARKS & NOS: ORDER 7832321 TYPE KJSD234 PO NUMBER 789235R 4	56 PACKAGES FISH DRIED	324,000 KGM	48,000 MTQ

Shipper's declared Value [see clause 7(2) and 7(3)]

Total No. of Containers received by the Carrier: 1

Movement: FCL/FCL | Currency: USD

Charge | Rate | Basis | WWG/Val | PIC | Amount

1 Add your change comments for all non Edit Field changes (if any)

Send changes

2 Once finished, submit your changes with the click of one button

Document Details

My updates

General Comment: Please change to Sea Waybill

Changed fields: Shipper, Consignee, Notify Address

Commented pages: 2

Page 2

- 1 Change to Boxes
- 2 Change to ISS
- 3 Should read 994455


Buttons: Cancel, Send changes, Download BL Draft

Review Document

i **Approving your draft**

1 If you need a **written proof** of your draft correction, click on **"Download receipt"**

2 **3** **open/print or save a PDF receipt**



Submission successful!

You can continue with your next BL Draft.

[Return to Draft List](#)

Opening HLCUHAM20090038_DRAFT_APPROVAL_DOWNLOAD_202006... X

You have chosen to open:

...0038_DRAFT_APPROVAL_DOWNLOAD_20200606113310.pdf
 which is: Adobe Acrobat Document (188 KB)
 from: Issis

What should Firefox do with this file?

Open with Adobe Acrobat 2017 (default)

Save File

Do this automatically for files like this from now on.

2 OK Cancel

Document Details

BL Number	Creation Date
HLCUHAM200900245	03/02/2021
Status	Version
Correction Submitted	Freighted

Submitted on
Thu, 04 Feb 2021 13:23:58 GMT


Pages with requested changes: 1 Comments: 3

Changed Fields: 1

[Supplier](#) [Commodity](#) [With Address](#) [Forwarding Agent](#)

1 [Download BL Draft](#)

1 [Download receipt](#)

3  **Summary of your Draft Correction request**

This overview contains only the page(s) with requested changes

Document #: HLCUHAM200900245
 Document Version: 360505732
 Pages with requested changes: 1
 Submitted: 2021-02-04 13:26 (UTC)

Please see the BL Draft in PDF format attached

What information can I access via Hapag-Lloyd Navigator?

From our web page click on online business suite, then select Navigator.

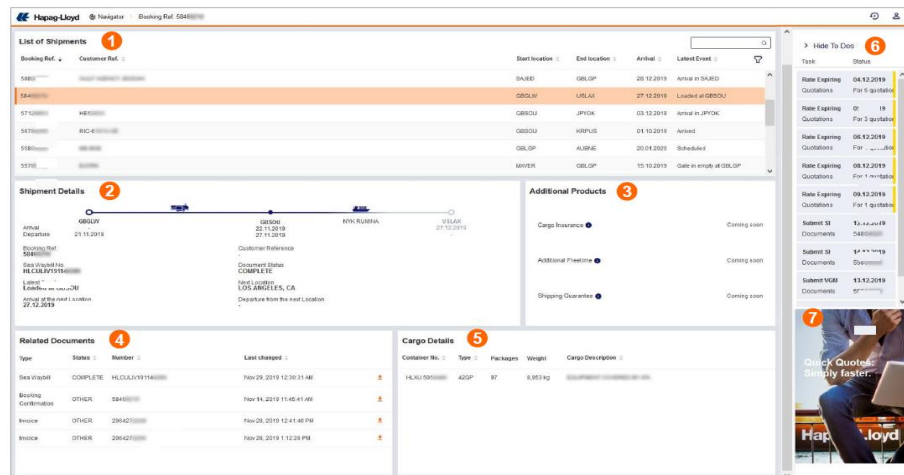


How to download necessary documents (BL draft + invoices) from website

Through our competitive tool (Navigator), You can check and get access for all below details

Functionality overview

- 1 List of all current bookings with additional information
- 2 Real-time information on each shipment
- 3 News about digital products and information on how to use them
- 4 All important documents compiled in one place with links to respective download pages
- 5 Information on containers and cargo items of individual shipments
- 6 Alerts on due dates and other required actions
- 7 An integrated newsfeed for a deeper look into Hapag-Lloyd with interesting stories and the hottest topics in liner shipping



By select shipment from shipment list, you can See and get access to all important documents for this shipment in bottom left section of related documents.

All documents at one place: See related documents for your shipment:

- Quotations (Link to Quick Quote)
- Booking Confirmations (Link to online booking)
- Original Bills of Lading/ Sea Waybills (Link to SWB download)
- Invoices (Link to Invoice download)
- Arrival Notice

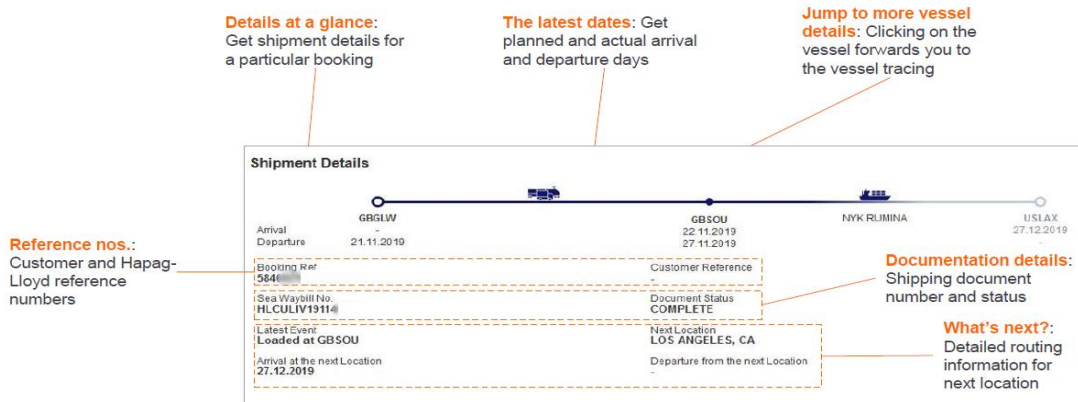
Access document download pages: Easy links to download pages (limited access only*)

Related Documents			
Type	Status	Number	Last changed
Sea Waybill	COMPLETE	HLCULIV19114	Nov 29, 2019 12:30:31 AM
Booking Confirmation	OTHER	5846	Nov 14, 2019 11:45:41 AM
Invoice	OTHER	206427	Nov 28, 2019 12:41:40 PM
Invoice	OTHER	206427	Nov 28, 2019 1:12:28 PM

* For some download features of our Hapag-Lloyd Online Business a separate contract needs to be signed.

How can I trace of my shipments?

Through our competitive tool (Navigator), You can trace your shipment in the middle left section of shipment details.



Details at a glance: Get shipment details for a particular booking

The latest dates: Get planned and actual arrival and departure days

Jump to more vessel details: Clicking on the vessel forwards you to the vessel tracing

Reference nos.: Customer and Hapag-Lloyd reference numbers

Documentation details: Shipping document number and status

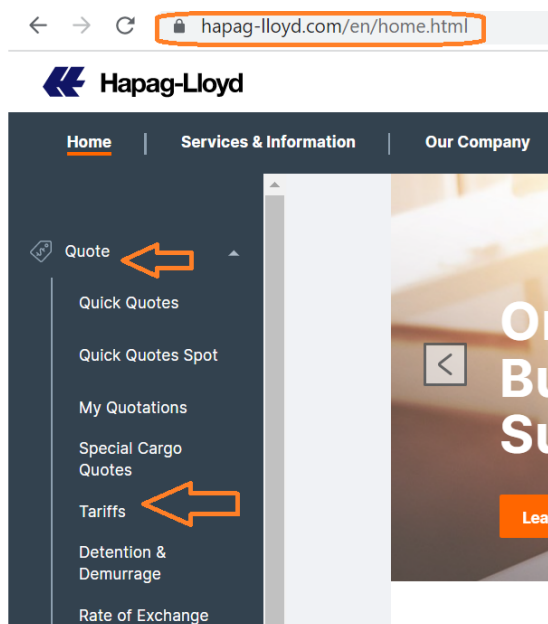
What's next?: Detailed routing information for next location

Shipment Details	
Arrival	GBGLW
Departure	21.11.2019
Booting Ref	5846
Sea Waybill No	HLCULIV1911#
Latest Event	Loaded at GBSOU
Arrival at the next Location	27.12.2019
Customer Reference	
Document Status	COMPLETE
Next Location	LOS ANGELES, CA
Departure from the next Location	

How can I check local charges?

From Our website home page "Quote and then Tariffs" local charges can be reached.

<https://www.hapag-loyd.com/en/online-business/quotation/tariffs/local-charges-service-fees.html>



← → ↻ [hapag-loyd.com/en/home.html](https://www.hapag-loyd.com/en/home.html)

Hapag-Lloyd

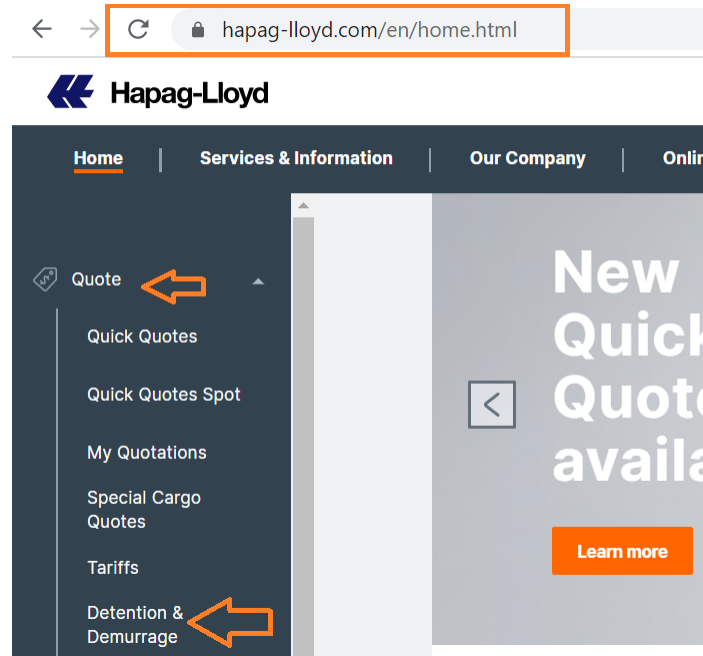
- Home
- Services & Information
- Our Company

- Quote
- Quick Quotes
- Quick Quotes Spot
- My Quotations
- Special Cargo Quotes
- Tariffs
- Detention & Demurrage
- Rate of Exchange

How can I check the standard free time for each port?

From Our website home page “Quote and then Detention & Demurrage“ can be reached

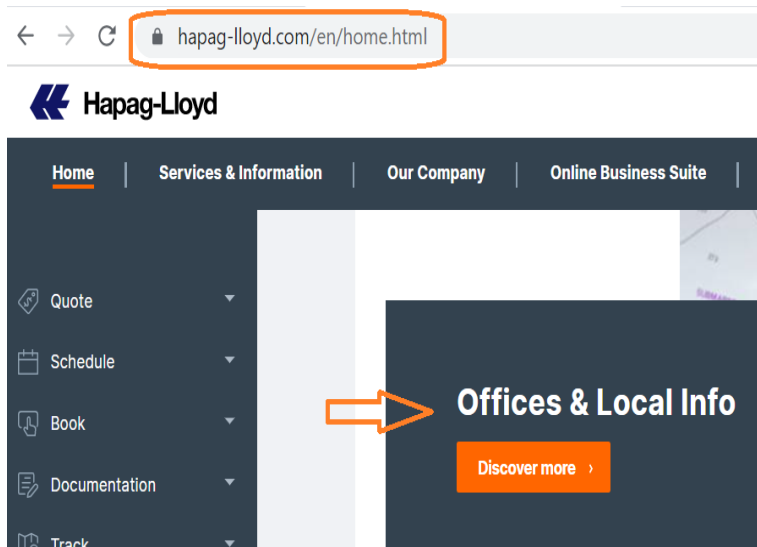
<https://www.hapag-lloyd.com/en/online-business/quotation/detention-demurrage.html>



How can I check contact details for Hapag Lloyd office?

From Our website home page “Offices & Local Info” can be reached.

<https://www.hapag-lloyd.com/en/services-information/offices-localinfo.html>



How can I dispute invoice?

You can submit invoice dispute request directly via e-mail mentioned on invoice as below.

EGYDISPUTES@HLAG.COM

EQUIPM.RELEASE FEE	200,00 EGP	1 CTR	200,00 EGP
TOTAL			200,00 EGP
			=====

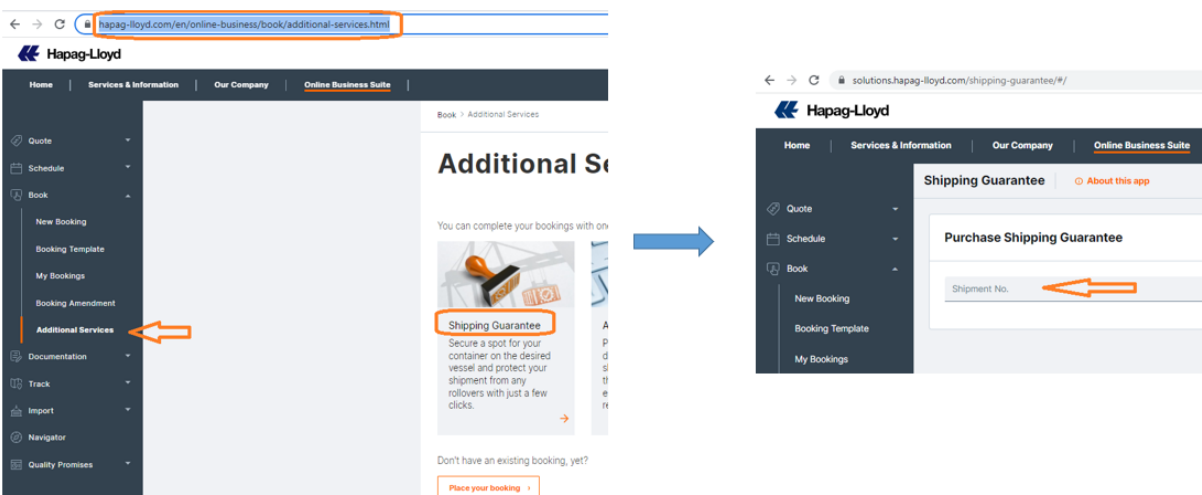
PAYABLE IN 5 DAY(S) AFTER INVOICE DATE.

THIS INVOICE HAS BEEN DEBITED TO YOUR ACCOUNT AS PER INSTRUCTIONS RECEIVED. UNLESS THIS IS QUERIED IN WRITING WITHIN 14 DAYS TO EGYDISPUTES@HLAG.COM THIS INVOICE WILL BE CONSIDERED AS CORRECT AND DULY PAYABLE.

*****LATE BL COLLECTION FEE *****
 Effective May 01, 2020
 - 0.5% of the total invoice amount or minimum USD 50 to be applied for late BL release after 10-14 days from vessel departure
 Effective October 15, 2019
 - 1% of the total invoice amount or minimum USD 100 to be applied for late BL release after 14-20 days from vessel departure
 - 2% of the total invoice amount or minimum USD 200 to be applied for late BL release after 21-27 days from vessel departure
 - 4% of the total invoice amount or minimum USD 400 to be applied for late BL release after 28 days from vessel departure

How can I purchase shipping guarantee & additional free time?

From Our website home page Additional Services can be reached



The image shows a sequence of two screenshots from the Hapag-Lloyd website. The first screenshot shows the 'Additional Services' page with a red arrow pointing to 'Additional Services' in the left-hand navigation menu. A blue arrow points to the second screenshot, which shows the 'Purchase Shipping Guarantee' page with a red arrow pointing to the 'Shipment No.' input field.

Format letters (Telex release letter, subsidiary letter)

In order to release shipment as SWB you have to submit 2 documents

1) POA : Power of attorney توكيل رسمي من الشهر العقارى

2) Telex Release letter as the following format on shipper`s or booking agent head letter signed and stamped.

(TELEX RELEASE REQUEST)

(Pls use the shipper`s letter head with Stamp and Signature)

Date :

To: HAPAG-LLOYD

VESSEL NAME:

B/L NO.:

Shipper:

Consignee / Receiver:

Port of Loading:

Port of Discharge:

We would like to have your kind arrangement to release above cargo to the Consignee

Please release the above shipment to the consignee mentioned in the B/L without presentation of the Original Bill of Lading.

We will pay to Hapag-Lloyd all incurred charges. We also agree that Hapag-Lloyd will be indemnified from all demands, claims, liabilities, actions and expenses, including legal expenses and attorney's fees, which may grow out of or relate to such understanding or may result from any breach of this agreement herein contained.

Accepted by:

Name of the Shipper

In order to issue **subsidiary letter** you have to submit the following documents request on your company head letter signed and stamped.

القاهرة في --/--/----

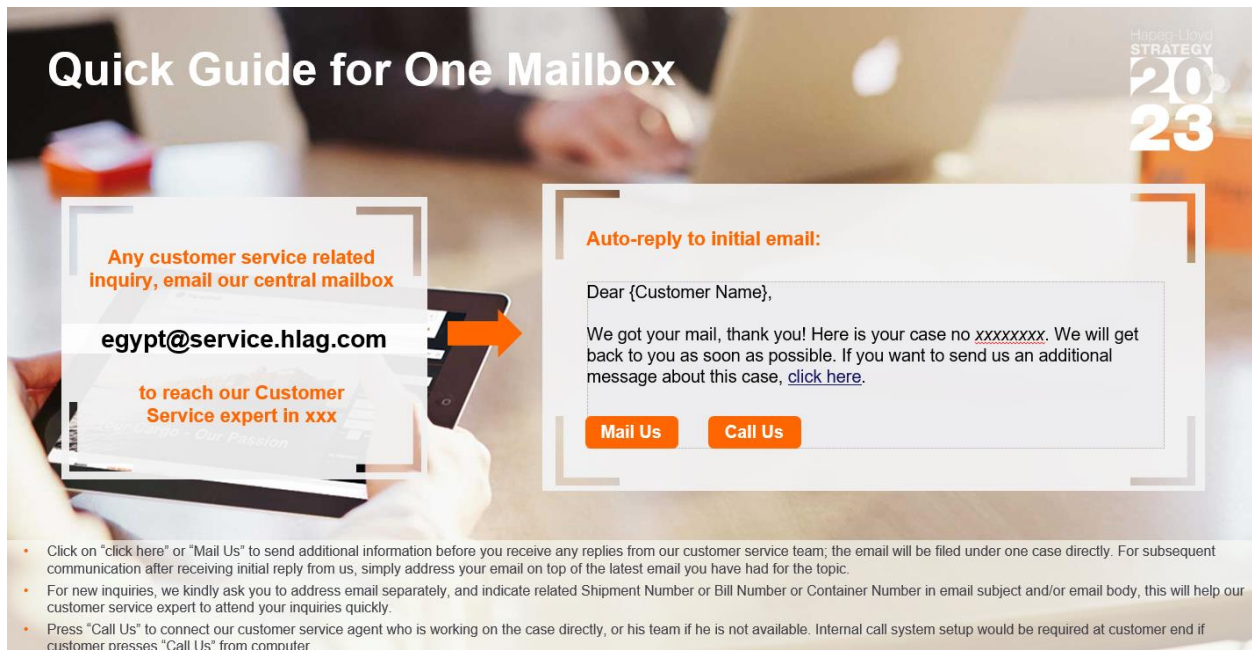
السادة // هاباج لويڊ مصر ،،

بناء علي طلبنا :-----

بخصوص بوليصة الشحن البحري رقم -----:-----
والتي تمت شحنها على الباخرة ----- ورغبة شركتنا في إفادة عن شحن مشمول تلك البوليصة من خلال الخط الملاحي الألماني (هاباج لويڊ) لتقديمها الى صندوق دعم الصادرات
والتي تم حجزها عن طريق وسيط الشحن شركة -----
يرجي العلم أن هذا المستند يخضع لشروط وأحكام البوليصة أعلاه وتم سداد كافة المصاريف عليها.
تم إصدار هذا الخطاب بناء علي رغبة الشركة الطالبة ودون أدني مسؤولية على الخط الملاحي.

الامضاء

How to contact Customer Service Group Mail and Contact Center?



Quick Guide for One Mailbox

Hapag-Lloyd STRATEGY 2023

Any customer service related inquiry, email our central mailbox

egypt@service.hlag.com

to reach our Customer Service expert in xxx

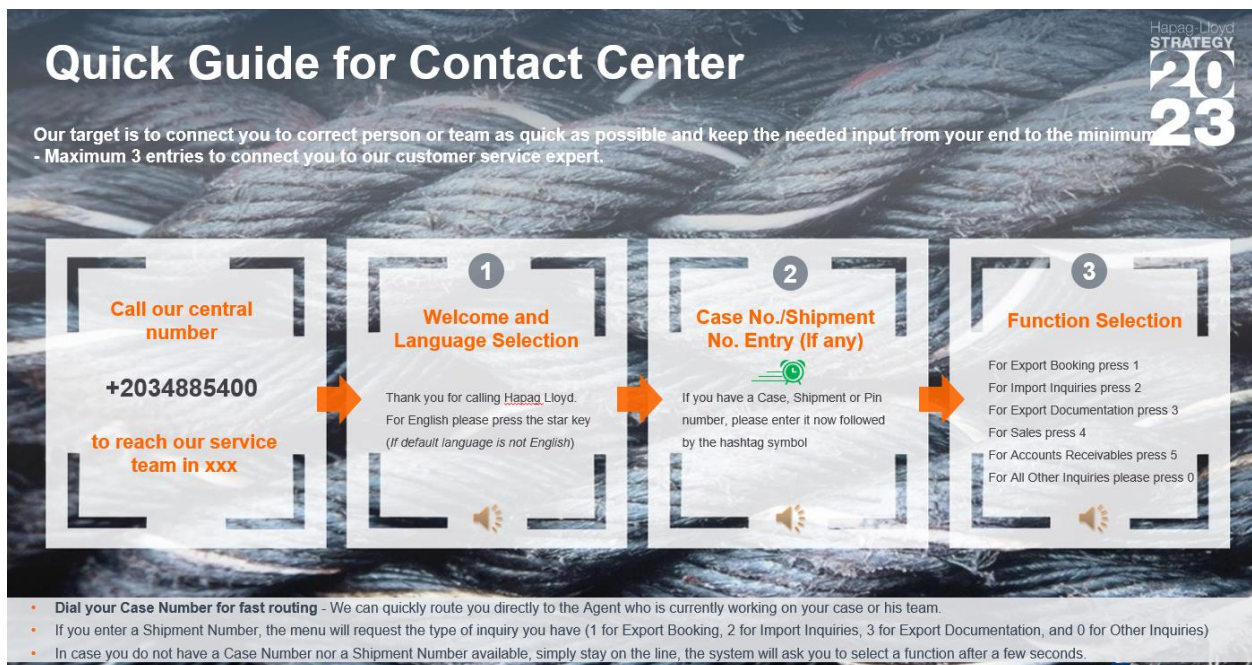
Auto-reply to initial email:

Dear {Customer Name},

We got your mail, thank you! Here is your case no xxxxxxxx. We will get back to you as soon as possible. If you want to send us an additional message about this case, [click here](#).

Mail Us **Call Us**

- Click on "click here" or "Mail Us" to send additional information before you receive any replies from our customer service team; the email will be filed under one case directly. For subsequent communication after receiving initial reply from us, simply address your email on top of the latest email you have had for the topic.
- For new inquiries, we kindly ask you to address email separately, and indicate related Shipment Number or Bill Number or Container Number in email subject and/or email body, this will help our customer service expert to attend your inquiries quickly.
- Press "Call Us" to connect our customer service agent who is working on the case directly, or his team if he is not available. Internal call system setup would be required at customer end if customer presses "Call Us" from computer.



Quick Guide for Contact Center

Hapag-Lloyd STRATEGY 2023

Our target is to connect you to correct person or team as quick as possible and keep the needed input from your end to the minimum - Maximum 3 entries to connect you to our customer service expert.

Call our central number

+2034885400

to reach our service team in xxx

1 Welcome and Language Selection

Thank you for calling Hapag-Lloyd. For English please press the star key (If default language is not English)

2 Case No./Shipment No. Entry (If any)

If you have a Case, Shipment or Pin number, please enter it now followed by the hashtag symbol

3 Function Selection

For Export Booking press 1
For Import Inquiries press 2
For Export Documentation press 3
For Sales press 4
For Accounts Receivables press 5
For All Other Inquiries please press 0

- **Dial your Case Number for fast routing** - We can quickly route you directly to the Agent who is currently working on your case or his team.
- If you enter a Shipment Number, the menu will request the type of inquiry you have (1 for Export Booking, 2 for Import Inquiries, 3 for Export Documentation, and 0 for Other Inquiries)
- In case you do not have a Case Number nor a Shipment Number available, simply stay on the line, the system will ask you to select a function after a few seconds.

How to submit your trucking request?

If you are shipping from Egypt, here's an update on the required details for your carrier haulage trucking requests.

To complete all the transactions of your inland export shipments that will be carried out by us, the following information must be sent to our group e-mail address Egypt@service.hlag.com with the email subject "**CH Trucking request**"

	Trucking request	
1	Shipping Line	
2	Port of Loading / Port of Discharge	
3	Loading location	
4	Container Quantity/ Type/ Size	
5	Genset	
6	Arrival Date & Time	
7	Customer Name	
8	Sub customer	
9	Address	
10.1	Contact Person name	
10.2	Contact Person phone	
11.1	Customs clearance method	
11.2	Broker phone No. "Shehada Clearance only"	

Please keep in mind:

- Inland transportation will be organized in accordance with your submitted information.
- All information submitted to us must be complete and accurate. If any information such as Gross Weight, container type, or other is not correct in the transportation request, the extra costs that will arise from the fact that the vehicle cannot receive the container will be debited to your side.
- Please adhere to the maximum load capacity as per laws and regulations of the Ministry of Transport and Infrastructure of the Republic of Egypt.
- In cases where tonnage overruns evaluated within the framework of the maximum load capacity rules of the Ministry of Transport and Infrastructure of the Republic of Egypt, we will not be able to arrange the inland transportation.

Transport remarks:

1. Stay-over policy for Dry containers:
 - Trucking request should be received before 2 PM to proceed on the same day. Any request received after 2 PM will be ready for inland request on the next day.
 - Free Time for off-Loading at client's premises is 8 hours for A/D ports and 12 hours for DMT port (monitored by GPS and by bill of loading).
 - Additional stay-over details will be provided in due course.

2. Stay-over policy for Reefer containers:
 - Trucking request should be received before 2 PM to proceed on the same day, request that will be send after 2 PM will be ready for inland request in next day.
 - Free Time for off-Loading at clients premises is 10 hours.
 - Additional stay-over details will be provided in due course.

3. According to the road transport regulations, the maximum load weight excluding tare should be as follows:
 - 20' Dry: 25.5 Tons
 - 40' Dry HC: 32.5 Tons
 - Reefer: 35 Tons

Kindly note that carrier will not be responsible for any extra fees related to the customer, such as overweight and any other consequences for overweight loads.

4. Regarding the operational process:

The land transportation requests must be submitted one business day in advance. Please contact us for orders requested to be executed on the same day.

5. Inland related urgent requests:

Please forward the urgent requests to TDEGYPT@HLAG.COM:

 - Where is the truck?
 - When will the truck be at the address?
 - Truck plate information
 - Missing seal
 - Missing documents that should be delivered by the truck driver (if any)