

Hapag-Lloyd Ghana Ltd · Tema

December 17, 2021

Dear Valued Customer,

HAPAG - LLOYD GHAHA: NO DOC NO LOAD - EFFECTIVE MID-JANUARY 2022

Hapag-Lloyd Ghana Limited will be implementing a "No doc - no load" policy effective **mid-January 2022** to ensure that all necessary export documentation is prepared and available to comply with customs regulations at transshipment ports and final destination.

Thinking about your cargo planning, and to assist you in preparing all the necessary information, we have outlined below the mandatory data required prior to the documentation cut-off. Please note that if any of these items is not updated in the shipping instructions, the cargo will regretfully not be loaded.

- Shipping instruction to be submitted in line with the documentation cut-off
- Shipper details with contact number and email address
- Consignee details with contact number and email address
- Port of loading
- Port of discharge
- Vessel name
- Container number
- Seal number
- Number and kind of packages
- Description of goods

If you are not sure of your documentation cut-off times, please check your booking confirmation or logon to <https://solutions.hapag-lloyd.com/navigator/#/dashboard>.

Please note that if your booking is rolled or cancelled due to missing the above information, all related costs will be invoiced to the shipper/booking party.

If you should require additional information, please contact our customer service team through below who will guide you based on your individual situation.

Telephone number: (+ 233) 544315498

Email: RMEWAFEXPORT@hlag.com

Thank you.

Management.
Hapag-Lloyd Ghana Ltd.