

■ Exports from India – New Booking & Export Documentation Procedure

April 19, 2010

Dear Customer,

We would like to inform you that with effect from May 1, 2010, Hapag-Lloyd India will take over Booking and Export Documentation from its agents German Express Shipping Agency.

To ensure best transition we would like to introduce the new Booking and Export Documentation process.

■ **Booking**

Please continue to send your complete booking request through INTTRA. Once complete information received, our Customer Service desk will send the Booking Confirmation within 2 working hours on weekdays (except for hazardous cargo bookings). Booking confirmation for hazardous (dangerous) cargo as per IMDG code will be sent to you once all necessary approvals are received.

For AMS/ACI shipments, please ensure to advise in the Booking Remarks if you are an automated or non-automated filer. In case automated, please ensure to update "SCAC" code and for non-automated, please mention required House B/L numbers in the remark column.

Both Master and House B/L numbers will be mentioned on the Booking Confirmation.

We have set up dedicated Customer Service Teams to answer all your queries. You can reach us under following Toll Free number:

Please dial our Toll Free number – 1800 209 21 21, thereafter please press -

- # 1 For Central India Bookings - (Locations – Mumbai, Ahmedabad, Kandla, Mundra, Pipavav, Vadodara, Nagpur, Pune, Goa, Indore, Hyderabad, Calcutta)
- # 2 For North India Bookings - (Locations – Delhi, Moradabad, Jaipur, Jodhpur, Ludhiana, Kanpur)
- # 3 For South India Bookings - (Locations – Chennai, Tuticorin, Cochin, Bangalore, Mangalore, Tirupur, Coimbatore, Vishakapatnam)

You can also relay your booking related queries to our Customer Service Booking Desk email address:

Central India Bookings - csbmum@hlag.com
North India Bookings - csbdel@hlag.com
South India Bookings - csbmaa@hlag.com

In case of necessary amendments, please direct the same to the respective Booking Desk E-Mail addresses prior sending the Shipping Instructions.

The location of empty container pick-up will be stated on the Booking Confirmation. The agent's seal & Form 13 can be obtained either from the respective Container Yard or the Port Operations/ICD offices.

Please use the following link for the list of our Sales, Port Operations and ICD Offices.

http://www.hapag-lloyd.com/en/offices/middle_east_india.html

The Shipping Bills/Container Load Plan are to be handed over at the respective Port Operations / ICD offices.

▪ **Export Documentation**

Please forward your Shipping Instructions through INTTRA or as an attachment to our Documentation Centre E-Mail Box doc.in@csd.hlag.com

Shipping Instructions (SI) have to include following details:

- Terms of Shipment
- Original or Seaway B/L required
- Shipped On Board or Received For Shipment B/L required
- For AMS shipments – please mentioned the MBL & HBL number mentioned on Booking confirmation
- For non-automated customers, ACD/HBL information to be forward as an attachment (word or excel format)

Our Documentation Centre will forward the draft B/L copy via email to your attention within 24 hours after SI submission.

Along with B/L Draft, you will also receive an Invoice copy.

For any corrections or changes, please send the amendment request to the same E-Mail Box (doc.in@csd.hlag.com). We will resend the amended Draft B/L copy to your attention within 4 hours after receipt of your email.

You can relay documentation related queries to our Customer Service Documentation Desk email address:

Central India Documentation - mumcsd@hlag.com
North India Documentation - delcsd@hlag.com
South India Documentation - maacsd@hlag.com

You can also reach us under the following Toll Free number: 1800 209 21 21.

- # 4 For Central India Bookings - (Locations – Mumbai, Ahmedabad, Kandla, Mundra, Pipavav, Vadodara, Nagpur, Pune, Goa, Indore, Hyderabad, Calcutta)**
- # 5 For North India Bookings - (Locations – Delhi, Moradabad, Jaipur, Jodhpur, Ludhiana, Kanpur)**
- # 6 For South India Bookings - (Locations – Chennai, Tuticorin, Cochin, Bangalore, Mangalore, Tirupur, Coimbatore, Vishakapatnam)**

For information on local tariffs, please visit our website www.hlag.com

For tracking & tracing information, please either visit our website or send an instant message to getinfo@hlag.com – In the subject line of the e-mail fill in 'Tracing:' followed by up to 3 container numbers separated by a semicolon (;). Example:
Tracing:HLXU1234567;HLCU1234566;HLCU1234555

Upon completion, you will receive one e-mail per container. It will contain the respective tracing information.

Please be assured that we will do our utmost best to fulfill your requirements and also appreciate your valued support.

For further information, please contact your local Hapag-Lloyd sales representative.

Kind regards,

Hapag-Lloyd India Pvt. Ltd.