

■ Implementation of Advanced Delivery Order – Imports to India

April 19, 2010

Dear Customer,

We would like to inform you that with effect from May 1, 2010, Hapag-Lloyd India will introduce an Advanced Delivery Order process for your Import Shipments. We expect this initiative to expedite the release of Import Delivery Order/s at the Import Counter.

To ensure smooth functioning of this process we would request you to:

- a) Send all Advanced Delivery Order processing requests 24 hours prior to actual collection of Delivery Order from our counter.
- b) Send an email with the completed Advanced Delivery Order Process Form to following email address:
 - For Central India - bomimp@hlag.com (Locations – Mumbai, Ahmedabad, Vadodara, Nagpur, Pune, Goa, Indore, Hyderabad)
 - For Mundra - munimp@hlag.com (Locations – Munda, Kandla, Pipavav)
 - For Kolkatta - ccuimp@hlag.com (Locations – Kolkatta, Haldia, Nepal)
 - For North India - delimp@hlag.com (Locations – Delhi, Moradabad, Jaipur, Jodhpur, Ludhiana, Kanpur)
 - For South India - maaimp@hlag.com (Locations – Chennai, Tuticorin, Cochin, Bangalore, Mangalore, Tirupur, Coimbatore and Vishakapatnam)

Note:

1. For ICD Locations:

Please ensure to send your Delivery Order request only once your container is gated in at respective ICD.

2. Duplicate Requests:

Please refrain from sending multiple requests for a single B/L. This will help control traffic, maintain accuracy and most importantly reduce the processing time for processing requests.

3. Amendments:

Please ensure to re-confirm your requests prior sending any invoice or freetime extension amendments to us for processing. Any change will be subject to amendment charges per change.

4. Reminders:

Send reminders incase if you do not receive any communication from our office 24 hours after you sending the initial request.

5. Processing Days and Times:

- Requests received after 4 pm on Friday will be processed on the following working day.
- Requests received on Saturday, Sunday and public holidays will also be processed within 24 hours from the following working day.

6. Invoices:

- Delivery Orders will be issued against the invoices send to you. Please ensure to bring all relevant invoices at the time of collection of Delivery Orders.
- Delivery Orders will not be issued in the absence of invoices.

7. Extension / Re-validation:

Please forward your Extension/Re-validation request to the above mentioned email ids (as per your location) with the following details:

- Please mention the SUBJECT line as "Re-validation Delivery Order" for easy recognition among various mails
- Please mention the **Shipment Number** or **Container Number** on the subject line.
- Please ensure to mention the exact date up to which you need the Detention charges. Once invoice raised, the same would not be reversed/cancelled again.
- Your mail will be actioned within the 24 working hours on receipt of your message on all working days, to enable you arrange for the Demand Draft basis our extension invoice. In order to take delivery order the same day please ensure to send your mail request before 1 pm.
- Will be subject to Re-validation Charges as per tariff.

For information on IGM/Item Number and local tariff, 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.

For any further clarification on invoices received, please raise your queries to the following mailboxes:

- For Central India - mumquery@hlag.com
- For Mundra - munquery@hlag.com
- For Kolkatta - ccuquery@hlag.com
- For North India - delquery@hlag.com
- For South India - maaquery@hlag.com

You may also call us on our **Toll Free Number – 1800-209-2121** & press **option 8** and
5 for Central India including Mundra and Kolkotta
6 for North India
7 for South India

We appreciate your valued support.

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

Kind regards,

Hapag-Lloyd India Pvt. Ltd.