

My Bookings

Welcome to Hapag Lloyd's [My Bookings](#) solution.

My Bookings is a digital tool that allows customers to efficiently track and manage their shipments. It provides real-time updates on booking statuses (confirmed, cancelled, under review, etc.), supports searches using commercial references like quotations or contracts, and gives access to detailed booking information, including container details.

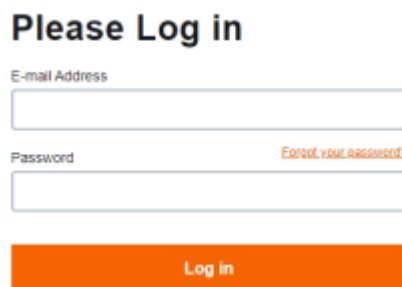
Customers can also review three types of items within **My Bookings**:

- **Requests** – The full list of submitted shipment bookings
- **Drafts** – Bookings that were started but not completed or submitted
- **Templates** – Bookings saved as templates for quick reuse later

This guide will help you get started with our tool.

1. Log In and Start Navigating

- Access **My Bookings** directly from the web by going to the **Book** menu and selecting the **My Bookings** section.
- Enter your **Hapag-Lloyd credentials** to access the system.



Please Log in

E-mail Address

Password [Forgot your password?](#)

Log in

2. Review Your Bookings List

- Browse through your bookings. Use filters to narrow down the list by **Start/End Location, Date Range, or Booking Status**.
- Status:
 - **Submitted**: Booking was created and sent to the system for review.
 - **Under Review**: Booking is being reviewed by our Customer Service team.
 - **Confirmed**: Booking has been confirmed.
 - **Cancelled**: Booking has been cancelled.

The screenshot shows the top section of a booking management interface. At the top, there's a 'Booking' header with a 'Read more' link and a 'Switch to the classic My Bookings' option. Below this are tabs for 'Requests', 'Drafts', and 'Templates'. A search bar is present with a dropdown for 'Booking No.' and a text input with the placeholder 'e.g. 12345678'. Below the search bar are filters for 'Start Location' and 'End Location' (both with location pin icons and dropdowns), and a 'Voyage Date Range' dropdown set to 'All'. A 'Status' filter shows buttons for 'Submitted', 'Under review', 'Confirmed', and 'Cancelled'. There are 'Clear All' and 'Apply Filters' buttons. Below the filters is a '+ New Booking' button. At the bottom, a table header is visible with columns: Booking No., Status, Quotation / Contract No., Your Reference No., Requested at (UTC), Start Location, ETD, End Location, ETA, Main Vessel, Voyage Number, Transit Time, Container Type, and Sp.

3. Use filters to search for a specific booking

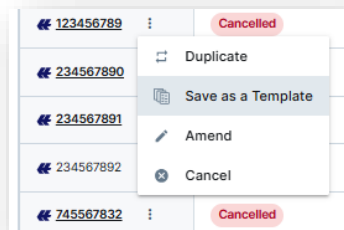
- **Booking Number:**
 - Start typing a booking number; after the first 4 digits, matching results from your list will appear.
 - You can also paste the full booking number to view its details.
 - The latest 10 searched booking numbers are saved and accessible from the dropdown menu.
- **Quotation / Contract Number:**
 - Enter your quotation or contract number to find all related bookings. A list of matching bookings will be displayed.
- **Your Reference Number:**
 - Type your reference number; after the first 4 characters, matching results will show.
 - Note: If your reference contains capital letters, make sure to enter them exactly as they appear.

This screenshot shows a close-up of the search bar area. A dropdown menu is open, showing three options: 'Booking No.' (highlighted in orange), 'Quotation / Contract No.', and 'Your Reference No.'. The search bar itself has a 'New Booking' button on the left, a dropdown for 'Booking No.' with an upward arrow, a text input with the placeholder 'e.g. 12345678', and a search icon. Below the search bar, there are fields for 'End Location' and 'City or Location Code' with a location pin icon and a dropdown arrow.

4. Check Available Actions on Your Bookings

- Click the three dots (:) next to the booking number in the list to see available options. These actions are only available for bookings made via the new Web Booking channel.
- Options include:
 - **Duplicate:** Copies the booking information to create a new booking. You will be redirected to the booking creation page.
 - **Saved as a Template:** Saves the booking as a template that you can reuse for future bookings.

- **Amend:** Opens the Booking Amendment screen with the update request selected.
- **Cancel:** Opens the Booking Amendment screen with the cancel request selected.



5. Drafts – Continue Where You Left Off

- Bookings that were started but not completed or submitted are automatically saved as Drafts after to complete request routing step.
- You can access them anytime from the Drafts tab in My Bookings.
- Click on a draft to resume and complete the booking process.
- Drafts are stored for 90 days; however, we recommend completing them as soon as possible.

Booking Read more		Switch to the classic My Bookings					
Requests	Drafts	Templates	Name, description or Quotation / Contract No. <input type="text"/>				
Start Location <input type="text"/>		End Location <input type="text"/>		Clear All Apply Filters			
Name	Last Update	Quotation / Contract No.	Start Location	End Location	Container Type	Special Cargo	
Draft 2025-07-10 01:53 Resume	2025-07-10 01:54	W250700006862	SINGAPORE (SGSIN)	JEBEL ALI (JAEJA)	22GP	DG	
Draft 2025-07-10 00:13 Resume	2025-07-10 00:14	W250600015702	HAMBURG (DEHAM)	SINGAPORE (SGSIN)	22RT	RT	

6. Templates – Save Time with Reusable Bookings

- You can save a booking as a Template by clicking the three dots (:) next to the booking and selecting Create Template or directly before submitting a new booking.
- Templates allow you to reuse the same booking structure without entering all the information again.
- Access your saved templates in the Templates tab within My Bookings.
- From there, you can select a template and use it to create a new booking in just a few clicks.

Note: Templates are only available for bookings created via the New Web Booking. Templates from the classic application are not compatible with the new system.

Booking Read more		Switch to the classic My Bookings					
Requests	Drafts	Templates	Name, description or Quotation / Contract No. <input type="text"/>				
Start Location <input type="text"/>		End Location <input type="text"/>		Created By <input type="text"/> Apply Filters Clear All			
Name	Description	Created At	Quotation / Contract No.	Start Location	End Location	Container Type	Special Cargo

7. Booking Details

- After clicking on a specific booking from the list or search menu, you will be redirected to view its details:
 - **Status** will be shown in the top next to the booking number
 - **Details** about the routing as Port of Loading/Discharge, transit time, vessel details, etc.
 - **Booking Details:**
 - When was requested and information about quotation/contract
 - Container and Cargo details
 - Optional Information
- You can easily manage your bookings with My Bookings. Simply click on the relevant booking, and you will have the option *to amend or cancel it, duplicate it to create a new booking* with similar details, or save it as a *template* for future use.

Booking

Read more

Switch to the classic My Bookings

Back to List

10013851

Confirmed

Your booking request is confirmed. You can manage this booking in Navigator app.

Open in Navigator

Booking No. 10013851	2025-07-22	24 days	2025-08-16	2025-08-16	Commodity
Your Reference	Terminal / Ramp (PoL) CALLAO, PECLL		PoD ROTTERDAM, NLRTM	Terminal / Ramp ANTWERP, BEANR	Containers 1 x 40HQ
SWX CARTAGENA EXPRESS QBE2523N					

Booking Details

Requested at
2025-07-14 13:05

Quotation / Contract No.
W250700009335

Quotation Validity Period
2025-07-14 - 2025-10-12

Container and Cargo Details

1 x 40' REEFER CONTAINER

Container 1

Optional Booking Information

Reference number

Your customer's reference number

Amend Booking

Save as a Template

Cancel Booking

Duplicate

Frequently Asked Questions (FAQ)

1. What is “My Bookings”?

My Bookings is a digital tool that lets you track and manage your shipments in real time. You can check booking status, view container details, search using commercial references, access drafts of incomplete bookings, and create templates to reuse for future bookings.

2. How can I access My Bookings?

You can access *My Bookings* through the **Book** menu in our Online Business Suite.

3. What information can I find in My Bookings?

You can view the status of your bookings (confirmed, cancelled, under review, etc.), search using quotations or contracts, and check container details and other relevant booking information.

4. What new features are available in My Bookings?

In addition to managing bookings, you now have access to:

- a. **Drafts:** Bookings that were started but not completed.
- b. **Templates:** Saved booking structures that can be reused to speed up future submissions.

5. How can I create a template?

You can create a template in two ways:

- a. Before submitting a new booking
- b. From an existing booking by clicking the three dots (:) and selecting **Create Template**

*Templates are only available for bookings created via the **New Web Booking**.

6. Can I reuse a draft or template for multiple bookings?

- a. **Drafts** are meant to resume and submit one specific booking.
- b. **Templates** can be reused multiple times to create new bookings with similar data.

7. Why don't I see options like “Amend” or “Create Template” for some bookings?

These features are only available for bookings created via the New Web Booking. Bookings made in the Classic system do not support these actions.

8. How often is My Bookings updated?

My Bookings provides real-time updates, ensuring that the information you see is always up to date.

9. Can I use templates created in the Classic Web Booking system in My Bookings?

No, templates created in the Classic Web Booking system are not compatible with *My Bookings*. If you want to use templates in the new system, you will need to recreate them within *My Bookings*.

10. How can I provide feedback?

We value your input! You can use the Feedback button on the *My Bookings* page to report issues, suggest improvements, or share your experience.