

Important update: Removal of freight details from Arrival Notices

Dear Customer,

We are writing to inform you of an important update to our invoicing and shipment notification process. Starting **January 1, 2025**, freight details will no longer appear on arrival notices to safeguard your confidential rate information. Instead, please refer to the invoice which reflects the **total charges due for your import shipment(s)**, also reducing payment errors and delays in release.

Over the past several months, we have been sending invoices prior to the arrival notices and will continue this practice. This approach ensures you receive the invoice(s) prior to the arrival notice, enabling timely payments on your end and facilitating efficient processing on ours.

For your convenience, invoices can also be accessed through the following platforms:

- **Hapag-Lloyd's website:** The finance section of our website provides a centralized location for all your invoices.
- **ODeX's online dashboard:** Offers complete visibility of your invoices and additional tools for efficient management. Additionally, ODeX's delegation features are now fully rolled out, offering enhanced flexibility for customers managing multiple accounts. These features allow customers to share invoices - either all or specific types - with their nominated parties. The options include:
 - **Single delegation:** A customer (CN/BCO) can appoint an agent to manage a single shipment.
 - **Blanket delegation:** A customer (CN/BCO) can provide an agent with a one-time delegation instruction, valid for a specific period.
 - **Reverse delegation:** An Agent can request the customer (CN/BCO) to delegate specific shipments to them.

To help you prepare well ahead of January 1, 2025, ODeX is offering *online training sessions* to guide you through the delegation process. You can register for these sessions [here](#). For additional help with the dashboard, the ODeX team is best equipped to assist. Please visit their [website](#) or contact them directly at us.support@odexglobal.com.

We are confident that these initiatives will streamline your operations and enhance your experience with Hapag-Lloyd. Thank you for your continued partnership.

Best Regards,

Hapag-Lloyd (America) LLC.