

Important update: Region North America Dangerous Goods approval process

Dear Customer,

To improve the approval process for hazardous cargo (dangerous goods, or DG) and provide faster DG approvals with your Booking Confirmation, we kindly request your cooperation in submitting complete DG details with your initial booking request. This will help us better serve your needs and ensure the safe transport of DG containers.

For efficient processing, please follow these steps:

1. Submit Full DG details with initial booking request

While supporting documents can follow separately (as per the current process), the following details must be provided upfront:

- UN number, class, packing group, proper shipping name, packaging type, piece count, weight, and emergency contact number.
- If applicable: technical name, flashpoint, limited quantity, marine pollutant status, or any additional information required by IMDG or 49CFR regulations.

2. If DG details are not available, indicate this in your booking request by noting: *"DG details will be provided by (insert date) following the commodity description*. This note will allow us to provide a Booking Confirmation while awaiting your full DG details to begin the validation process.

Important notes for timely approvals:

- **Submit preliminary DG details early:** Early submission helps address discrepancies and requests for additional information, avoiding potential delays.
- **Compliance deadline:** Starting January 20th, 2025, incomplete bookings will result in delays as our team will need to follow up for clarification before proceeding.
 - If no response is received within 48 hours of our inquiry, we will assume the booking is no longer valid, and you will receive a cancellation notice.

We appreciate your cooperation and understanding as we implement these enhancements.

Thank you for your cooperation and understanding.

Best Regards,

Hapag-Lloyd (America) LLC