

## Here is an important update regarding our Export Documentation and Import Delivery Order processes in Canada.

In our continuous effort to improve our services, we are pleased to announce a change that will simplify our email communication and enhance your experience.

Mark your calendars - starting from **November 27, 2023**, we are streamlining our email contacts as outlined in the table below. Until the specified date, our new mailbox won't be monitored. Please continue to use our existing communication channels for now.

	Current Channel	Request Types	New Channel
Export Documentation	GCCCANDOC@hlag.com	For draft requests, status of amendments, other documentation related communication	Canada.support@service.hlag.com
	DOC.CA@csd.hlag.com	Manual Shipping Instruction submission	Online solution
Import Delivery Order	cdneastdo@hlag.com	Import Carrier Haulage shipments / delivery instructions submissions	Online solution

Our phone number and main e-mail addresses for our Customer Service teams remain unchanged as follows:

- Telephone number +877 893 4421 case number and/ or shipment number required for routing to your team.
- E-mail address [Canada@service.hlag.com](mailto:Canada@service.hlag.com) case number and/ or shipment/ bill of lading number required in the subject line for proper routing.

Starting on **January 1, 2024**, we will transition to a fully digital platform and discontinue the acceptance of manual Shipping Instructions. Instead, you will use our Online Solutions, the same platform you currently use for draft corrections and approvals. This will be your single source for all your shipping needs.

This change is designed to enhance the efficiency and user-friendliness of your interactions with our services. We understand that adapting to these changes may require some time, and we want to reassure you that our customer service team is available to assist with any questions or concerns.

Regards,

Hapag-Lloyd (Canada) LLC