

Shipping from China? Here's a charge update on our Hapag-Lloyd LIVE container for export reefer shipments.

We would like to inform you that with effect from November 1, 2022, Hapag-Lloyd is introducing new value-added services of Hapag-Lloyd LIVE and Hapag-Lloyd LIVE PLUS, with associated Reefer Remote Monitoring Fee (RRM), for export bookings from Mainland China. The quantum of RRM is listed as the following:

Service	Charge Code	Charge Amount	Application
Hapag-Lloyd LIVE	RRM	USD 50	Per Container
Hapag-Lloyd LIVE PLUS	RRM	USD 80	Per Container

Here's a quick overview on the Hapag-Lloyd LIVE container application procedure. We require that all booking requests are submitted with the below information:

1. New e-booking request

- Booking remarks to indicate "HL LIVE" or "HL LIVE PLUS" while placing e-booking online.

2. Existing bookings

- Before picking up empty equipment, please send an email to China@service.hlag.com containing the following details.

Email Subject:

- HL LIVE application + SO number or B/L number
- HL LIVE PLUS application + SO number or B/L number

Email Content:

- B/L Number
- Shipment Number
- Container Type/No of equipment
- Positioning date (Estimated time for pick up empty)

To know more about Hapag-Lloyd LIVE, please visit our [website](#). Enjoy planning security for your reefer shipment and track your container [here!](#)

If you should require additional information, please reach out to our customer service team at China@service.hlag.com. Our Customer Service Team will provide further guidance.