

## QQ Spot cancellation: Step by Step Guide

Customer's Guidance



# Hapag-Lloyd

# How to use QQ SPOT on line cancelling 如何使用QQ SPOT在线退舱功能

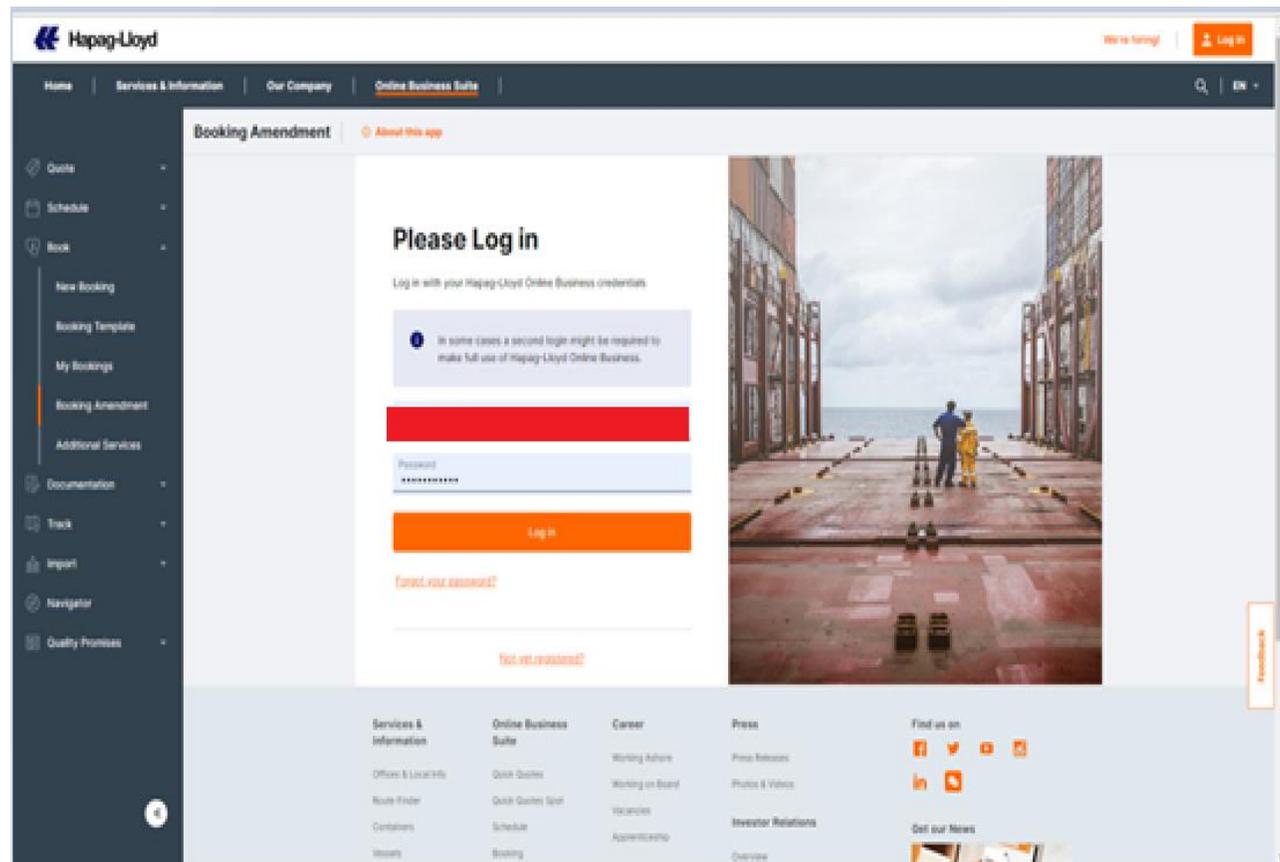
## ① Access HL website 登录HL官网

Log into Hapag-Lloyd website with your user id.

使用验证过的账号登录赫伯罗特官网。

## ② Use Online Business Suite 使用在线业务功能

How to cancel Online  
如何前往在线取消



# How to cancel Online 如何在线取消

## 路径一

Through the official website “Online Business Suite” 通过官网“Online Business Suite（一站式线上服务）”， Under the "booking" menu in the left navigation bar, click 在左侧导航栏里的“订舱”菜单下，点击 “Booking Amendment” to cancel booking online. “Booking Amendment”进行线上取消的操作。 操作步骤如下：

1. Insert Shipment Number & Indicate “I want to Cancel a Booking” 在顶部输入正确booking号，点击“我要取消预定”按钮。
2. Select Reason Code for cancellation 从下拉列表中选择取消原因。原因需要符合事实，否则将会被拒。
3. Insert other request 按页面指示输入取消请求的其他详细信息。
4. Check your email address 检查个人资料里预先填写的电子邮件地址，以接收订单的确认和状态。
5. Receive case number 完成表单填写后，您将在页面上收到通知。可以通过点击“将编号复制到剪贴板”复制订单编号

The screenshot shows the 'Booking Amendment' form in the Online Business Suite. Key elements include: a top navigation bar with 'Online Business Suite' highlighted; a left sidebar with 'Book' and 'Booking Amendment' highlighted; a main form area with a 'Continue' button next to a text input field containing '68'; a radio button selection for 'What is your request?' with 'I want to cancel booking' selected; a dropdown menu for 'Select the reason of cancellation' with a list of reasons; a 'Contact email' field; and a 'Submit cancellation' button at the bottom right.

**Thank you!**

Your update request has been successfully submitted.  
A separate confirmation will be send to you shortly.

Case number: 37042501

Copy number to clipboard

# How to cancel Online 如何在线取消

## 路径二

QQS Cancellation via Navigator

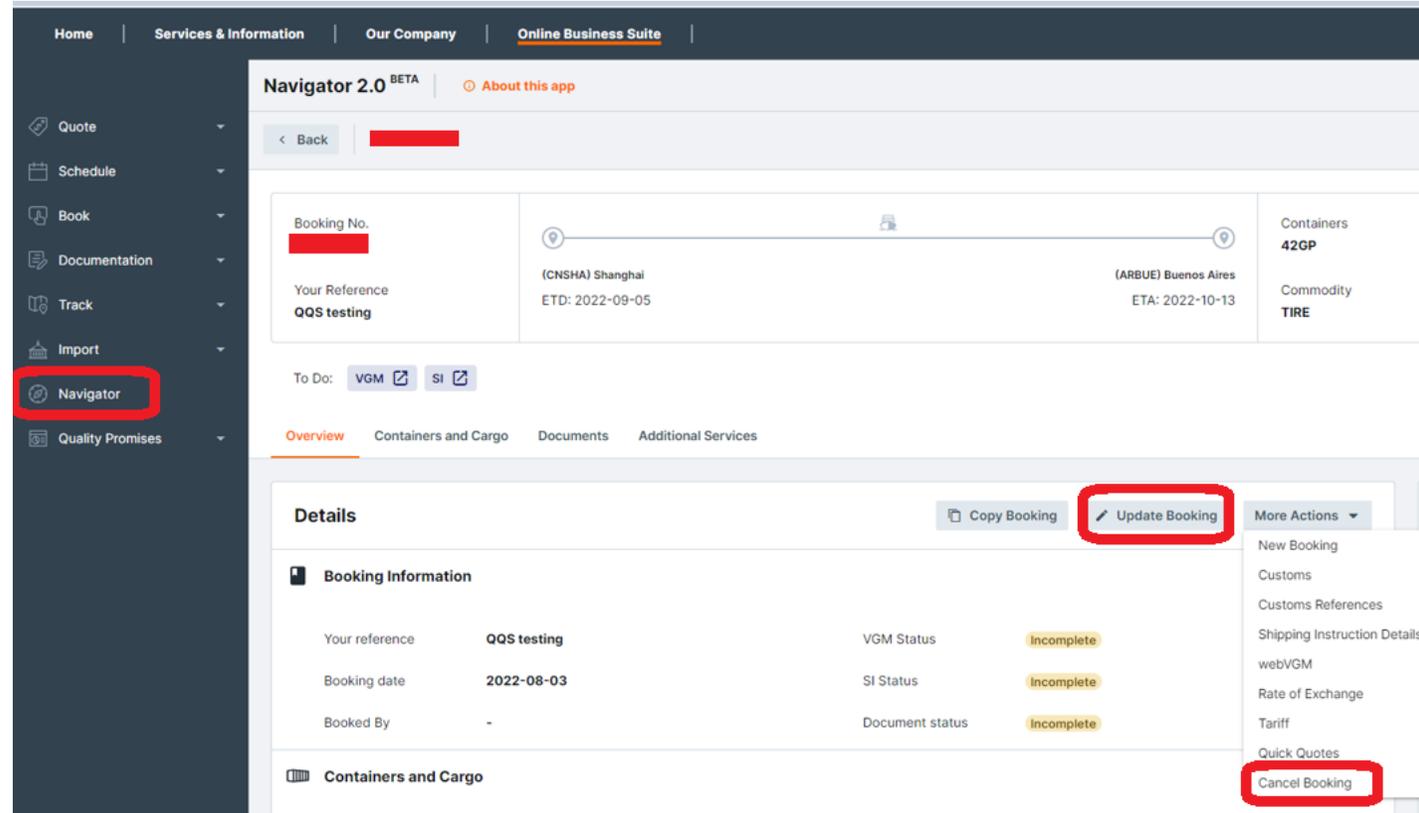
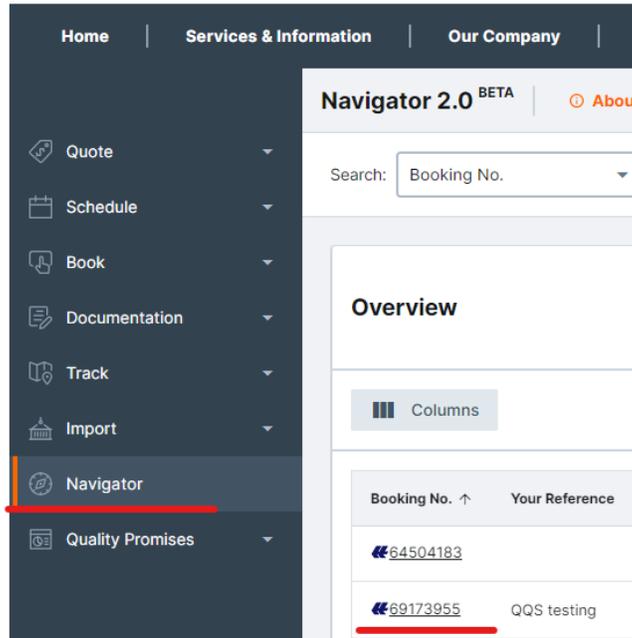
Log into Hapag-Lloyd Navigator > Select Shipment Number > Update Booking or More Actions > Select Cancel Booking > Select Reason Code for cancellation > Submit

过Navigator 导航仪进行操作。

点击需要取消的订舱号。

点击“更新订舱”或是“更多操作”里的“取消订舱”。

进入操作界面，流程如路径一中的操作。



**Thank you**  
for your attention!

