

Shipping Instructions online tool



Your guide to navigating the Customs Section in the Shipping Instructions online tool

We understand that navigating the customs process can be complex, but we're here to make it easier for you. This guide is designed to provide you with clear instructions on how to complete the customs section of the Shipping Instructions process, ensuring that your shipments comply with all necessary regulations, are processed smoothly, and avoid delays.

Our Purpose:

Our goal is to help you efficiently handle the customs requirements of your shipments. By using this system, you'll be able to:

- **Streamline Customs Documentation:** Easily provide the necessary information for customs clearance.
- **Avoid Delays and Penalties:** Ensure all required information is submitted correctly to prevent shipment holdups or fines.
- **Stay Compliant:** Follow the correct procedures to ensure your goods meet the legal requirements of customs authorities.

How to Use the Customs Section of the Shipping Instructions online:

In the following pages, we will walk you through the simple steps involved in filling out the customs portion of the Shipping Instructions online solution. Screenshots will guide you through each stage, and you'll find tips for avoiding common mistakes.

We've made sure the process is user-friendly, and we're here to assist you every step of the way. Let's get started!

If you have any questions, don't hesitate to contact your local with Hapag-Lloyd Customer Service Center.

Country- Specific / Customs Requirements

- **Selecting Your Customs Requirements:** To ensure smooth processing of your shipments, please refer to the “Country- Specific & Customs Requirements” section, which is tailored to different customs scenarios. Select the option that best fits your shipment’s situation.
- **Identify Your Shipment’s Requirements:** Depending on the nature of your shipment, you may need to choose specific customs options. For example, if your shipment is subject to ICS2 (Import Control System 2) requirements, ensure that you select the corresponding option.
- **Input Mandatory Information:** After selecting your options, the system will prompt you to enter the required details for your scenario.

By following these steps, the system will guide you through the process of submitting the necessary customs data, ensuring compliance and smooth clearance of your shipment.

Here’s how you can proceed:

BCO Scenario	<input checked="" type="radio"/> I am the cargo owner <input checked="" type="radio"/> Provide seller and buyer data to Hapag-Lloyd <input type="radio"/> File seller and buyer data through self filing / supplementary declarant <input type="radio"/> I am a self filer / filing by supplementary declarant <input type="radio"/> Ask Hapag-Lloyd to file my house bills	Customer must provide us buyer and seller data
	<input checked="" type="radio"/> I am the cargo owner <input type="radio"/> Provide seller and buyer data to Hapag-Lloyd <input checked="" type="radio"/> File seller and buyer data through self filing / supplementary declarant <input type="radio"/> I am a self filer / filing by supplementary declarant <input type="radio"/> Ask Hapag-Lloyd to file my house bills	Customer must provide supplementary declarant of buyer and seller data
NVO Scenario	<input type="radio"/> I am the cargo owner <input checked="" type="radio"/> I am a self filer / filing by supplementary declarant <input type="radio"/> Ask Hapag-Lloyd to file my house bills	Filing of House B/L and Buyer/Seller data not done by Hapag-Lloyd. What we require is the EORI of the self filer
	<input type="radio"/> I am the cargo owner <input type="radio"/> I am a self filer / filing by supplementary declarant <input checked="" type="radio"/> Ask Hapag-Lloyd to file my house bills <input checked="" type="radio"/> Provide seller and buyer data to Hapag-Lloyd <input type="radio"/> File seller and buyer data through self filing / supplementary declarant	Hapag-Lloyd files the house level data on behalf of the customer including buyer and seller data
	<input type="radio"/> I am the cargo owner <input type="radio"/> I am a self filer / filing by supplementary declarant <input checked="" type="radio"/> Ask Hapag-Lloyd to file my house bills <input type="radio"/> Provide seller and buyer data to Hapag-Lloyd <input checked="" type="radio"/> File seller and buyer data through self filing / supplementary declarant	Hapag-Lloyd files the house level data on behalf of the customer. Buyer and seller data is filed by a supplementary declarant, and we require the EORI of this party
	<input type="radio"/> I am the cargo owner <input type="radio"/> I am a self filer / filing by supplementary declarant <input checked="" type="radio"/> Ask Hapag-Lloyd to file my house bills <input type="radio"/> Provide seller and buyer data to Hapag-Lloyd <input checked="" type="radio"/> File seller and buyer data through self filing / supplementary declarant	Hapag-Lloyd files the house level data on behalf of the customer. Buyer and seller data is filed by a supplementary declarant, and we require the EORI of this party

[FAQ Entry Summary Declaration \(ENS\)](#)

Canada Advanced Commercial Information Filing

Filing requires the selection of either self-filing or delegating Hapag-Lloyd for House B/L creation.

<input checked="" type="radio"/> I am the cargo owner <input type="radio"/> I am a self filer / filing by supplementary declarant <input type="radio"/> Ask Hapag-Lloyd to file my house bills	No Prompt
<input type="radio"/> I am the cargo owner <input checked="" type="radio"/> I am a self filer / filing by supplementary declarant <input type="radio"/> Ask Hapag-Lloyd to file my house bills	Enter self filer CAN8000 code
<input type="radio"/> I am the cargo owner <input type="radio"/> I am a self filer / filing by supplementary declarant <input checked="" type="radio"/> Ask Hapag-Lloyd to file my house bills	Will be asked to provide true shipper, ultimate consignee, seller, and buyer

US Automated Manifest System filing

Automated Manifest System (AMS) requires the True Shipper and Ultimate Consignee's details, including Tax IDs.

<input checked="" type="radio"/> I am the cargo owner <input type="radio"/> I am a self filer / filing by supplementary declarant <input type="radio"/> Ask Hapag-Lloyd to file my house bills	No Prompt
<input type="radio"/> I am the cargo owner <input checked="" type="radio"/> I am a self filer / filing by supplementary declarant <input type="radio"/> Ask Hapag-Lloyd to file my house bills	Will be asked for self filer SCAC Code
<input type="radio"/> I am the cargo owner <input type="radio"/> I am a self filer / filing by supplementary declarant <input checked="" type="radio"/> Ask Hapag-Lloyd to file my house bills	Will be asked to provide true shipper, ultimate consignee, seller, and buyer

Brazil (Siscomex)

For any shipment bound for Brazil, the Customer will be promoted to enter the below:

BR RUC Reference

BR DUE Reference