

# Customer advisory

Australia – Actions to improve equipment availability and Shipment reliability

Hapag-Lloyd

5<sup>th</sup> July, 2022

Dear Valued Customer,

With reference to our earlier advisory in March 2021, We herewith once again highlight to all of our customers the importance of the accurately nominating the empty container pickup date from our depot, referred to as the “*positioning date*”, at the time of placing the booking/s.

In order to consistently ensure that sufficient equipment is made available for your Shipments, and significantly increase the probability of shipments been loaded on the nominated vessel, we require that you, and or your teams placing the bookings, input the correct positioning dates.

With immediate effect, bookings received without a nominated positioning date at the time of the Booking/s been placed will by default receive a positioning date of 10 days prior to ETD. This default positioning date will be recorded and clearly shown on the Booking Confirmation notification sent back to the Booking Party.

Furthermore, and also with immediate effect, Bookings wherein equipment has not been picked up after 5 days of the nominated release date will be cancelled.

We sincerely wish to avoid any negative impact as a result of the aforementioned process changes however these changes are aimed at ultimately improving the overall quality of service we provide to you. Please therefore advise your respective teams placing the bookings of the aforementioned process enhancements, and the importance of inputting the correct positioning dates at the time of booking.

We greatly appreciate your co-operation and assistance in this regard.

Chairman of the Supervisory Board: Michael Behrendt  
Executive Board: Rolf Habben Jansen (CEO), Nicolás Burr, Anthony J. Firmin, Joachim Schlotfeldt  
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