

## **It's official! Your Bill of Lading amendments will be with you in two working hours. Here's what you need to know**

**Dear Customer,**

Every day, we work hard towards reducing complexity to support your processes and become your number one for quality. Thanks to your valuable feedback, we have continued to simplify our documentation processes to the point of delivering your bill of lading amendments in 2 working hours from the time you place your request on our website.

### **How will this work?**

- From **June 26, 2023**, your bill of lading amendment and approval requests will only be accepted when placed through our website. This means that amendments and approvals sent by email will regretfully not be processed.
- Please keep in mind that we will continue with EDI amendment requests.

### **What are your advantages?**

- **Ease of Use:** Correct or Approve your drafts in a few clicks!
- **Faster Response Time:** Benefit from instant review and faster turnaround times!
- **High Data Quality:** Amending the BL draft directly in the document reduces chances of errors!

### **What do you need to remember?**

1. Amendments sent by email will not be executed, and therefore, follow-up emails will also not be processed. Please remember that our website will be your main channel.
2. In case that the Original BLs have already been released, please surrender them to your nearest counter before sending in any amendments.
3. Due to manifest limitations, a draft amendment that requires destination approval will take slightly longer to process.
4. Some draft amendments or changes may be restricted according to the Hapag-Lloyd documentation guidelines.
5. Destinations with advanced customs manifests may require you to upload a Letter of Indemnity (LoI) for approving amending the customs manifest.

To learn more, watch our step-by-step video tutorial by [visiting our tool](#). In case you'd like to see country-specific information, you can always visit our local sites that might include additional information for you. If you should require additional information or have questions, please feel free to reach out to our customer service digital team at your [location](#), who will guide you based on your individual situation.

Best regards,