

- Enquiries for on the day Shipments

- TEAM : Customer Service Inland Team

- greatbritain@service.hlag.com
 - Must include Hapag-Lloyd 8-digit booking number, BL number, or case number in subject line of email and if possible one of below #
 - Late Running deliveries or collections #DELAY
 - Job queries #DELAY
 - Missing Load Ref #LOAD REF
- **020 8507 4000 (Option 7)**
 - Must enter Hapag-Lloyd 8-digit booking number or team Pin at the prompt when calling
 - Team pin numbers when already dealing with a case
 - London Barking team - 4420
 - Liverpool team - 4415

- Enquiries for future shipments

- TEAM : Planning team
- ebiidtroad@hlag.com
- 020 8507 4046 / 4035
 - Road related queries only.
 - Booking queries including clearance issues / box on hold / weight issues etc.
 - Planning requests and changes (Depot changes)

- Loaded storage

- TEAM : Planning team
- ebiidstorage@hlag.com
- 020 8507 4046 / 4035
 - Storage requests when vessel is not open to accept container.

- Loaded and Empty Equipment Enquiries

- TEAM : Equipment Dispatch
 - [Missing Container releases or returns](#)
 - [Loaded Exec at Port](#)

- TEAM : Rail Planning

- ebiidtrail@hlag.com
- 0208 507 4213 / 4025
 - Loaded Release or Acceptance at Rail Terminal.

- TEAM : Maintenance and repair

- Damage.UK@hlag.com
 - Issues with damaged equipment.

- Billing and Additional charges

- TEAM : Billing
- ebiidtadmin@hlag.com
- 020 8507 4145 / 4028
 - Billing or Rating queries.
 - Waiting time must be sent to ebiwait@hlag.com using agreed form
 - Other Charges should be sent to ebiidtadmin@hlag.com in agreed format.

EBI INLAND SUPPLIER CONTACT POINTS (ROAD)

