

Dear Valued Customer,

We have prepared this file for you, containing information about all processes related to your import shipments booked with inland haulage at the destination.

If your shipment is booked with door delivery, you can use our online tool to place inland delivery instructions, making it easier and more efficient to provide the necessary information.

You can access the online tool here: <https://www.hapag-lloyd.com/solutions/on-carriage-instructions/#/>.

Additionally, you can provide instructions to [estonia@service.hlag.com](mailto:estonia@service.hlag.com) include your shipment number in the subject line):

1. Who is the payer of local costs
2. Full delivery address with company name.
3. Opening hours or available delivery date and time slot.
4. Contact person on the delivery/loading place.
5. Type of customs clearance and who is responsible for it.
6. Is genset needed (only for **reefers**)?
7. Any other useful information.

To ensure smooth processing, please contact us before the container arrives at the port. This will enable us to prepare for the delivery and avoid any potential delays.

Please note that if we do not receive inland delivery instructions, your container cannot be booked for final delivery.

You can follow your container via our tracking page:

<https://www.hapag-lloyd.com/en/online-business/track/track-by-container-solution.html>

We look forward to your feedback and thank you for your cooperation.