

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 norway@service.hlag.com (include your shipment number in the subject line):

1. Full delivery address with company name.
2. Opening hours or available delivery date and time slot.
3. Please make sure container/s are customs cleared and released (please provide Customs reference number)
4. Delivery on chassis or sideloader?
5. Should truck wait while un/loading or drop off container?
6. Any other useful information, remarks, advices for trucker.

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.