

Auto Booking Confirmation Customer Guideline & Information

18/07/2019 Quality Service Center - Suzhou



Hapag-Lloyd

Auto Booking Confirmation

It is in Hapag-Lloyd's strategic interest to achieve high operational efficiency and to improve customer experience and satisfaction.

We have introduced Auto Booking Confirmation since June 2018 and this helps to significantly speed up booking cycle times for our customers while at the same time improve efficiency on the customer service side.

With the aim to further improve your booking experience with Hapag-Lloyd, we have prepared this guideline on the important information that you should provide at time of Booking on the e-Booking platform that you are using. This will greatly help us to better your booking experience with Hapag-Lloyd.

What are the information you need?

1) Contract Number

This is contract number that you have with Hapag-Lloyd and an example could be RA# 3362833 or Service Contract # S19NGP001.

2) Marketing Routing Code (MR Code)

This is the marketing code provided for your contract, example ABCDEF 1.

In case you are unsure what your MR code is, please do not hesitate to contact our dedicated Customer Service or Sales Coordination colleagues.

3) Booking Information

This includes information to the booking that you are placing.

Example. Shipper, Consignee, Commodity, Container Type, Port of Loading/Destination, Cargo Weight, Payment Terms, Bill of Lading Type etc.

What are the information you need?

4) HS CODE

This is the international code used to classify commodity.

To be able to provide you with faster booking response, please assist to provide the HS CODE that is applicable for your Quotation or Contract .

Web Booking

The screenshot shows the 'Contract & Quotation' step of the booking process. It features a navigation bar at the top with tabs for 'Contract & Reference', 'Contract & Quotation', 'Routing & Schedule', 'Cargo & Equipment', 'Customs & Remarks', 'Review & Complete', and 'Booking Received'. The main content area includes:

- 1:** A text input field for 'Quotation / Contract No.' containing the value '3362833'.
- 2:** A section for 'Additional Party' with a 'Routing Party (MR)' field.
- 3:** A large text area for 'Remarks (optional Shipper/Consignee address)'.
- 4:** A 'Cargo' section with a 'Description' field and an 'HS Code' field containing '60 01 92'.

Buttons for 'Previous', 'Next', and 'Clear' are visible throughout the interface.

Please insert the required information at time of booking:

1. Contract Number

This is contract number that you have with HL and the example is 3362833 or S19NGP001

2. Routing Party (MR)

This is the marketing code that was provided for your contract, example ABCDEF 1

3. Booking Remarks

You may also enter the MR Code in this field (please strictly follow the format and spacing of "MR CODE:ABCDEF 1")

4. HS CODE

This is the international code to determine the classification of your commodity , it should be covered by your Quotation or Contract(example: 60 01 92)

INTTRA ACT / Desktop - Step 1

Please insert the required information at time of booking

1. Contract Number:

This is contract number that you have with Hapag-Lloyd and the example is **3362833**.

*Carrier / NVOCC / Booking Agent: HAPAG-LLOYD

Contract Number: 3362833

Booking Office: Enter Location...

Empty Container Shipment

Additional General Details

Parties

INTTRA registered Shipper or Forwarder is required.

Shipper KINSTON INDUSTRY CORPORATION LIMITED [Add Party Details]	Forwarder RS LOGISTICS LIMITED [Clear] [Lookup] [Add Party Details]	Consignee INDEGA S.A. [Lookup] [Edit Party Details]
Contract Party [Add Party Details]	Notify Party INDEGA S.A. [My Partners] [Edit Party Details]	Additional Notify Party 1 Enter Name... [My Partners] [Add Party Details]
Additional Notify Party 2 [My Partners]		

DO NOT insert Contract Party. Leave it BLANK.

INTTRA ACT / Desktop – Step 2

Please insert the required information at time of booking

2. MR CODE

This is the marketing code that was provided for your contract, example ABCDEF 1

To be inserted under Customer Comments: **MR CODE:ABCDEF 1**

(please strictly follow the format and spacing of “**MR CODE:ABCDEF 1**”)

Container

1. *Container Quantity/Type	Container Comments	
<input type="text" value="1"/> <input type="text" value="20 Standard Dry (22G0)"/>	<input type="text" value="Enter Comments..."/>	<input type="checkbox"/> Shipper Owned

I want to allocate my cargo [Allocate Cargo](#)

Payment Details

*Charge Type	*Freight Term	*Payer	Payment Location
<input type="text" value="Basic Freight"/>	<input type="text" value="Collect"/>	<input type="text" value="Consignee"/>	<input type="text" value="Asuncion, Central, Paraguay (PYASU)"/>

Comments & Notifications

Customer Comments 2	Partner Email Notifications
<input type="text" value="MR CODE: ABCDEF 1"/>	<input type="text" value="quicklogistics@qq.com"/>
	<small>(You may specify up to six (6) email addresses separated by commas)</small>

INTTRA ACT / Desktop – Step2

Please insert the required information at time of booking

3. HS CODE

This is the international code to determine the classification of your commodity , it should be covered by your Quotation or Contract, example 60 01 92

To be inserted under Cargo HS CODE: 60 01 92

(The version of Desktop is too old to have the HS CODE field ,so Desktop users should insert it through INTTRA ACT)

Cargo

****NOTE:** The sum of all Cargo Weights reflects the Gross Weight of the Cargo (excluding Tare) for the entire Booking. Inaccurate declaration of cargo weight may endanger crew, port worker, and vessel safety. Please verify the reasonable accuracy of this information prior to submission.

1. *Cargo Description	HS Code	Cargo Weight (Excludes Tare)	Gross Volume
<input type="text" value="Enter Description..."/>	<input type="text" value="60 01 92"/>	<input type="text" value="Enter Weight..."/> KG	<input type="text" value="Enter Volume..."/> CBM
<input type="button" value="Add Hazmat Details"/>		Package Count	Package Type
		<input type="text" value="Enter Count..."/>	<input type="text" value="Enter Type..."/>

Container

1. *Container Quantity/Type	Container Comments	<input type="checkbox"/> Shipper Owned
<input type="text" value="1"/> <input type="text" value="Enter Type..."/>	<input type="text" value="Enter Comments..."/>	<input type="button" value="+"/> <input type="button" value="-"/>

I want to allocate my cargo

Payment Details

Charge Type	Freight Term	Payer	Payment Location
<input type="text" value="Select One"/>	<input type="text" value="Select One"/>	<input type="text" value="Select One"/>	<input type="text" value="Enter Location..."/>
			<input type="button" value="+"/> <input type="button" value="-"/>

EASIPASS- Step 1

Please insert the required information at time of booking

1. 服务合同号: 3362833

This is contract number that you have with Hapag-Lloyd and the example is **3362833**.

联系方式		订舱信息			
发货人	SAVINO DEL BENE (SHANGHAI) CO.LTD2 9/A EAST TOWER HI-TECH KING W BEIJ ING RD E 668 200001 SHANGHAI TEL:+ 86 02153080977 FAX:+86 0215308231 8	运编号	SDL1904617476	提单号	HLCUSHA1904HKJ
	发货人代码	交货条款	CY-CY	订舱人说明	
收货人	SAVINO DEL BENE USA - CHARLOTTE340 0 INTERNATIONAL AIRPORT DRIVE - SU ITE28208 CHARLOTTE, NCTEL:+1 7044 230011 FAX:+1 7044230015	签单人代码	HLC	签单人说明	
	收货人代码	运费协议号		服务合同号	3362833 1
		AMS CODE			
		运费条款	FREIGHT COLLECT		

EASIPASS- Step 2

Please insert the required information at time of booking

2. In 备注, please enter the marketing code (MR Code) that was provided for your contract, example **ABCDEF 1**.

(please strictly follow the format and spacing of “**MR Code:ABCDEF 1**”)

The screenshot shows a form titled "其他信息" (Other Information). It contains two main input fields. The first field is labeled "备注" (Remarks) and contains the text "MR CODE: ABCDEF 1". A yellow highlight is under this text, and a callout box points to it with the text "Insert your MR Code only." A circled number "2" is positioned above the callout. The second field is labeled "装箱方式" (Packaging Method) and is currently empty.

EASIPASS- Step 2

Please insert the required information at time of booking

3. In 货物信息—货类代码

Please enter the HS CODE that is covered by your Quotation or Contract
example 60 01 92.

货物信息								
货类代码	货物标识	包装件数	包装类型	包装说明	包装皮重	包装尺码	货物毛重(公斤)	货物净重(公斤)
60 01 92	S	39	PK	PACKAGE	9020	19.79	9020	

INTTRA- Step 1

Please insert the required information at time of booking

1. 合约号码 : 3362833

This is contract number that you have with Hapag-Lloyd and the example is **3362833**.

提单港口格式

提单装货港	XINGANG	提单卸货港	ABIDJAN PORT
提单交货地	ABIDJAN PORT	提单付费条款	PREPAID
合约号码	3362833	提单出单方式	ORIGINAL

提单收发信息

Shipper(发货人)	Consignee收货人	Notify(通知人)
	25	

约号

INTTRA- Step 2

Please insert the required information at time of booking

2. 备注 : MR Code

please enter the marketing code (MR Code) that was provided for your contract, example **ABCDEF 1**.
(please strictly follow the format and spacing of **“MR Code:ABCDEF 1”**)

委托 装运 文本 订舱 配载 应收 应付

装箱信息

装箱方式	三自	装箱/提货点	
联系人		业务类型	整箱
电话号码		箱型	20GP
地址		箱量	22

备注

MR: ABCDEF 1 922422000, FREIGHT PAYABLE AT BASEL, S:T:41 (0)2192451110

MR CODE

货品信息

总件数	20,240	条款	CY/CY	报关码	
总包装	BAGS	货物名称			
小包装		货物描述	MONOSODIUM GLUTAMATE FINE INS621 25KG NESTRADÉ S PO: 4559221272		
总重量	510,048.000	(KGS)			
净重量		(KGS)			
业务量	550.000	(M3)			

物料特殊要求

INTTRA- Step 2

Please insert the required information at time of booking

3. 报关码 : HS CODE

Please enter the HS CODE that is covered by your Quotation or Contract

example **60 01 92**.

货品信息		条款	报关码
总件数	20,240	CY/CY	60 01 92
总包装	BAGS	货物名称	
小包装		货物描述	
总重量	510,048.000 (KGS)	MONOSODIUM GLUTAMATE FINE	
净重量	(KGS)	INS621 25KG	
业务量	550.000 (M3)	NESTRADÉ'S PO: 4559221272	
物料特殊要求			

SCAC & ACI Codes

1) For NVOCC customers, kindly input SCAC code (for **USA** cargo) and ACI CAN-8000 code (for **CANADA** cargo) in correct booking fields.

2) If you are unsure where to enter this information, please show in booking remark the information “**SCAC XXXX**” and “**8000 XXXX**”.

Our system will capture this information from your remark.

3) For non-NVOCC customer and other vendors, there is no need to remark SCAC and ACI code in the booking

The screenshot shows a software interface for booking management. At the top, there is a header labeled '其他信息' (Other Information). Below this, there is a '备注' (Remarks) field. A yellow callout box with the number '2' points to this field. Inside the callout, it displays 'MR Code: ABCDEF 1' and 'SCAC 1234'. A dark blue instruction box next to it says 'Insert MR Code and SCAC Code if applicable'. To the right of the remarks field is a '装箱方式' (Packaging Method) field with an empty input box.

FASTRATE Customers



FASTRATE

- FASTRATE is applicable for all FAK and/or Tier customers' bookings on Europe, Latin America and Asia IRT Trades
(Not applicable on USA, Canada / FMC related trades)
- FASTRATE will commence for DP Voyages that ETD from China (excl. Taiwan) ports from 1 July 2019 (including out port feeders)
- FASTRATE Booking begins from 19 June 2019 for all FAK shipments with ETD from 1 July 2019
- Booking Guidance explained in Slides 2 and 3:
 - a. INTTRACT/Desktop
 - b. EASIPASS
 - c. Web Booking

INTTRA ACT/ Desktop – Step by Step Guide for FASTRATE Bookings

Mandatory Fields for FAK 'FASTRATE' Booking.

Please insert the required information at time of booking

1. Contract Number: **FASTRATE**
2. Customer Comments: **MR CODE:QUICKL 1**
(please strictly follow the format and spacing of "MR CODE:QUICKL 1")

Example



The screenshot shows the INTTRA ACT Desktop booking form for FASTRATE. The form is divided into several sections:

- Carrier / NVOCC / Booking Agent:** HAPAG-LLOYD (dropdown menu).
- Contract Number:** FASTRATE (text input field, highlighted in yellow with a circled '1').
- Booking Office:** Enter Location... (text input field).
- Hapag-Lloyd:** Logo and name.
- Empty Container Shipment:**
- Additional General Details:** Expandable section.
- Parties:** Section for party information, with a note: "INTTRA registered Shipper or Forwarder is required".
 - Shipper:** KINSTON INDUSTRY CORPORATION LIMITED (text input field, with a "Lookup" button).
 - Forwarder:** RS LOGISTICS LIMITED (text input field, with "Clear" and "Lookup" buttons).
 - Consignee:** INDEGA S.A. (text input field, with a "Lookup" button).
 - Contract Party:** (text input field, with a callout box pointing to it that says "DO NOT insert Contract Party. Leave it BLANK.").
 - Notify Party:** INDEGA S.A. (text input field, with a "My Partners" button).
 - Additional Notify Party 1:** Enter Name... (text input field, with a "My Partners" button).
 - Additional Notify Party 2:** (text input field, with a "My Partners" button).

INTTRA ACT/ Desktop – Step by Step Guide for FASTRATE Bookings

Mandatory Fields for FAK 'FASTRATE' Booking.

Please insert the required information at time of booking

1. Contract Number: **FASTRATE**
2. Customer Comments: **MR CODE:QUICKL 1**
(please strictly follow the format and spacing of “MR CODE:QUICKL 1”)

Example



Container

1. * Container Quantity/Type	Container Comments	<input type="checkbox"/> Shipper Owned
<input type="text" value="1"/> <input type="text" value="20 Standard Dry (22G0)"/>	<input type="text" value="Enter Comments..."/>	<input type="checkbox"/>

I want to allocate my cargo [Allocate Cargo](#)

Payment Details

* Charge Type	* Freight Term	* Payer	Payment Location
<input type="text" value="Basic Freight"/>	<input type="text" value="Collect"/>	<input type="text" value="Consignee"/>	<input type="text" value="Asuncion, Central, Paraguay (PYASU)"/>

Comments & Notifications

Customer Comments	Partner Email Notifications
<input type="text" value="MR CODE:QUICKL 1"/>	<input type="text" value="quicklogistics@qq.com"/>

(You may specify up to six (6) email addresses separated by commas)

INTTRA ACT/ Desktop – Step by Step Guide for FASTRATE Bookings

Mandatory Fields for FAK 'FASTRATE' Booking.

Please insert the required information at time of booking

1. Contract Number: **FASTRATE**
2. Customer Comments: **MR CODE:QUICKL 1**
(please strictly follow the format and spacing of “MR CODE:QUICKL 1”)

3. Cargo HS CODE: **60 01 92**

(The version of Desktop is too old to have the HS CODE field ,so Desktop users should insert it through INTTRA ACT)

Example



Cargo

****NOTE:** The sum of all Cargo Weights reflects the Gross Weight of the Cargo (excluding Tare) for the entire Booking. Inaccurate declaration of cargo weight may endanger crew, port worker, and vessel safety. Please verify the reasonable accuracy of this information prior to submission.

1. *Cargo Description	HS Code	Cargo Weight (Excludes Tare)	Gross Volume
<input type="text" value="Enter Description..."/>	<input type="text" value="60 01 92"/>	<input type="text" value="Enter Weight..."/> KG	<input type="text" value="Enter Volume..."/> CBM
<input type="button" value="Add Hazmat Details"/>		Package Count	Package Type
		<input type="text" value="Enter Count..."/>	<input type="text" value="Enter Type..."/>

Container

1. *Container Quantity/Type	Container Comments
<input type="text" value="1"/> <input type="text" value="Enter Type..."/>	<input type="text" value="Enter Comments..."/>
<input type="checkbox"/> I want to allocate my cargo	<input type="checkbox"/> Shipper Owned

I want to allocate my cargo

Payment Details

Charge Type	Freight Term	Payer	Payment Location
<input type="text" value="Select One"/>	<input type="text" value="Select One"/>	<input type="text" value="Select One"/>	<input type="text" value="Enter Location..."/>

EASIPASS – Step by Step Guide for FASTRATE Bookings

Mandatory Fields for FAK 'FASTRATE' Booking.

Please insert the required information at time of booking:

1. 服务合同号: **FASTRATE**
2. 备注: **MR CODE:QUICKL 1**
(please strictly follow the format and spacing of "MR Code:QUICKL 1")
3. 货物信息 货类代码:**60 01 92**

Example →

联系方式		订舱信息	
发货人	SAVINO DEL BENE (SHANGHAI) CO.LTD2 9/A EAST TOWER HI-TECH KING W BEIJ ING RD E 668 200001 SHANGHAI TEL:+ 86 02153080977 FAX:+86 0215308231 8	运编号	SDL1904617476
	发货人代码	提单号	HLCUSHA1904HKJ
收货人	SAVINO DEL BENE USA - CHARLOTTE340 0 INTERNATIONAL AIRPORT DRIVE - SU ITE28208 CHARLOTTE, NCTEL:+1 7044 230011 FAX:+1 7044230015	交货条款	CY-CY
	收货人代码	订舱人说明	
		签单人代码	HLC
		签单人说明	
		运费协议号	
		服务合同号	FASTRATE ①
		AMS CODE	
		运费条款	FREIGHT COLLECT

其他信息	
备注	MR CODE:QUICKL 1 ②
装箱方式	

Insert your MR Code only.

货物信息								
货类代码	货③标识	包装件数	包装类型	包装说明	包装皮重	包装尺码	货物毛重(公斤)	货物净重(公斤)
60 01 92	S	39	PK	PACKAGE	9020	19.79	9020	

Thank you
for your attention!

