



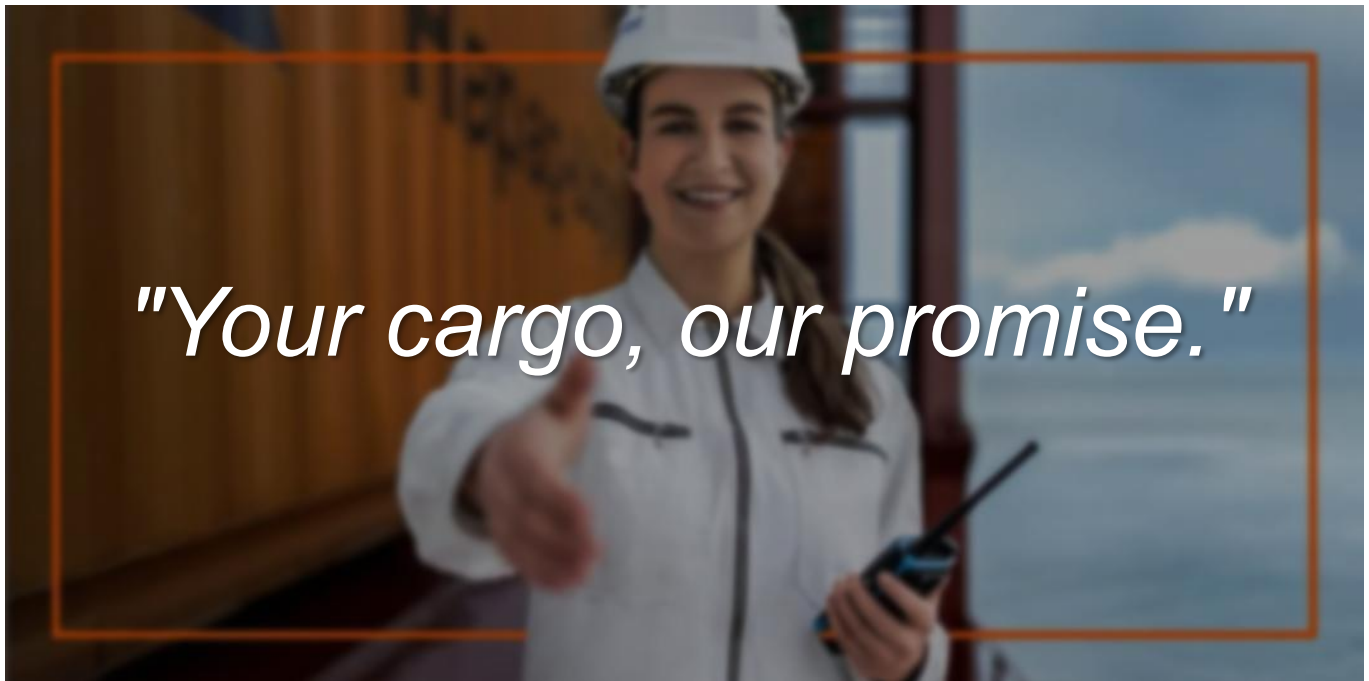
Hapag-Lloyd

We have prepared this document for you, containing information on all procedures relating to your export shipments. This document provides information about questions frequently asked by our customers.

For all your questions and requests, please contact us by calling **+30 - 211 9906020** or sending an email to **greece@service.hlag.com**, specifying your Carrier's Reference or Bill of Lading number.

You can easily perform all your transactions, such as requesting a quote, checking the vessels' schedules, making a booking or submitting Shipping Instructions easily via our website at **www.hapag-lloyd.com** or through our "Hapag Lloyd" smartphone app.

Thank you for choosing to work with Hapag Lloyd !



You can click on the questions to find the answers you are looking for.

GENERAL

- ⚡ How could I contact your Hapag-Lloyd office ?
- ⚡ How could I register on HL website ?
- ⚡ Where can I found the contact details for Hapag-Lloyd offices?

SALES

- ⚡ How could I get a quote ?
- ⚡ Are the origin local charges published in your website ?
- ⚡ How could I purchase additional freetime at Destination ?

BOOKING

- ⚡ How could I access the vessel schedule and deadlines ?
- ⚡ Where could I found Hapag-Lloyd's container specifications ?
- ⚡ How could I create a booking request ?
- ⚡ Where could I enter VGM information for HL care provision ?
- ⚡ Where to send pre-carriage arrangement information ?
- ⚡ How could I submit a request to amend or cancel a booking ?
- ⚡ How could I obtain an empty container?
- ⚡ What is the COD (Change of Destination) ?
- ⚡ What information could I found in Hapag-Lloyd Navigator?
- ⚡ How could I found the free time of export detention and storage and what charges will apply afterward ?

DOCUMENTATION

- ⚡ How could I submit VGM ?
- ⚡ How could I submit Shipping Instruction/Correction/Approval ?
- ⚡ How could I access the draft bill of lading, and how can I amend the bill of lading details ?
- ⚡ I need a certificate, who could I contact ?

TRACKING

- ⚡ How could I trace my shipment ?
- ⚡ Does Hapag-Lloyd offer Live Position tracking Dry containers?
- ⚡ Does Hapag-Lloyd offer Live tracking **Reefer** containers?

FINANCE

- ⚡ Where could I found your bank account details?
- ⚡ How could I access my invoices?
- ⚡ My invoice is incorrect, who should I contact ?

Frequently Asked Questions



How could I contact your Hapag-Lloyd ?

You can contact any of our departments by calling at **+30 211 9906020** during business hours (Monday to Friday, 08:30–17:30). Enter your case, Carrier or Bill of Lading number at the beginning of your call to reach the relevant Customer Service representative directly.

Alternatively, you can contact us via email at greece@service.hlag.com, mentioning the Carrier's Reference or Bill of Lading number in the subject of the message.

Offices & Local Info > Europe > Greece

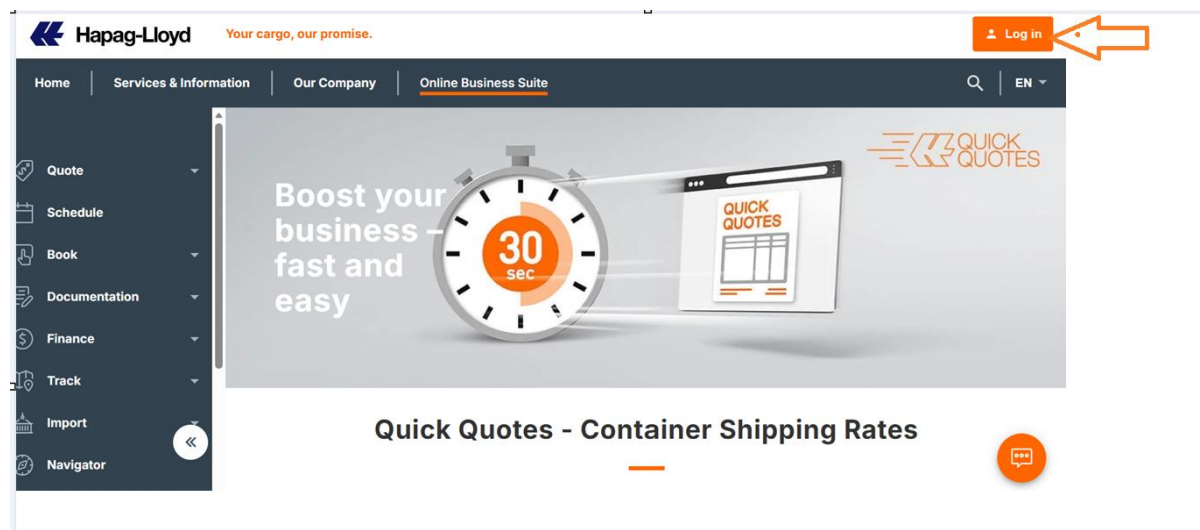
Greece

Greece Piraeus	>	<input checked="" type="checkbox"/> Piraeus Greece	
Greece Thessaloniki	>	STREET ADDRESS HAPAG-LLOYD OVERSEAS TRANSPORT (HELLAS) S.A. 2, DEFTERAS MERARCHIAS STR. 185 35 PIRAEUS GREECE OPENING TIMES Mon - Fri: 08:30 - 17:30	CONTACTS Customer Service +30 211 9906020 greece@service.hlag.com Sales +30 211 9906020 greece@sales.hlag.com

[Click here to return to Frequently Asked Questions](#)

How could I register on HL website?

You can easily create a business account on our website, www.hapag-lloyd.com, by following the registration, [Company Registration - Hapag-Lloyd](#), fill-in your company details and upload a copy of the official document issued by Tax-Authority.



Please Log in

E-mail Address

Password

[Forgot your password?](#)

Log in

[Not yet registered?](#)



Register Account

First Name

Last Name

Country Code

Phone Number

Company Name

Company Tax / Registration / VAT Number

Street Address / Number

City

Postal / ZIP Code

Country

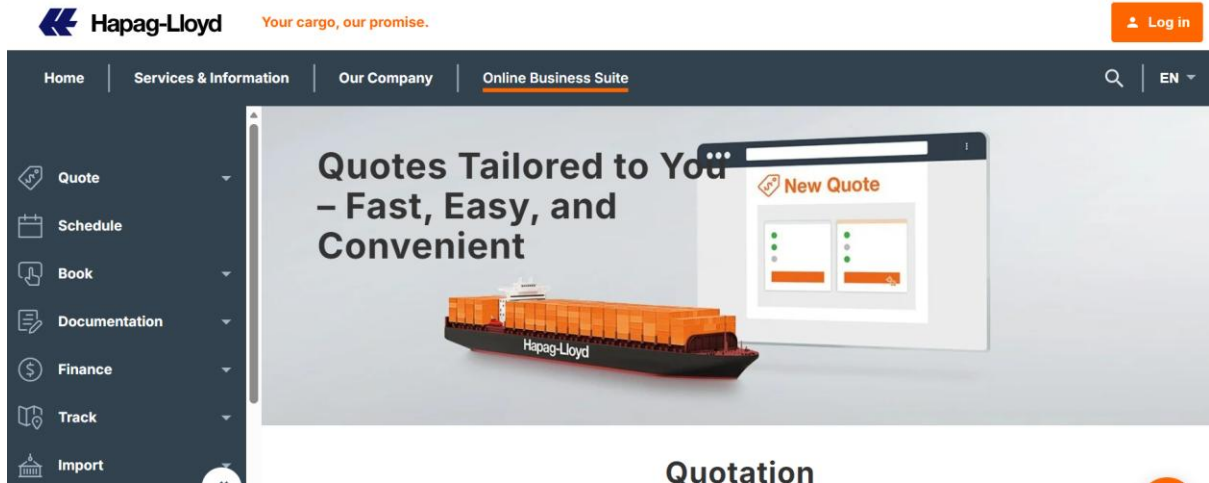
Continue

[Click here to return to Frequently Asked Questions](#)

How could I get a quote ?

In today's world, speed is the most important factor in supply chain management. With our "Quick Quotes" service, designed for our valued Hapag-Lloyd customers, you can avoid unnecessary delays during the quotation process.

Click here to receive your quote now! [Online Business Suite - Hapag-Lloyd](#)



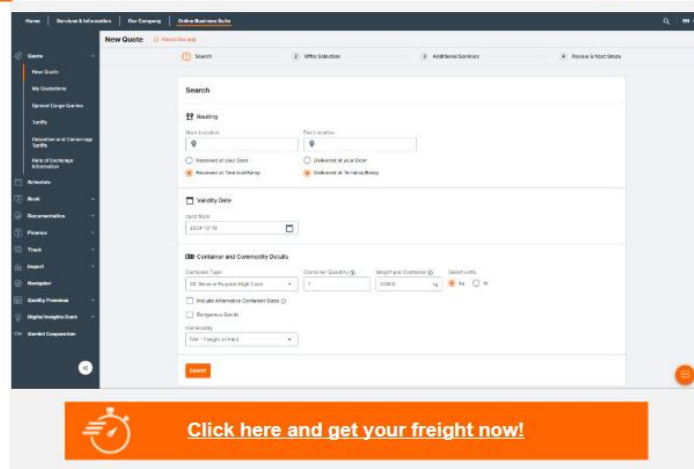
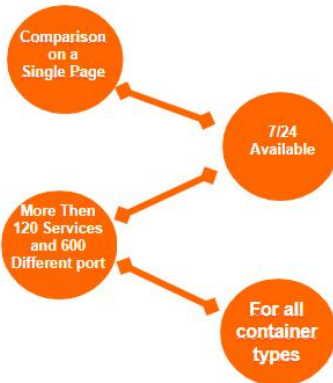
We have made significant improvements to our quotation experience with Quick Quotes and Quick Quotes Spot. With just a few simple inputs - start and end locations, validity date, container type, and commodity - you will receive all available quotation options in one convenient view. In **less than 30 seconds**, our quoting system provides detailed information. With access to more than **600 ports worldwide**, you can efficiently manage shipments by obtaining quotes for either port-to-port or door-to-door delivery according to your cargo requirements.

[Click here to return to Frequently Asked Questions](#)

New Quotes – Key Features



All available offers in a single screen



5

Hapag-Lloyd

What are the advantages of Quick Quotes?

- No more waiting: Get a quote in under 30 seconds.
- 24/7 availability: Get a quote wherever you are with the Hapag-Lloyd mobile app.
- Create a booking with a single click from the quote.
- Get quotes for standard, refrigerated, and open top (non-overflow) containers.

Easily access quotes for over 120 services across 600 ports worldwide.

- Get quotes for door-to-door shipments.
- Save your quote and send it via email.
- Get quotes for up to 10 different port combinations simultaneously for greater flexibility in your planning.

Enjoy the convenience of planning your shipments more reliably and easily, with the option to request quotes for shipments organized after your current contracts' validity period.

[Click here to return to Frequently Asked Questions](#)

New Quotes

Search 2 Offer Selection 3 Additional Services 4 Review & Next Steps

Search

Quick Quotes

Terminal / Ramp (P&I) Piraeus

DIRECT

Terminal / Ramp (P&I) Jebel Ali

Estimated Transit Time 41 days

CO2e Emissions 1191 CO2e

Valid from 2024-12-17

Valid to 2024-12-31

Expiring 2024-12-31

40 General Purpose High Cube

FAK - Freight all Kind

Prices

Price Breakdown

Ocean Freight	USD -574
Export Surcharges	USD 304
Freight Surcharges	USD 1174
Import Surcharges	USD 52
Total/Container	USD 956

Quick Quotes

Validity 2024-12-17 - 2024-12-31

USD 956 Total/Container

Quick Quotes

High flexibility and multiple bookings from one quote.

Valid 2024-12-17 to 2024-12-31

USD -574 Ocean Freight/Container

Quick Quotes Spot

Instant booking confirmation with guaranteed fulfillment.

Valid for departures at 2024-12-27

USD -100 Ocean Freight/Container

Price Breakdown

Ocean Freight	USD -574
Export Surcharges	USD 304
Freight Surcharges	USD 1174
Import Surcharges	USD 52
Total/Container	USD 956

Remarks

Equipment and Loading guarantee

Instant booking confirmation

Fixed Ocean Freight (Surcharges valid at time of shipment)

Rate validity up to 90 days

Subject to Local Concession Rules

+1 More than one booking per quote

Quick Quotes Spot

Equipment and Loading guarantee

Instant booking confirmation

Fixed Ocean Freight and surcharges

Rate validity for selected departure

Subject to Concession A-Non-Phone Fee

+1 Instant booking confirmation

Remarks

Equipment and Loading guarantee

Instant booking confirmation

Fixed Ocean Freight and surcharges

Rate validity for selected departure

Subject to Concession A-Non-Phone Fee

+1 Instant booking confirmation

*All the information related to your selection will be displayed on the side panel, including the total price.

You can click to see the Price Breakdown of the offer, and even print it at this point. Don't forget to check the Remarks section as well.

Additionally, customizing your chosen offer by adding extra services is now just a click away.

For all questions and requests regarding "Quick Quotes" and Quick Quotes, please contact our sales department at +30 211 9906020 or greece@sales.hlag.com

For questions about cargo acceptance, please email to greece@service.hlag.com.

Are the origin local charges published in your website ?

Yes , the Local Service Fees related to Greece, are published in our website.

Click on [Find Local Charges and Service Fees for All Countries - Hapag-Lloyd](#) , under Country Greece.

How could I access the vessel schedule and deadlines ?

With the 'Schedule' feature, you can access to the shipping schedule in just a few seconds. Click here to go to the 'Schedule' page, [Schedule | Hapag-Lloyd](#) .

Schedule [About this app](#)

Start Location: PIRAEUS (GRPIR)

End Location: CHICAGO, IL (USCHI)

Start Date: 2026-02-06

Search Clear

Delivered to your Door

Delivered to Terminal/Ramp

Delivered to your Door

Delivered to Terminal/Ramp

You have chosen a US Start Location. Please note that only locations in North America can be inserted into the via search fields.

[Click here to return to Frequently Asked Questions](#)

On the page that opens, select the Start and End Location plus the transport modes to be used for the journey and specify the departure date. Once you have selected the date from which you wish to view the shipping schedule , press the “Search” button to view the listed next sailings.

<p>2026-02-14</p> <p>Terminal / Ramp (PoL) PIRAEUS, GRPIR</p> <p>AL7 FELIXSTOWE Voyage no.: 527W</p>	<p>28 days</p> <p>2026-03-14</p> <p>PoD NORFOLK, VA, USORF</p>	<p>2026-03-14</p> <p>Terminal / Ramp CHICAGO, IL, USCHI</p>	<p>Doc Cut-off 2026-02-11</p> <p>FCL Cut-off 2026-02-11</p> <p>VGM Cut-off 2026-02-11</p>	<p>Quote Now</p> <p>Book</p> <p>Show Details</p>
<p>2026-02-23</p> <p>Terminal / Ramp (PoL) PIRAEUS, GRPIR</p> <p>AL7 ZIM ASIA Voyage no.: 59W</p>	<p>28 days</p> <p>2026-03-23</p> <p>PoD NORFOLK, VA, USORF</p>	<p>2026-03-23</p> <p>Terminal / Ramp CHICAGO, IL, USCHI</p>	<p>Doc Cut-off 2026-02-20</p> <p>FCL Cut-off 2026-02-20</p> <p>VGM Cut-off 2026-02-20</p>	<p>Quote Now</p> <p>Book</p> <p>Show Details</p>
<p>2026-03-04</p> <p>Terminal / Ramp (PoL) PIRAEUS, GRPIR</p>	<p>26 days</p> <p>2026-03-30</p> <p>PoD NORFOLK, VA, USORF</p>	<p>2026-03-30</p> <p>Terminal / Ramp CHICAGO, IL, USCHI</p>	<p>Doc Cut-off 2026-02-27</p> <p>FCL Cut-off 2026-02-28</p> <p>VGM Cut-off 2026-02-28</p>	<p>Quote Now</p> <p>Book</p> <p>Show Details</p>

By clicking the “**Show Details**” button , you view the particular vessel’s details , estimated arrival, estimated departure, Documentaion and VGM deadlines, FCL delivery cut-off for Dry, Reefer and DG containers.

You can always find up-to-date information on our website. Please note that the dates provided are estimated and may be subject to change.

Where could I found Hapag-Lloyd’s container specifications ?

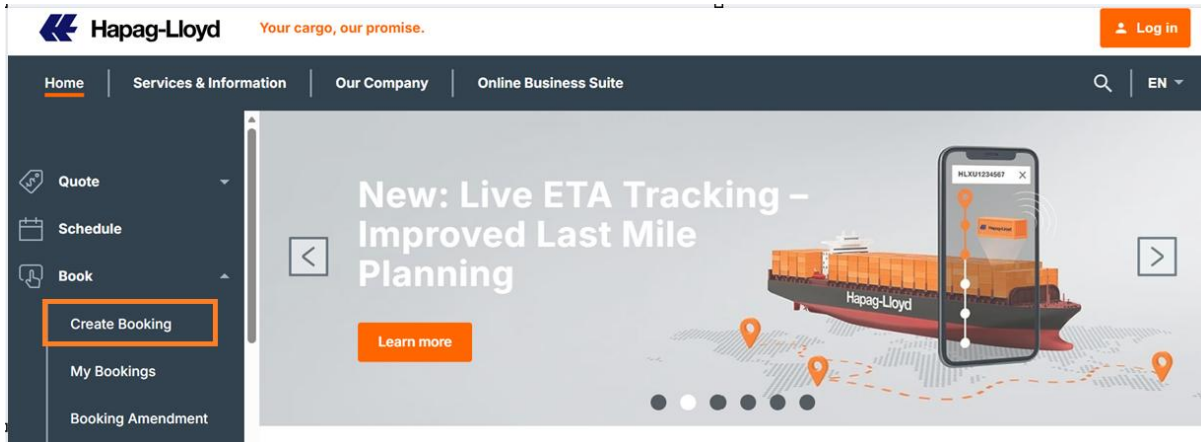
At [Containers - Hapag-Lloyd](#) you could find the container specifcaitons.

The screenshot shows the Hapag-Lloyd website interface. On the left is a dark navigation menu with the following items: Home, Services & Information (highlighted), Our Company, Online Business Suite, NEWS Portal, Offices & Local Info, Routes & Trades, Gemini Cooperation, Cargo & Fleet, Containers, and Container Monitoring. The main content area features a large banner with a yellow Hapag-Lloyd container being lifted by a crane. The banner text reads "Much more than Standard" and "Explore our Container Offerings".

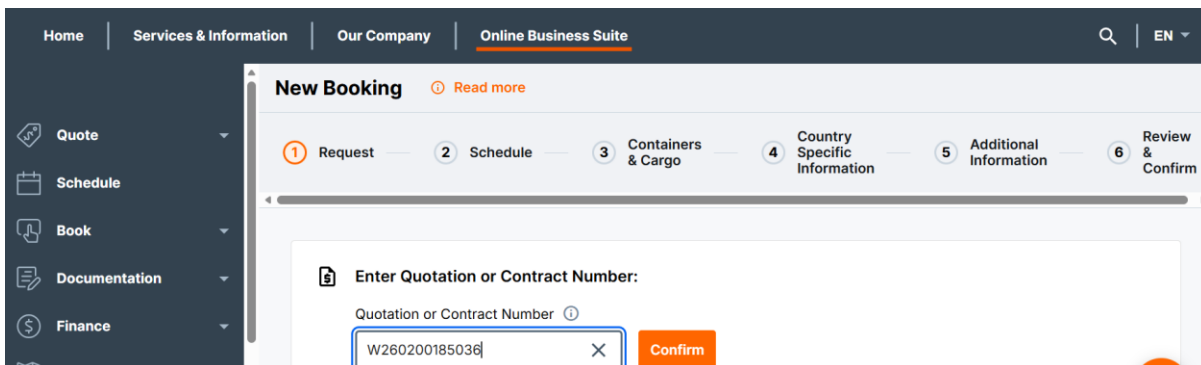
[Click here to return to Frequently Asked Questions](#)

How could i create a booking request ?

Simplify your booking process with Hapag-Lloyd's new online booking request solution. This easy-to-use feature allows you to create new bookings quickly at any time of day.



To use the Web Booking , [log in to the Hapag-Lloyd website](#). A valid quotation number is required to make a booking.



Once all the necessary information has been entered and the booking has been submitted for approval, your booking request will be reviewed and you will receive the necessary response. For repetitive bookings, you can create a booking draft and send us your bookings without having to re-enter the same details for subsequent bookings.

You may click on "[Different Pick-up Location](#)" if a pick-up is needed from a location other than the Port of Loading Area.

[Click here to return to Frequently Asked Questions](#)

Different Pick-up Location

Search for Location

Start typing city name or LOCODE



Surcharges may apply for above service. [Read more](#)

- I acknowledge that requesting a different pick-up location is intended for customers with prior agreements and is strictly subject to review and final confirmation by Hapag-Lloyd. This may be changed during the booking confirmation process.

Cancel

Continue

By clicking on “Container Requirements” you can enter any specific Equipment requirements. Click to add if Heavy Duty, Steel or Wooden Floor if required.

Container Requirements

Select if cargo has specific requirements regarding container age, floor material etc.

Container Age*

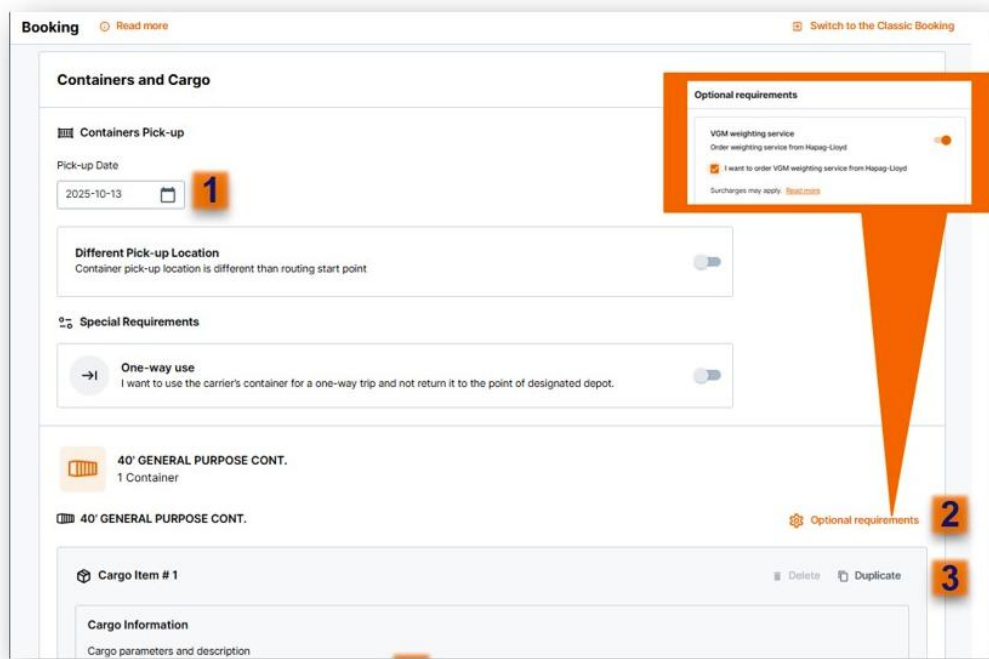
Floor

Extra Requirements*

Heavy Duty Hanging Container (GOH)

Where could I enter VGM information for HL care provision?

Click on **Optional Requirements** as shown on the screen below to add **VGM** information for **HL care provision** during booking creation.



Booking [Read more](#) [Switch to the Classic Booking](#)

Containers and Cargo

Containers Pick-up

Pick-up Date: 2025-10-13 **1**

Different Pick-up Location
Container pick-up location is different than routing start point

Special Requirements

One-way use
I want to use the carrier's container for a one-way trip and not return it to the point of designated depot.

40' GENERAL PURPOSE CONT.
1 Container

40' GENERAL PURPOSE CONT. **Optional requirements** **2**

Cargo Item # 1 **Delete** **Duplicate** **3**

Optional requirements

VGM weighting service
Order weighting service from Hapag-Lloyd

I want to order VGM weighting service from Hapag-Lloyd

Surcharges may apply. [Read more](#)

[Click here to return to Frequently Asked Questions](#)

Where to send pre-carriage arrangement information ?

Simply fill in and submit your pre-carriage details for Carrier Haulage shipments via our website, at [Greece - Hapag-Lloyd](#)

Greece	Import	Export	FAQ	Instruction Videos	Invoice Dispute
------------------------	------------------------	------------------------	---------------------	------------------------------------	---------------------------------

Pre-Carriage Webform

*Booking Number:

*Part of Loading:

*Loading Location / City:

*Address in Details:

*Quantity / Type / Size:

*Reefer?

Yes
 No

*Arrival Date:

*Arrival Time (Please indicate your time zone):

*Forwarder

*Shipper:

*Responsible Person Name/Contact Details:

*Customs Office Name & Contact Details:

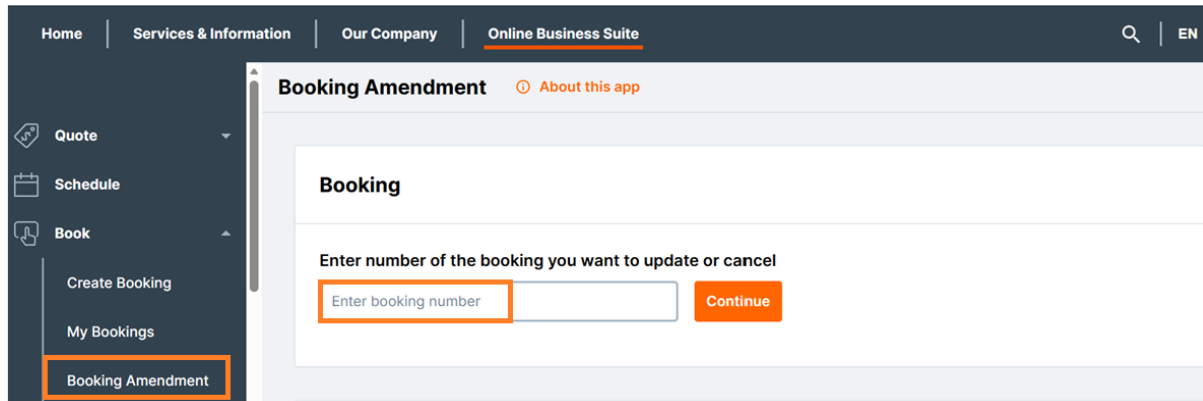
Please add any special requirements needed here:

*Email Address:

[Click here to return to Frequently Asked Questions](#)

How could I submit a request to amend or cancel a booking ?

You can easily submit requests to amend or cancel your existing booking through our website at "Booking Amendment" - [Hapag-Lloyd Booking Amendment](#). This ensures that your requests will be processed quickly. Do not send additional emails regarding booking amendments/cancellations. After submitting, you will receive a case number to track your request. Our team will review your on-line request and provide you with the necessary information, depending on the suitability of the requested amendment.

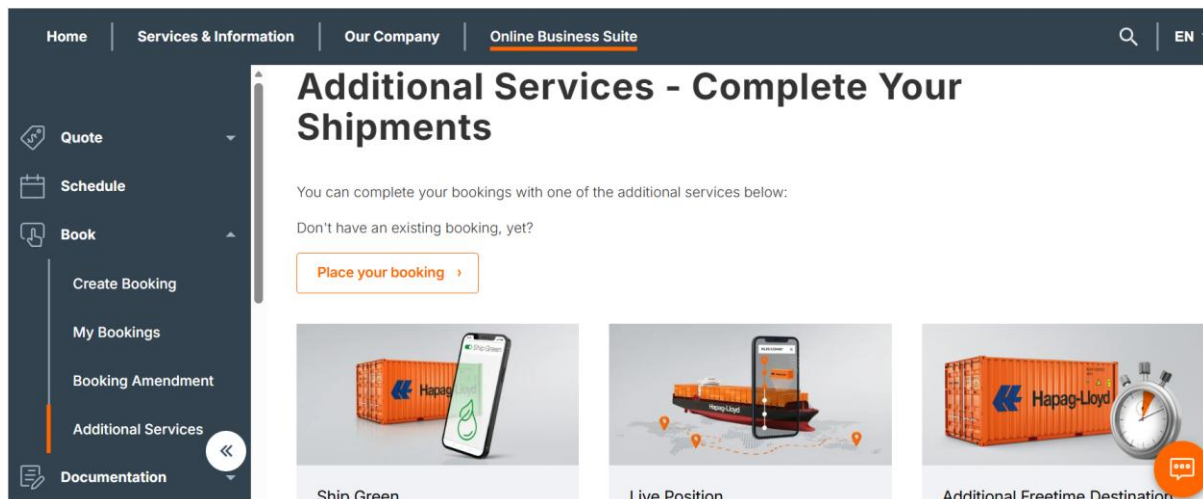


Watch the [Booking Amendment video](#)

Visit our page , [Cost Tariff Update for Reservation Changes GR V2 \(8\).pdf](#) to see the charges that apply to booking cancellations or amendments.

Add our "**Shipping Guarantee**" service to your booking to avoid delays in shipments that need to arrive on time. This service helps prevent delays and ensures your shipments arrive on time.

You can easily purchase the **Shipping Guarantee** product through the [Additional Services - Complete Your Shipments - Hapag-Lloyd](#) after creating your booking. This product can be used for 20' FT, 40' FT Standard, 40' FT High Cube, Flexitank, and Special Equipment. For detailed information about the "**Shipping Guarantee**" product, please contact the sales department.



[Click here to return to Frequently Asked Questions](#)

How could I obtain an empty container ?

The empty pick-up date should match the date shown on the booking confirmation. If, for any reason, you need to pick up the empty container earlier, please amend the pick-up date via Booking amendment button. The Depot where the empty container will be released is stated in the booking confirmation.

Important Announcement

Equipment Pick Up Procedure



We kindly request you to check below details to avoid any problem during equipment pick up.

- Equipment pick up date must match with pick up date at booking confirmation
- In case EQ is not picked up at selected date/time, pick up date should be updated.
- Pick up date changes should be done via booking amendment platform. In case pick up date was not updated, additional cost may occur. (lift on/off, genset handling etc...)
- Genset remark should be indicated only if genset is needed.
- Trucker information is not needed.

Service Name	Earliest MT Pick Up
EM1	SI -3
AL7	SI -5
EMX	SI -3
IRS(GRPIR)	SI -1
IRS(GRSKG)	SI -6

For special equipment, the first Booking Confirmation relates to the space on the vessel, while the booking confirmation for equipment availability follows including the Depot Name.

How could I submit VGM ?

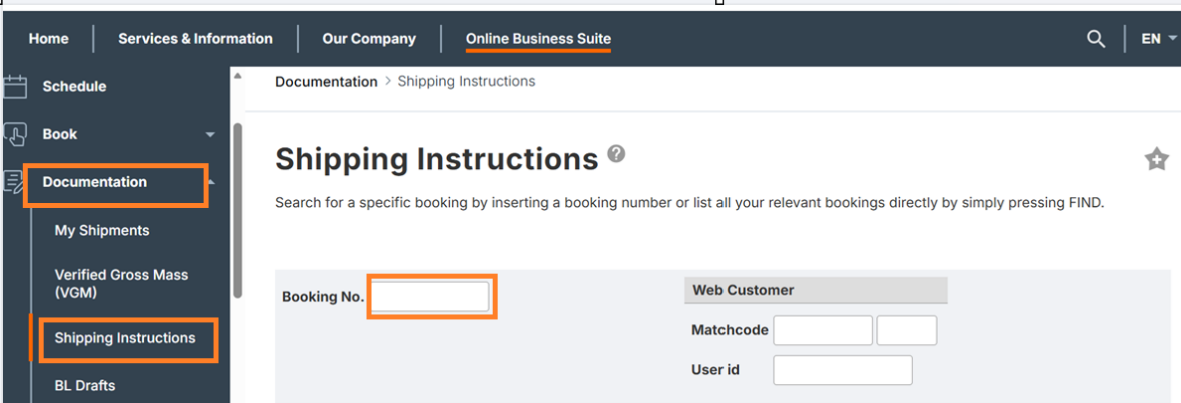
You can enter your VGM (Verified Gross Mass) on the page that opens by clicking the “Verified Gross Mass (VGM)” option on our website , [VGM - Hapag-Lloyd](#).

The screenshot shows the 'VGM Details' page in the Hapag-Lloyd Online Business Suite. The left sidebar has a menu with 'Verified Gross Mass (VGM)' highlighted. The main content area has a 'Booking No.' field. Below it is a table with columns: Container, Tare, Max. Gross, Verified Weight (including tare), Verification Signature (responsible person), Shipper Company (responsible company), and Status. The table has five rows of input fields. At the bottom right, there are three buttons: 'Get Tare and Validate', 'New Entry', and 'Optional Details'.

[Click here to return to Frequently Asked Questions](#)

How could I submit Shipping Instruction/correction/approval ?

You can enter your shipping instructions on the page that opens when you click "Shipping Instructions" on our website - [Shipping Instructions - Hapag-Lloyd](#). Depending on your preferences, you can either enter new shipping instructions or update previous ones. You can also use the form to create multiple bills of lading for a single shipment. For requests involving multiple bills of lading for a single container, please email customer service at greece@service.hlaq.com.



The screenshot displays the 'Shipping Instructions' page within the Hapag-Lloyd Online Business Suite. The navigation menu on the left includes 'Schedule', 'Book', 'Documentation', 'My Shipments', 'Verified Gross Mass (VGM)', 'Shipping Instructions', and 'BL Drafts'. The 'Documentation' and 'Shipping Instructions' items are highlighted with orange boxes. The main content area features a search bar for booking numbers and a 'Web Customer' section with input fields for 'Matchcode' and 'User id'.

When you select your shipment to enter the Shipping Instructions, the following information will automatically appear on the screen.

- Booking Number
- Vessel and voyage number
- Port of loading and port of discharge
- Place of origin and final delivery
- Mode of transport
- Container numbers and Seal number
- Bill of Lading (MBL) number(s)
- Bill of Lading (HBL) number (if specified)

Please enter the cargo harmonized code and full details of the shipper, consignee and notify party, as well as the consignee's / notify party phone number and email address.

Container numbers will appear automatically when the equipment is received.

You can enter your seal number in the "Seal No." field. Since we cannot physically verify the seal number, it is entirely the responsibility of our customers to enter this information into the system and revise it when necessary.

If each container has different cargo, select the option "Individual Descriptions for the Cargo Items of Such Container." If all containers have the same cargo, select the option "Same Description for the Whole Container" (marks and numbers and HS code will be included).

[Click here to return to Frequently Asked Questions](#)

3

Containers and Cargo

[Copy Container Details from Spreadsheet](#)

Same description for whole SI

1 Container and Cargo for [Duplicate](#)

Container No.

 e.g. HLCU 1234567

Seal No. Seal No. (optional) Seal No. (optional)

[Add Seal No.](#)

Individual Descriptions for the Cargo Items of such Container

Same Description for the whole Container (Marks & Numbers and HS Code will be included)

It is mandatory to enter information about your shipments in the red fields.

Cargo Item 1 of New Container 1

No. of Kind of Packages / UN Packing Code Print the Kind of Packages on BL as

This field is required This field is required This field is required

Gross Weight kg Gross Volume (optional) cbm Net Weight (optional) kg Net Volume (optional) cbm

This field is required

HS Code ECICS chemical Code (optional)

Choose HS Code Invalid HS Code. HS Code must have 6 digits. Enter ECICS Code

Marks & Nos (optional) Description

Enter Marks and Numbers Enter Description

This field is required

[Add Cargo Item](#) [Duplicate Cargo Item](#)

Total:

No. of Outer Packing Gross Weight kg Gross Volume cbm

0 0

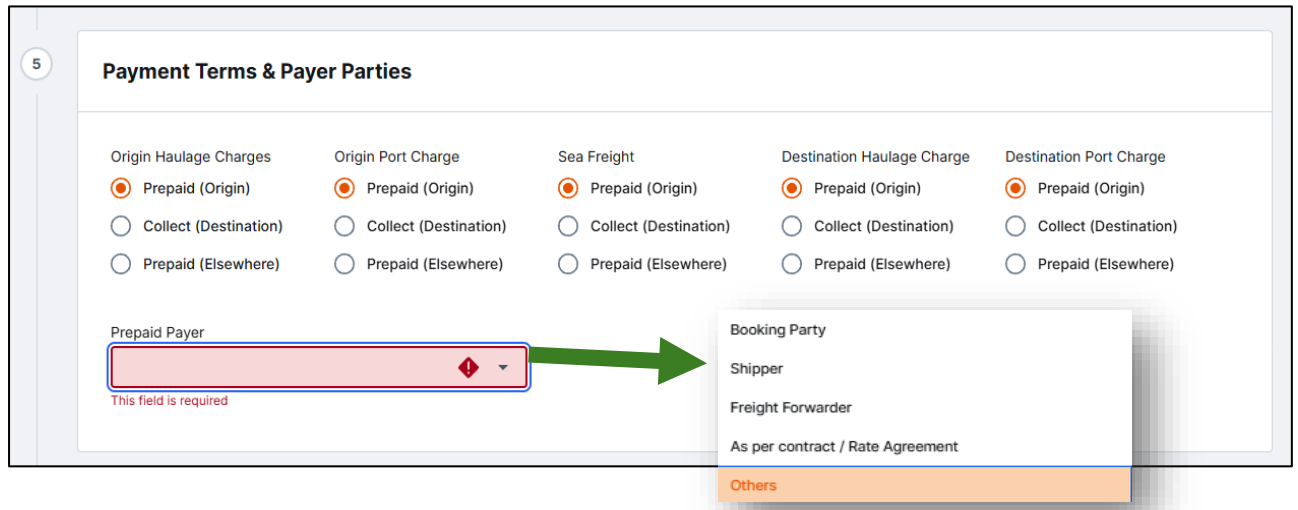
For shipments destined to USA territory (AMS security filing), Canada (ACI security filing), all mandatory details, including the information of the actual shipper and actual consignee must be included in the Shipping Instruction for the Security Declarations.

If you are acting as NVOCC, fill the Self filer code in the respective field in Shipping Instruction.

[Click here to return to Frequently Asked Questions](#)

For cargo that may pass through EU port if it has previously traveled outside the EU, EORI Number, Buyer and Seller details must also be included.

In the “**Payment Terms & Payer Parties**” section, you must specify where and by whom Origin, Freight and Destination charges will be paid.



5 **Payment Terms & Payer Parties**

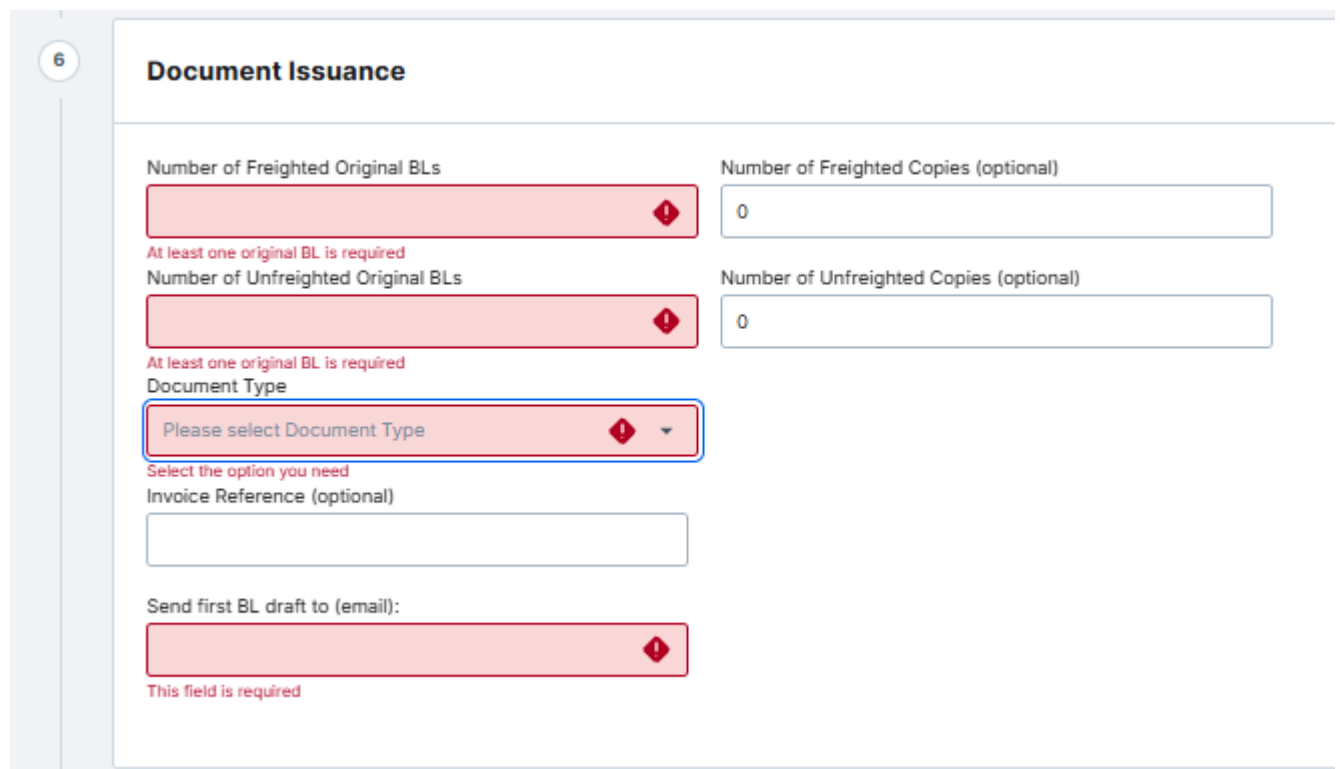
Origin Haulage Charges	Origin Port Charge	Sea Freight	Destination Haulage Charge	Destination Port Charge
<input checked="" type="radio"/> Prepaid (Origin)	<input checked="" type="radio"/> Prepaid (Origin)	<input checked="" type="radio"/> Prepaid (Origin)	<input checked="" type="radio"/> Prepaid (Origin)	<input checked="" type="radio"/> Prepaid (Origin)
<input type="radio"/> Collect (Destination)	<input type="radio"/> Collect (Destination)	<input type="radio"/> Collect (Destination)	<input type="radio"/> Collect (Destination)	<input type="radio"/> Collect (Destination)
<input type="radio"/> Prepaid (Elsewhere)	<input type="radio"/> Prepaid (Elsewhere)	<input type="radio"/> Prepaid (Elsewhere)	<input type="radio"/> Prepaid (Elsewhere)	<input type="radio"/> Prepaid (Elsewhere)

Prepaid Payer This field is required

Booking Party
Shipper
Freight Forwarder
As per contract / Rate Agreement
Others

Document Type: From the drop-down menu, select ‘Original (printed)’ for the printed original bill of lading, ‘Sea Waybill’ for the sea transport document, or ‘Electronic (eBL)’ for the electronic bill of lading.

Send First BL Draft to (Email): Please enter the email address to which the first draft Bill of Lading will be sent (mandatory field).



6 **Document Issuance**

Number of Freight Original BLs This field is required

Number of Freight Copies (optional)

At least one original BL is required

Number of Unfreight Original BLs This field is required

Number of Unfreight Copies (optional)

At least one original BL is required

Document Type This field is required

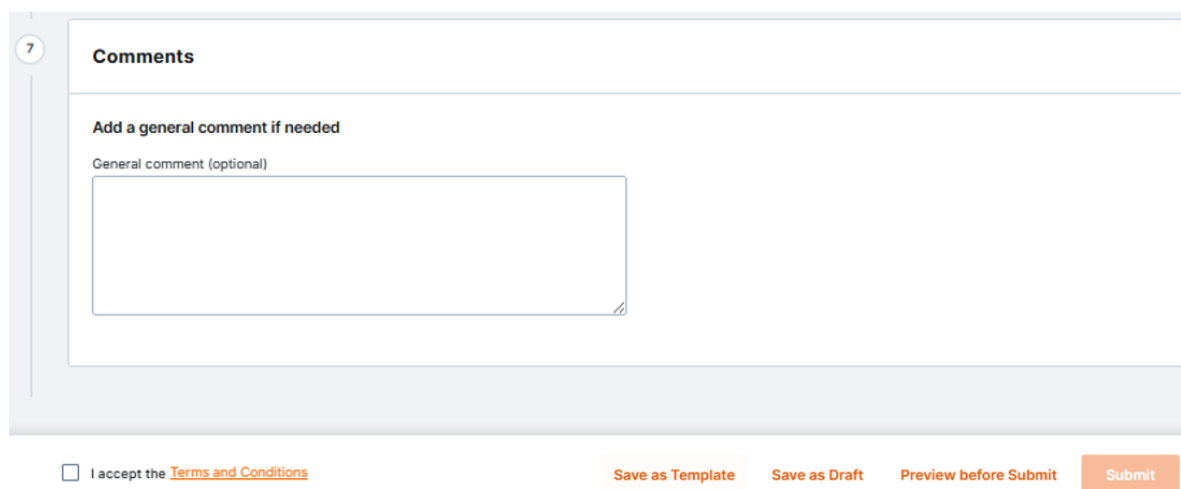
Select the option you need

Invoice Reference (optional)

Send first BL draft to (email): This field is required

[Click here to return to Frequently Asked Questions](#)

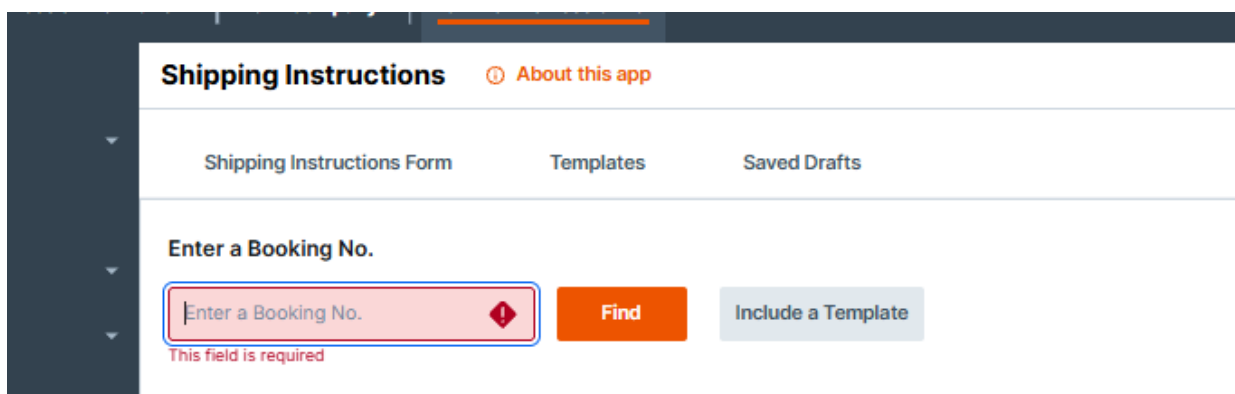
At **Comments**, you can insert additional details regarding the Shipping Instructions in this section. You can also save, regularly used instructions, as a template in the "**Save as Template**" section so that you don't have to enter them again. If you cannot complete the entry process, you can use the "**Save as Draft**" option to save your information and resume the process later. You can also use the "**Preview Before Submitting**" section to preview your entries. To submit your instructions, click the "**I accept the Terms and Conditions**" option and click "**Submit.**"



The screenshot shows a 'Comments' section with a header '7 Comments'. Below the header is a text area with the prompt 'Add a general comment if needed' and 'General comment (optional)'. At the bottom of the form, there is a checkbox labeled 'I accept the Terms and Conditions' and four buttons: 'Save as Template', 'Save as Draft', 'Preview before Submit', and 'Submit'.

Using previously saved template/draft upload instructions:

If you wish to use a previously saved upload instruction template for a new upload, you must select the '**Include a Template**' option at the top of the page. You can find and complete your partially completed upload instructions in the '**Saved Draft**' section.



The screenshot shows the 'Shipping Instructions' form. At the top, there is a header 'Shipping Instructions' with a link 'About this app'. Below the header, there are three tabs: 'Shipping Instructions Form', 'Templates', and 'Saved Drafts'. The 'Shipping Instructions Form' tab is active. Below the tabs, there is a section titled 'Enter a Booking No.' with a text input field containing 'Enter a Booking No.' and a red error message 'This field is required'. To the right of the input field are two buttons: 'Find' (orange) and 'Include a Template' (grey).

[Click here to return to Frequently Asked Questions](#)

What is the Electronic Bill of Lading (eBL) ?

This is not a physical paper document but a **digital version** that replaces the traditional Bill of Lading. The advantage of this document is that allows you to switch to digital document exchange quickly and securely, without using paper. Visit our website to view more information , at [Electronic Bills of Lading \(eBLs\): A Modern Solution for Global Trade - Hapag-Lloyd](#)

Electronic Bills of Lading (eBLs): A Modern Solution for Global Trade

The Bill of Lading is arguably the most important shipping document. After all, it is proof of shipment, a receipt for goods, and a document of title. But it also is traditionally a physical document made from paper which can lead to several inefficiencies, risks, and delays. Enter the electronic Bill of Lading (eBL) — a digital alternative that modernizes and simplifies global trade documentation.

Digitalization

Product Updates

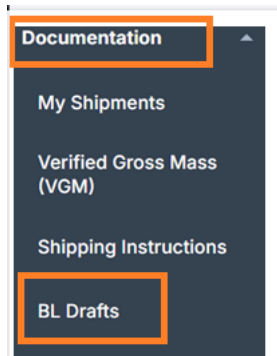
Innovation



[Click here to return to Frequently Asked Questions](#)

How could I access the draft bill of lading, and how could I amend the bill of lading details?

With our "BL Draft" web solution, you can view and revise draft Bills of Lading after submitting the Shipping Instructions. You can also approve your drafts, regardless of the bill of lading type (negotiable or seaway bill). This feature enables you to quickly and efficiently complete the draft Bill of Lading approval process. [BL Draft List](#).



If the draft Bill of Lading you have received is correct, you can easily approve it with a single click. For any correction requests, you can easily make the necessary changes directly to the draft sent to you, without printing or emailing it. You can request a new draft to be sent to you for approval in a short period of time.

[Approve without Changes](#)

[Click here to return to Frequently Asked Questions](#)

I need a certificate, who should I contact?

We have uploaded certificate templates to our website, which you can easily update and create according to your shipment requirements, visit [Greece - Hapag-Lloyd](#) .

For additional information please contact us via email [at greece@service.hlaq.com](mailto:greece@service.hlaq.com)

Offices & Local Info > Europe > Greece

Greece

Greece Piraeus	>	<input checked="" type="checkbox"/> Piraeus Greece	
Greece Thessaloniki	>	STREET ADDRESS HAPAG-LLOYD OVERSEAS TRANSPORT (HELLAS) S.A. 2, DEFTERAS MERARCHIAS STR. 185 35 PIRAEUS GREECE	CONTACTS Customer Service +30 211 9906020 greece@service.hlaq.com Sales +30 211 9906020 greece@sales.hlaq.com
		OPENING TIMES Mon - Fri: 08:30 - 17:30	

[Greece](#) [Import](#) [Export](#) [FAQ](#) [Instruction Videos](#) [Invoice Dispute](#)









Export

∨ [Pre-Carriage Request](#)

∨ [BL Delivery Status](#)

∨ [Export Vessel Schedule](#)

∧ [Certificates](#)

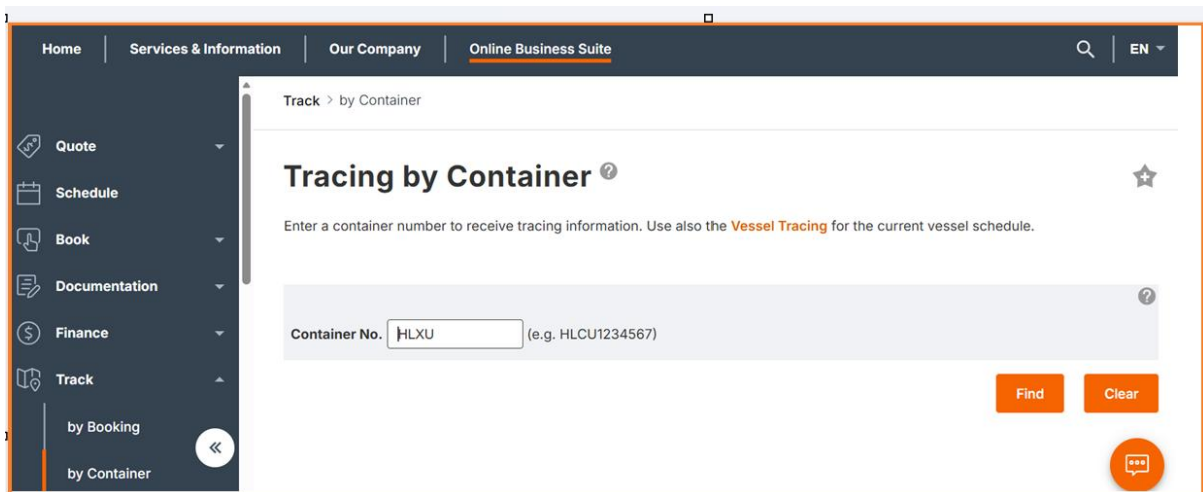
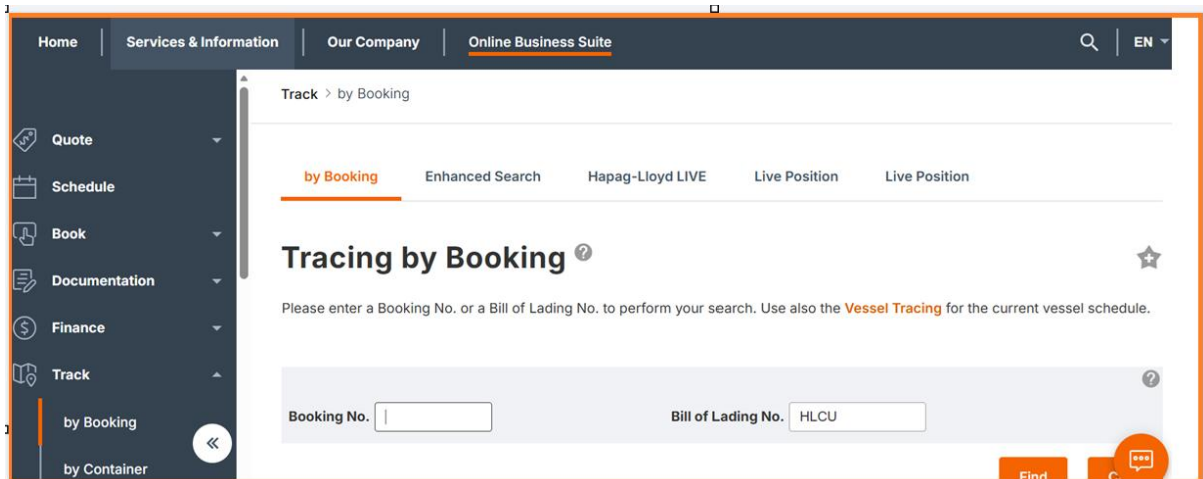
-  [CERTIFICATE OF VESSEL AGE \(255.9 KB, 1 Page\)](#)
-  [CERTIFICATE OF ACCEPTANCE OF ARABIAN PORTS \(254.9 KB, 1 Page\)](#)
-  [CERTIFICATE OF A1 \(294.3 KB, 1 Page\)](#)
-  [CERTIFICATE OF CARGO GEAR \(378.8 KB, 1 Page\)](#)
-  [CERTIFICATE OF ISM CODE AND REGULAR LINE \(289.6 KB, 1 Page\)](#)
-  [CERTIFICATE OF SEAWORTHY VESSELS \(275.0 KB, 1 Page\)](#)
-  [CERTIFICATE OF CLEANLINESS OF EMPTY CONTAINERS \(367.5 KB, 1 Page\)](#)
-  [CERTIFICATE OF NOT ISRAELI FLAG \(283.9 KB, 1 Page\)](#)

[Click here to return to Frequently Asked Questions](#)

How could I trace my shipment ?

By log in in our website, you can easily track your shipment, by **Booking** or **Container number**.

Online Business Suite - Hapag-Lloyd



[Click here to return to Frequently Asked Questions](#)

How could I find the free time of export detention and storage and what charges will apply afterward ?

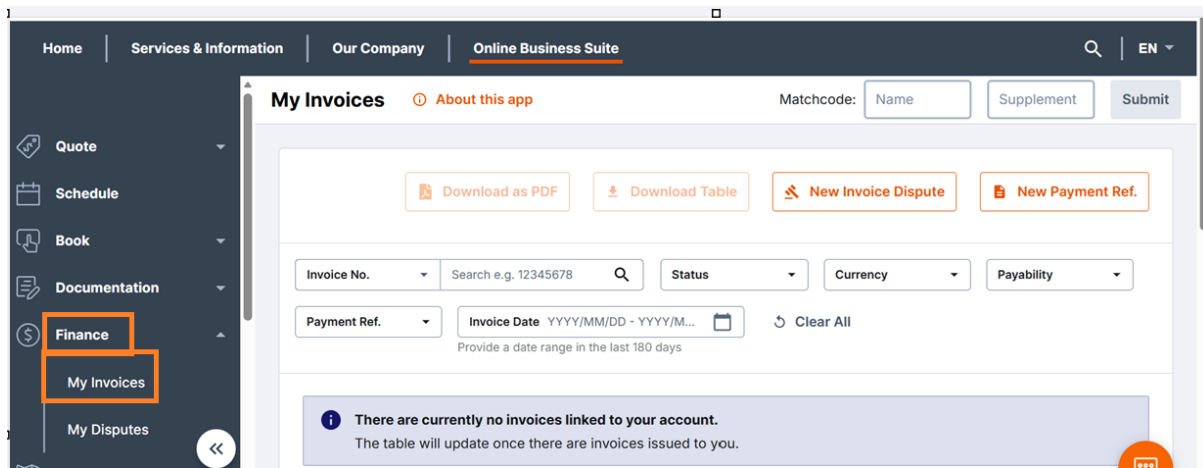
Visit the [Detention and Demurrage Tariffs Europe - Hapag-Lloyd](#) to find all details.

Where could I found your bank account details?

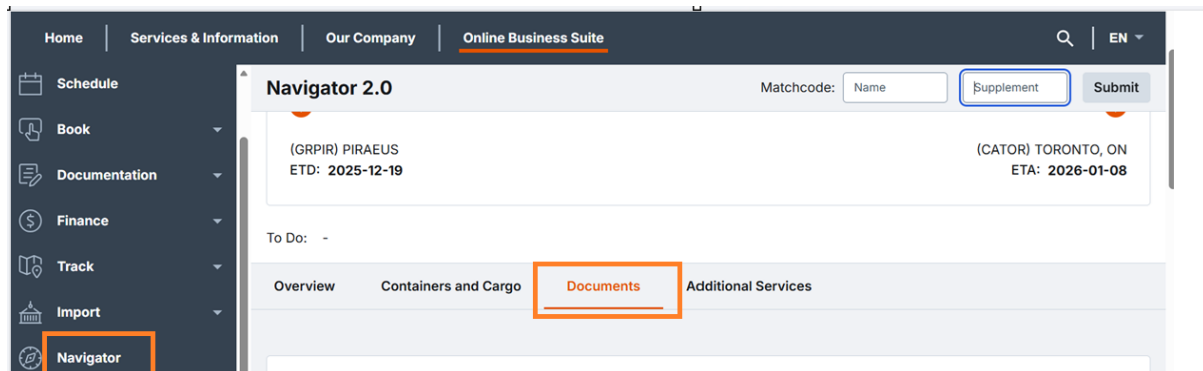
Bank account details are available on the invoices, in addition you can view by Clicking on the link: [Greece - Hapag-Lloyd](#)

How could I access my invoices?

Log in to our website to access the invoice through “My Invoices” tool and easily download a copy.



Alternatively , you can trace the invoice through “Hapag-Lloyd Navigator” by clicking here, at [Hapag-Lloyd](#) and navigating at Documents.



Payments must be effected in EUR currency in which the invoice is issued.

Settle any outstanding balance and provide your remittance documents to the email address of the relevant Account and CS electronic addresses :

NAME	EMAIL
KARIM MOUSSA	karim.moussa@hlag.com
NIKOS SPANOS	nikos.spanos@hlag.com
CS – email	greece@service.hlag.com

[Click here to return to Frequently Asked Questions](#)

My invoice is incorrect, who should I contact ?

A tool to submit a Dispute of your invoice through our website and check the current status and progress without need to contact the customer service team.



The simple solution to manage invoice discrepancies in real time

Invoice Dispute

Below the steps to place and submit a dispute for the Incorrect invoices

[My Disputes | Hapag-Lloyd](#)

User Guide: Invoice Disputes

Welcome to Hapag-Lloyd's Online **Invoice Dispute** solution! This simple solution is your single source of truth for all your Invoice Disputes, allowing you to submit invoice disputes and following their progress online, anytime.

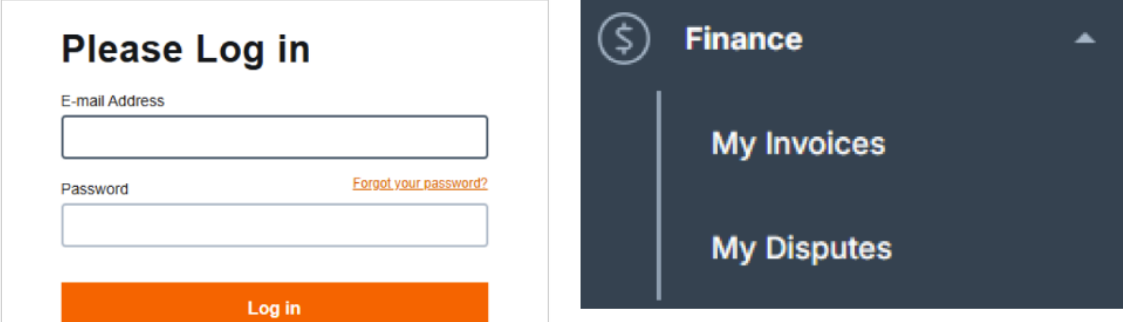
This guide is designed for Hapag-Lloyd customers who are shipping cargo globally and need to submit and manage invoice disputes.

1. [Login and Navigation](#)
2. [Using the My Disputes Tool](#)
 1. [Creating a New Dispute](#)
 2. [Filling out the Form](#)
 3. [Confirmation](#)
3. [FAQs](#)

Login & Navigation

Access the Online Business Suite using your Hapag-Lloyd credentials for log in.

Once in the Online Business Suite navigate to the "My Disputes" solution under "Finance" in the left side menu.



Please Log in

E-mail Address

Password [Forgot your password?](#)

Log in

Finance

My Invoices

My Disputes

[Click here to return to Frequently Asked Questions](#)

What is the COD (Change of Destination) and costs ?

All Change of Destination (COD) requests, after container loading on vessel, are subject to, but not limited to, a **COD charge** , current charge **USD 400 /Bill od Lading** as in our published local tariff **on top** of any **operational charges** assessed for the change. If the COD is accepted , a new quotation required.

Please communicate with our Customer Service at greece@hlaq.com

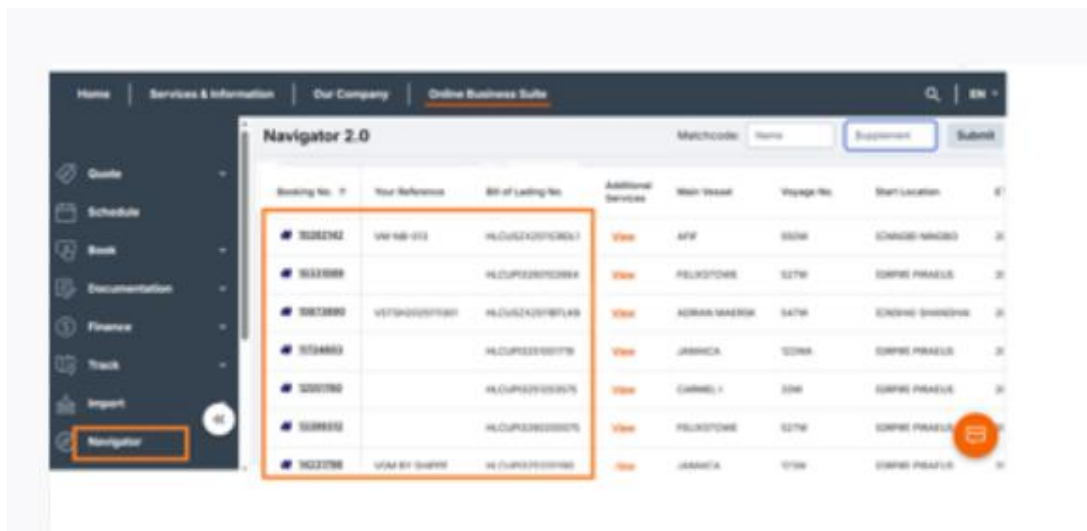
[Click here to return to Frequently Asked Questions](#)

What information could I found on Hapag-Lloyd Navigator ?

With Hapag-Lloyd Navigator, you can easily track your shipments. The digital dashboard provides an overview of all relevant data and offers real-time information 24/7. With Navigator, you can save time managing export bookings, all while staying up to date on the details of your shipment.

The Hapag-Lloyd Navigator is fully integrated into the Hapag-Lloyd online business system and is available to customers worldwide.

The Hapag-Lloyd Navigator is a central monitoring panel that provides information about your Hapag-Lloyd shipments. The interface is user-friendly, simply **log in to the Hapag-Lloyd website**, to manage your shipments with just a few clicks.



With Hapag-Lloyd Navigator, at [Hapag-Lloyd](#) you can access various types of information:

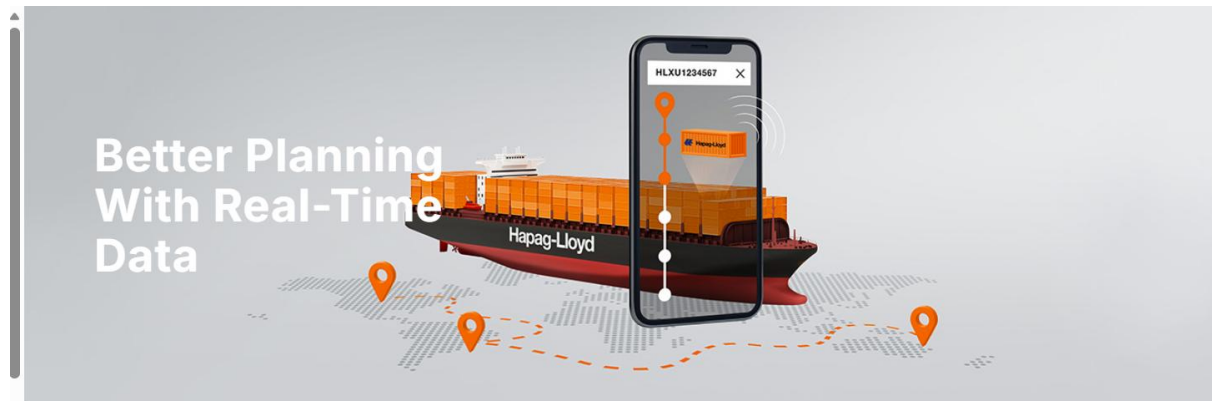
- ❖ Shipment list
- ❖ Shipment details (ETA, ETD, cut-off dates)
- ❖ Easy access to booking changes
- ❖ Documents related to your shipments (Booking Confirmation, Bill of Lading, invoice, arrival notice, and original SWB)
- ❖ Cargo details
- ❖ Easy access to products such as "Ship Green," "Additional Free-time," and "Shipping Guarantee"
- ❖ "To-do list" for various procedures related to your shipment, such as missing VGM information, loading instructions, or urgent shipments

[Click here to return to Frequently Asked Questions](#)

Does Hapag-Lloyd offer "Live Position" for tracking dry containers?

Yes, Live Position is available for all dry containers that are equipped with a smart device. The majority of our container fleet is already equipped with an IoT device.

[Purchase Live Position | Hapag-Lloyd](#)



Live Position



Live Position

Live Position enables You to track Your container in real-time throughout the entire journey.

- ✓ Real-time visibility on a map - no matter if it's transported by ship, truck or train.
- ✓ Reliable information - smart IoT devices connected to the container.
- ✓ 24/7 Online Availability

[Click here to return to Frequently Asked Questions](#)

Does Hapag-Lloyd offer Live tracking Reefer containers?

Yes, there is a smart tracking technology called Hapag-Lloyd LIVE so that you can track information about your refrigerators in real time.

Since the needs for tracking refrigerated containers vary, depending on the type of goods, we offer two solutions.

Hapag-Lloyd LIVE Basic or Hapag-Lloyd LIVE Plus

[About Hapag-Lloyd LIVE - Reefer - Hapag-Lloyd](#)



Hapag-Lloyd LIVE

Smart Monitoring for your Cargo



Hapag-Lloyd LIVE Basic : tracking tool for perishable and sensitive goods, such as pharmaceuticals, dairy products, fish, and chocolate.

Hapag-Lloyd LIVE Plus : an advanced monitoring tool, designed for products that require a controlled atmosphere inside a refrigerated container.

Hapag-Lloyd LIVE DEMO is available to all the Hapag-Lloyd Online Business suite registered customers. Click [Hapag-Lloyd LIVE DEMO](#) to view.

Your Benefits

- Full transparency on all crucial data throughout the entire multimodal journey
- Easy access to the digital cold chain
- Convenient data download
- Trust in our operational performance while we are taking care of your cargo
- High security level due to easily trackable container locations
- Planning certainty based on profound knowledge to optimize your supply chain

[Click here to return to Frequently Asked Questions](#)



Hapag-Lloyd LIVE Plus

Advanced monitoring option for goods requiring a controlled atmosphere or cold treatment

Select

- Temperature Set Point
- Actual Supply Air
- Actual Return Air
- GPS Location
- Track and Trace Events
- Power on/off
- Relative Humidity (RH)*
- USDA 1 - 4
- CO2 Set Point
- O2 Set Point
- CO2 Actual Value
- O2 Actual Value

Hapag-Lloyd LIVE Basic

Temperature control monitoring for sensitive goods

Select

- Temperature Set Point
- Actual Supply Air
- Actual Return Air
- GPS Location
- Track and Trace Events
- Power on/off
- Relative Humidity (RH)*
- USDA 1 - 4
- CO2 Set Point
- O2 Set Point
- CO2 Actual Value
- O2 Actual Value

*in case dehumidification is activated
Monitored data will be introduced gradually.

▲ Show Less

Apply

How could I purchase additional freetime at Destination ?

Hapag-Lloyd's Additional Free time Destination offers a solution by allowing you to extend the empty container return period beyond the standard or agreed freetime limits.



The screenshot shows the Hapag-Lloyd website's 'Additional Freetime Destination' page. The header includes 'Our Company' and 'Online Business Suite' with a search icon. The main content area features the title 'Additional Freetime Destination' and the tagline 'Additional Time, More Flexibility.' To the right, there is an image of an orange Hapag-Lloyd shipping container and a silver stopwatch, symbolizing time and shipping.

Additional Freetime Destination

The option to purchase additional freetime applies to all countries served by Hapag-Lloyd. In addition to your existing agreements, you can purchase up to **10 additional days** of free time at competitive rates/packages.

You can find our additional free time prices on our website, at

[Additional Freetime Destination - Hapag-Lloyd](#)

Then , easily purchase additional free time through :


[Additional Services – Complete Your Shipments - Hapag-Lloyd](#)

[Click here to return to Frequently Asked Questions](#)

Where could I receive the Original Bill of Lading?

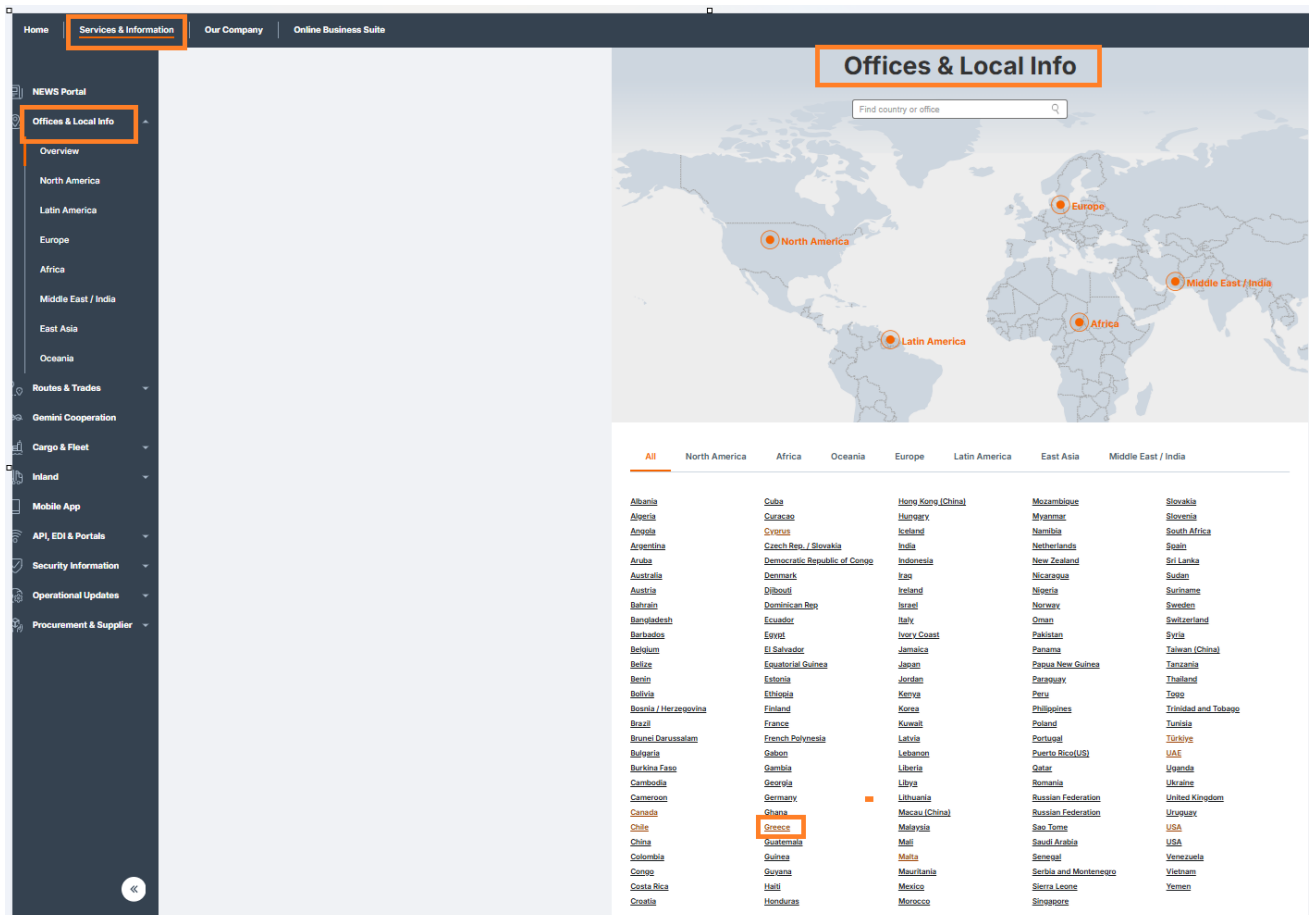
Contact our Customer Service team or visit our office:

Greece

Greece Piraeus	>	 Piraeus Greece		
Greece Thessaloniki	>	<p>STREET ADDRESS HAPAG-LLOYD OVERSEAS TRANSPORT (HELLAS) S.A. 2, DEFTERAS MERARCHIAS STR. 185 35 PIRAEUS GREECE</p> <p>OPENING TIMES Mon - Fri: 08:30 - 17:30</p>	<p>CONTACTS</p> <p>Customer Service</p> <p>Sales</p>	<p>+30 211 9906020 greece@service.hlag.com</p> <p>+30 211 9906020 greece@sales.hlag.com</p>

Where could I find the contact details for Hapag-Lloyd offices worldwide?

Visit the "Offices & Local Information" section and click on the name of the country you are looking for, [Services & Information - Hapag-Lloyd](#)



Offices & Local Info

Find country or office

All	North America	Africa	Oceania	Europe	Latin America	East Asia	Middle East / India
Albania	Cuba	Hong Kong (China)	Mozambique	Slovakia			
Algeria	Curacao	Hungary	Myanmar	Slovenia			
Angola	Cyprus	Iceland	Namibia	South Africa			
Argentina	Czech Rep. / Slovakia	India	Netherlands	Spain			
Aruba	Democratic Republic of Congo	Indonesia	New Zealand	Sri Lanka			
Australia	Denmark	Iran	Nicaragua	Sudan			
Austria	Dominican Rep.	Israel	Nigeria	Suriname			
Bahrain	Ecuador	Italy	Sierra Leone	Swaziland			
Bangladesh	Egypt	Ivory Coast	Pakistan	Switzerland			
Barbados	El Salvador	Jamaica	Panama	Taiwan (China)			
Belgium	Equatorial Guinea	Japan	Papua New Guinea	Tanzania			
Belize	Estonia	Jordan	Paraguay	Thailand			
Benin	Ethiopia	Kenya	Peru	Topo			
Bolivia	Finland	Korea	Philippines	Trinidad and Tobago			
Bosnia / Herzegovina	France	Kuwait	Poland	Tunisia			
Brazil	French Polynesia	Latvia	Portugal	Turkey			
Brunei Darussalam	Gabon	Lebanon	Puerto Rico (US)	UAE			
Bulgaria	Gambia	Liberia	Saudi Arabia	USA			
Burkina Faso	Sierra Leone	Libya	Serbia and Montenegro	Venezuela			
Cameroon	Sierra Leone	Lithuania	Sri Lanka	Yemen			
Canada	Ghana	Macau (China)	Sudan				
Chile	Greece	Malaysia	Sao Tome				
China	Guatemala	Malta	Saudi Arabia				
China	Guinea	Mali	Serbia and Montenegro				
Colombia	Guyana	Mexico	Sierra Leone				
Costa Rica	Haiti	Morocco	Singapore				
Croatia	Honduras						

[Click here to return to Frequently Asked Questions](#)