



# Hapag-Lloyd

Dear valued customer,

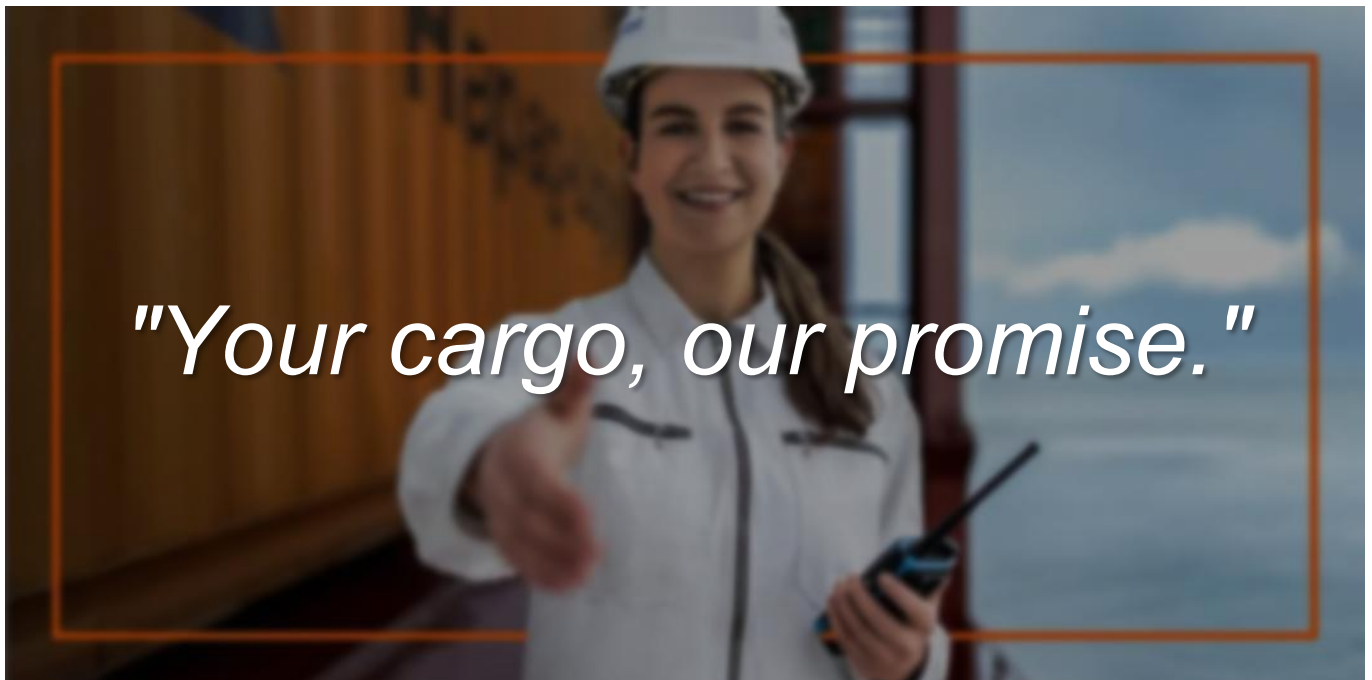
We have prepared this file for you, which contains information about all processes related to your import shipments. Under this document, information is given about frequently asked questions by our valuable customers.

For all your questions and requests, you can reach us by calling 990 60 20 or by sending your e-mails to [greece@service.hlag.com](mailto:greece@service.hlag.com) where you specify your bill of lading/reservation number in the subject line or the body of the mail. We will be happy to assist you with all your questions and requests.

For all your questions and requests, you can reach us by phone or e-mail ([Here](#) are the contact details of our Greece office). We will be happy to help you with all your questions and demands.

You may visit [www.hapag-lloyd.com](http://www.hapag-lloyd.com) website for vessel arrival, import empty return procedure. Please download Hapag-Lloyd mobile app to reach all necessary information through your phone

Thank you for choosing to work with Hapag-Lloyd.



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

## QUESTIONS

- « [How can I register on your website ?](#)
- « [How can I trace my shipments?](#)
- « [How can I check local charges?](#)
- « [How can I check the standard free time for each port?](#)
- « [How can I check contact details for Hapag Lloyd office?](#)
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- « [What information I can find in Import shipment overview?](#)

# Frequently Asked Questions



### How can I register on your website ?

You can easily register on our website by clicking on the link below

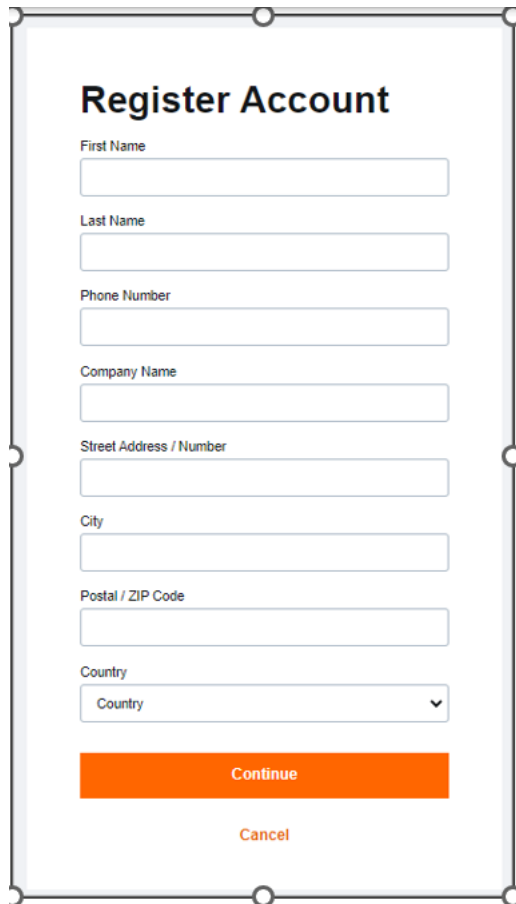
<https://www.hapag-lloyd.com/en/online-business/my-account/register-new-user.html>

After filling in all the required fields marked with an asterisk (“\*”), check the box below and click the “Submit” button to send your membership request to us. Before applying for membership, please review the “Privacy Terms” and “Terms of Use” sections.

I have read and agree to the **Privacy Terms** and **Terms of Use** of the website. (Mandatory)

Our team will process your membership request promptly.

Once your membership is approved, you will receive a confirmation email. After receiving the confirmation email, you can easily perform all online transactions on behalf of your company via the Hapag-Lloyd website by logging in with the password you have set.



The screenshot shows a registration form titled "Register Account". It contains the following fields: First Name, Last Name, Phone Number, Company Name, Street Address / Number, City, Postal / ZIP Code, and a Country dropdown menu. At the bottom of the form, there are two buttons: a prominent orange "Continue" button and a smaller "Cancel" button.

For detailed information, you can contact your customer service representative.

## How can I trace my shipment ?

You can see the location and the planned arrival of your containers 24/7 without the need for any membership by searching with container, bill of lading, or booking number.

You can trace your shipments [through our website](#).

Track > by Booking

**by Booking**

Enhanced Search

Hapag-Lloyd LIVE

Live Position

Live Position

## Tracing by Booking <sup>?</sup>



Please enter a Booking No. or a Bill of Lading No. to perform your search. Use also the [Vessel Tracing](#) for the current vessel schedule.

Booking No.

Bill of Lading No.

Track > by Container

## Tracing by Container <sup>?</sup>



Enter a container number to receive tracing information. Use also the [Vessel Tracing](#) for the current vessel schedule.

Container No.  (e.g. HLCU1234567)

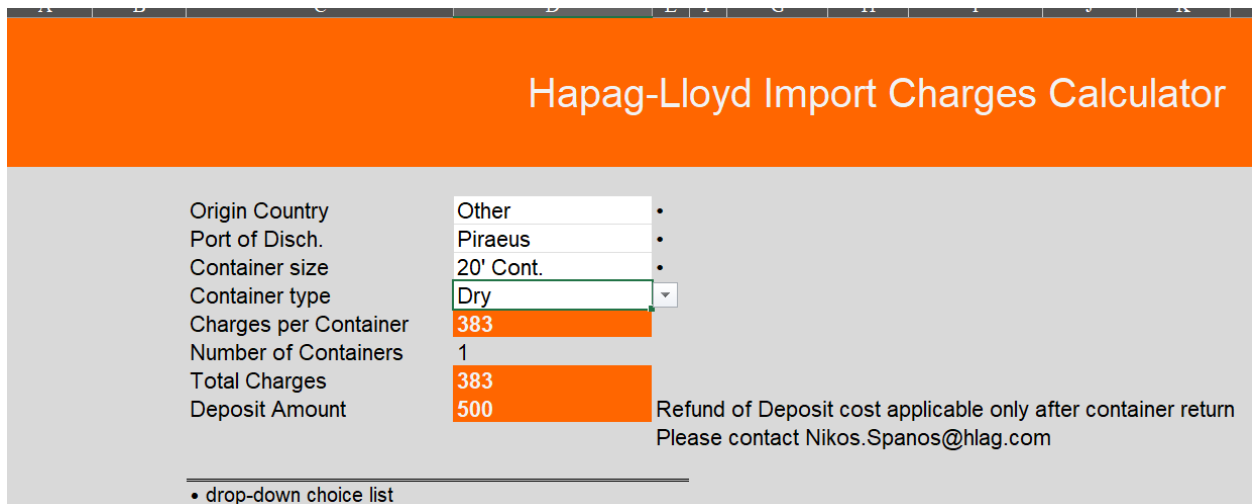
### How can I check local charges?

Local import charges invoices and distributes all customer electronically two working days prior vessel's arrival. You may proceed with payment after receiving invoices on the Bank Account that Invoice indicate. On the other hand, you should always check end period of free-time and pay if any additional cost occurs. In case of invoices not received, please get contact with [greece@service.hlag.com](mailto:greece@service.hlag.com) .

Local charges [through our website](#) at

### Find Local Charges and Service Fees for All Countries - Hapag-Lloyd

Alternatively , you could visit Import Charges Calculator at [Greece - Hapag-Lloyd](#)



The screenshot shows the 'Hapag-Lloyd Import Charges Calculator' interface. It features a list of input fields on the left and a corresponding list of values on the right. The values for 'Charges per Container', 'Total Charges', and 'Deposit Amount' are highlighted in orange. A dropdown menu is open for 'Container type', showing options: 'Other', 'Piraeus', '20' Cont.', and 'Dry'. Below the calculator, there is a note: 'Refund of Deposit cost applicable only after container return Please contact Nikos.Spanos@hlag.com' and a legend for the orange highlight: '• drop-down choice list'.

Field	Value
Origin Country	Other
Port of Disch.	Piraeus
Container size	20' Cont.
Container type	Dry
Charges per Container	383
Number of Containers	1
Total Charges	383
Deposit Amount	500

Refund of Deposit cost applicable only after container return  
Please contact Nikos.Spanos@hlag.com

• drop-down choice list

[How can I check the standard free time for each port?](#)

Demurrage & detention tariffs for each country/port can be found on our [website](#),

[Detention and Demurrage Tariffs - Hapag-Lloyd](#)

[How can I check contact details for Hapag Lloyd office?](#)

Contact details of worldwide Hapag-Lloyd offices & local information can be found on our [website](#).

[Offices & Local Info - Hapag-Lloyd](#)



### How can I follow arrival of import vessels?

By following the below page you trace vessels list with import cargoes, with ETA and delivery order availability.

#### [Greece - Hapag-Lloyd](#)

^ Delivery Order Status



VESSEL NAME	VOYAGE	PORT	ARRIVAL DATE	DELIVERY ORDER STATUS
ZIM CHINA	50W	GRPIR	26.01.2026	NOT READY
SOFIA EXPRESS	601S	GRPIR	25.01.2026	NOT READY
BERNARD A	IAS 040	GRSKG	23.01.2026	NOT READY
COSCO INDONESIA	552S	GRPIR	22.01.2026	NOT READY
MAERSK WAKAYAMA	603N	GRPIR	20.01.2026	READY

### Where to find my Arrival Notice and invoice ?

Kindly enter with your credentials at [www.hapag-lloyd.com](http://www.hapag-lloyd.com) , follow the Navigator **trace your booking number / BL nbr** , select the shipment you looking for and check **at Documents**

**Navigator 2.0** Matchcode:

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Booking No. ↑	Your Reference	Bill of Lading No.	Additional Services	Main Vessel	Voyage No.	Start Location
 <a href="#">38769582</a>		HLCUBU3251113150	<a href="#">View</a>	XIAMEN EXPRESS	NA548R	(ARBUE) BUENO
 <a href="#">89976996</a>	OCEANO GRECIA	HLCULI3251116556	<a href="#">View</a>	CMA CGM CARL ANTOINE	5240N	(PECLL) CALLAC

If the Arrival Notice and Invoice are uploaded you could easily download.

**Navigator 2.0** Matchcode:

---

**Documents**

Number	Status	Last changed	
↑ Arrival Notice (1)			
HLCUSZX2511CDBI6	Issued	2026-01-18	<input type="button" value="Download"/>

**Navigator 2.0** Matchcode:

To Do: -

Overview Containers and Cargo **Documents** Additional Services

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**Documents**

Number	Status	Last changed	
↑ Invoice (1)			
2427675149	Issued	2026-01-19	<input type="button" value="Download"/>

In case invoice not issued , please apply to [greece@service.hlag.com](mailto:greece@service.hlag.com)

### Which documents needed for delivery order?

For the issuance of the delivery order each consignee is required to surrender the relating bill(s) of lading and a photocopy of the authorization issued by consignee to his customs broker or any representative, who will receive from our office the delivery order.

- Endorsed & Stamped Original BL / SWB copy
- Authorization letter (issued by consignee who will receive order)
- Payment of local charges and demurrage cost.

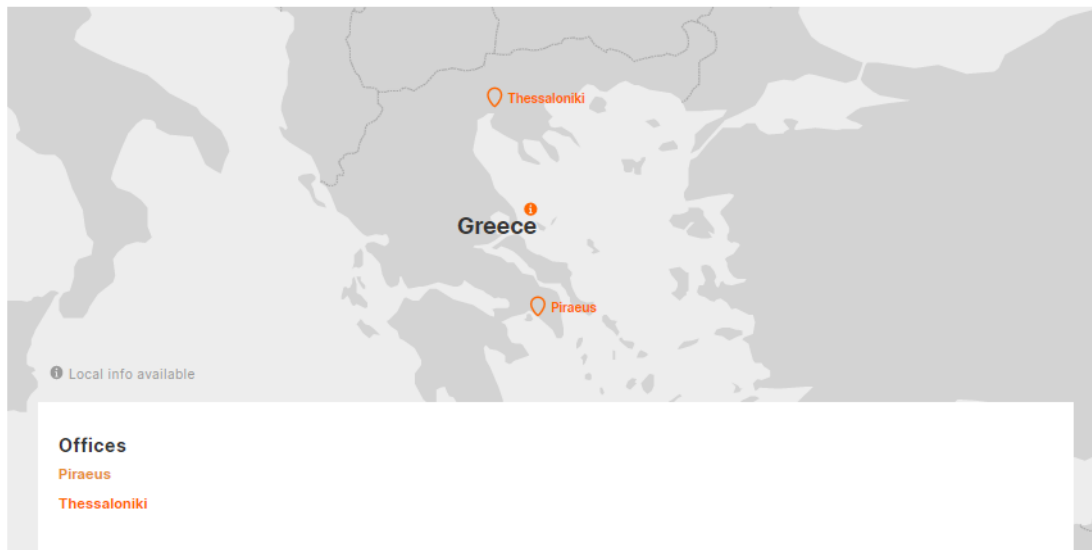
You may contact customer service for any questions.

### Where can I obtain my delivery order?

You may collect your delivery order from below offices. Please click to find address details and communication details for Piraeus and Thessaloniki offices.

<https://www.hapag-lloyd.com/en/services-information/offices-localinfo/europe/greece.html>

## Greece



For PoD Piraeus	: <a href="mailto:fotini.perimeni@hlag.com">fotini.perimeni@hlag.com</a>
For PoD Thessaloniki	: <a href="mailto:hapag.delivery.skg@arkas-hellas.gr">hapag.delivery.skg@arkas-hellas.gr</a>

**Where can I find deposit tariff of containers?**

Please find deposit costs as below. The cost will be refunded once empty units return to depot in it's initial Conditions without damages an import detention incurred.

■ **Deposit tariff of containers**

**Please find deposit tariff of containers below.**

Piraeus & Thessaloniki					
Standard Container		Special Equipment		Reefer Container	
20'	40'	20'	40'	20'	40'
500 EUR		1000 EUR		1500 EUR	
Refund of deposit cost will be applicable after container returns without any damage and/or demurrage. For the refunds please contact with <a href="mailto:Nikos.Spanos@hlaq.com">Nikos.Spanos@hlaq.com</a>					

## Where can I trace the import local manifest Sequence number ?

^ [Import Vessel Schedule](#)

### Greece / Piraeus

Note ;

For the issuance of the delivery order each consignee is required to surrender the relating bill(s) of lading and a photocopy of the authorization issued by consignee to his customs broker or any representative , who will receive from our office the delivery order.

#### Greece / Piraeus

VESSEL NAME	VOYAGE	Flag	Arrival Date	Sequence Number	Sequence Number Date	Delivery Order Date	Time
MAERSK WAKAYAMA	603N	PANAMA	20.01.2026	26.0095.HAP	21.01.2026	21.01.2026	09:00
SUNAIID X	26001S	PORTUGAL	20.01.2026	26.0091.HAP	20.01.2026	20.01.2026	09:00

## Where can I find demurrage and detention tariffs? How can I calculate it?


You may use the calculator to see import D&D charges for your import shipments that have arrived or will arrive in Region South Europe countries without need to send an email or calling import customer service agents.

[Calculate Demurrage & Detention Free Time | Hapag-Lloyd](#)

When you enter the following parameters, you will receive an email with free time and analysis of D&D amount per container



Type the nbr of booking at Booking nbr field

Click the container and Select the calculation Demurrage & Detention Costs or Freetime

 **Select the calculation**

Select preferable calculation

Demurrage & Detention Costs  Freetime

 Select the date 

Select date for which you would like to receive calculation

2026-01-21



I agree to the Hapag-Lloyd [Bill of Lading and Sea Waybill Terms and Conditions](#) as well as the [Ship Green Terms and Conditions](#).

**Calculate**

When you enter the following parameters in order, the amount to be displayed reflects the amount per container.

- Type of container
- Arrival of the vessel
- The calculation of the day or the date of delivery of the empty equipment
- Free time

Please feel free to contact customer service department for any questions.

### [Where can I return the empty Hapag-Lloyd equipment?](#)

All involved parties should always check Hapag Lloyd website just before to return the empty Hapag-Lloyd container to depot at [Import Empty Returns - Greece - Hapag-Lloyd](#)

All empty entrance tickets are issued only after containers leave the Terminal and within 2 hours of their exit time.

In case empty units should return into the terminal, it is necessary to :

- Login into PCT system: <https://eservices.pct.com.gr/my.policy>
- Insert container and booking number to find your ticket
- Add your trucker code to the specific ticket.

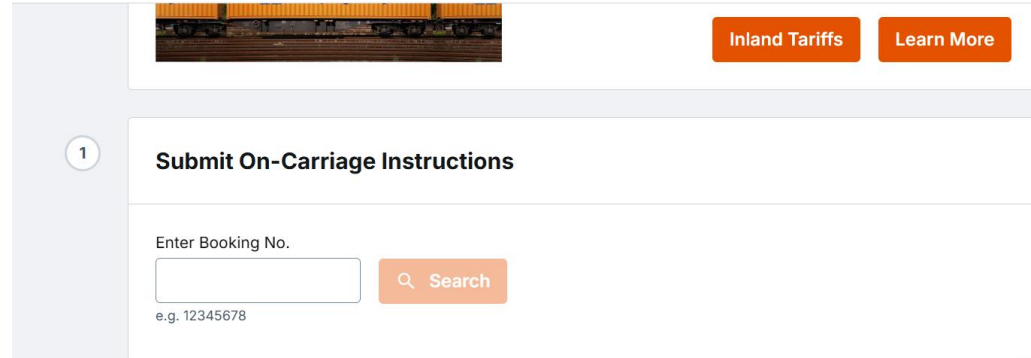
In case of a foreign driver who is not registered into Pct system, please provide us with his card number and HL will proceed with the issuance of a ticket

In case the site mentions as a return the cooperating Container Depot, you may return by providing the Cargo Release Form.

**My shipment is shipped for door delivery, where should I send delivery instructions?**

Under Import column , please click on **On-Carriage Instructions** enter Booking nbr to submit your instructions, [On Carriage Form | Hapag-Lloyd](#)

**On Carriage Form** [About this app](#)

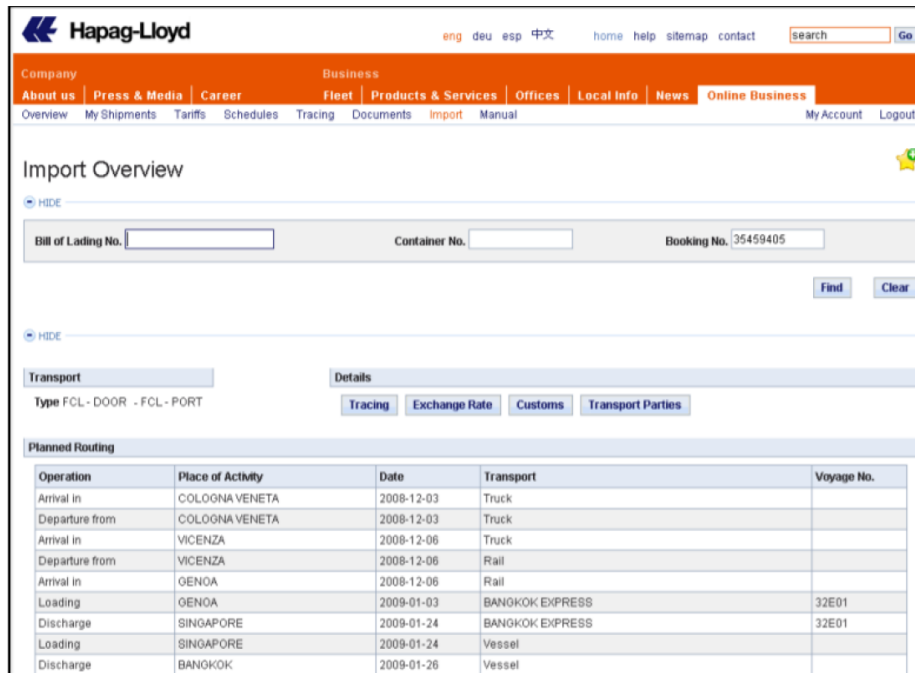


The screenshot shows a web interface for the 'On Carriage Form'. At the top, there is a header with the title 'On Carriage Form' and a link 'About this app'. Below the header is a banner image of a train with two orange buttons: 'Inland Tariffs' and 'Learn More'. The main content area is titled '1 Submit On-Carriage Instructions'. It contains a text input field labeled 'Enter Booking No.' with a search icon and the text 'Search' next to it. Below the input field, there is a small example text 'e.g. 12345678'.

## What information I can find in Import shipment overview?

You may find all necessary information for your shipment by visiting "Import Overview" page.

- Planned routing / ETA of vessel
- Release information
- BL information
- Container details



**Import Overview**

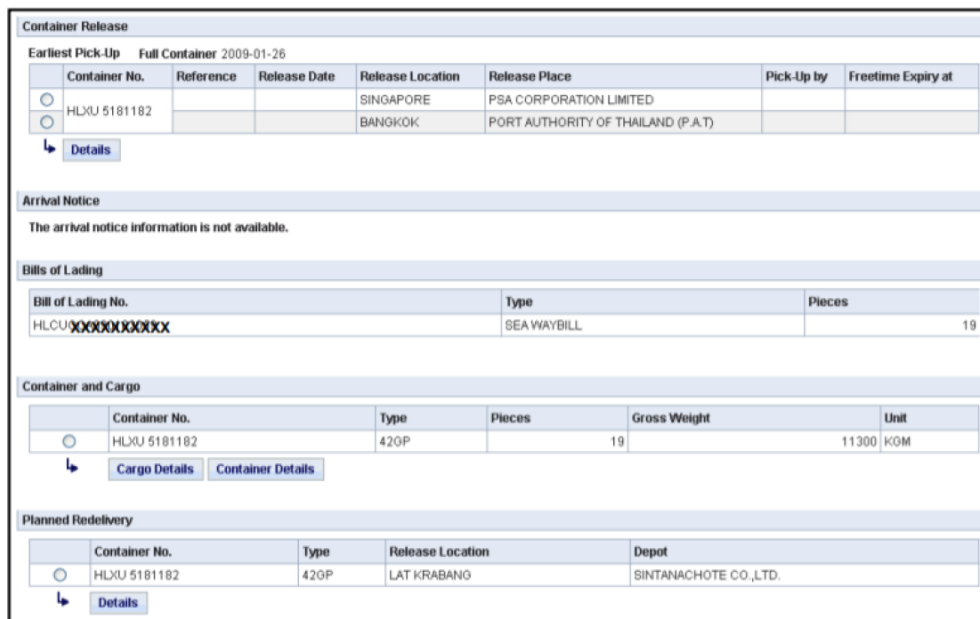
Bill of Lading No.  Container No.  Booking No. 35459405

Find Clear

Transport: Type FCL - DOOR - FCL - PORT

Details: Tracing Exchange Rate Customs Transport Parties

Operation	Place of Activity	Date	Transport	Voyage No.
Arrival in	COLOGNA VENETA	2008-12-03	Truck	
Departure from	COLOGNA VENETA	2008-12-03	Truck	
Arrival in	VICENZA	2008-12-06	Truck	
Departure from	VICENZA	2008-12-06	Rail	
Arrival in	GENOA	2008-12-06	Rail	
Loading	GENOA	2009-01-03	BANGKOK EXPRESS	32E01
Discharge	SINGAPORE	2009-01-24	BANGKOK EXPRESS	32E01
Loading	SINGAPORE	2009-01-24	Vessel	
Discharge	BANGKOK	2009-01-26	Vessel	



**Container Release**

Earliest Pick-Up Full Container 2009-01-26

Container No.	Reference	Release Date	Release Location	Release Place	Pick-Up by	Freetime Expiry at
<input type="radio"/> HLXU 5181182			SINGAPORE	PSA CORPORATION LIMITED		
<input type="radio"/>			BANGKOK	PORT AUTHORITY OF THAILAND (P.A.T)		

Details

**Arrival Notice**

The arrival notice information is not available.

**Bills of Lading**

Bill of Lading No.	Type	Pieces
HLCUXXXXXXXX	SEA WAYBILL	19

**Container and Cargo**

Container No.	Type	Pieces	Gross Weight	Unit
<input type="radio"/> HLXU 5181182	42GP	19	11300	KGM

Cargo Details Container Details

**Planned Redelivery**

Container No.	Type	Release Location	Depot
<input type="radio"/> HLXU 5181182	42GP	LAT KRABANG	SINTANACHOTE CO.,LTD.

Details