

Dear valued customer,

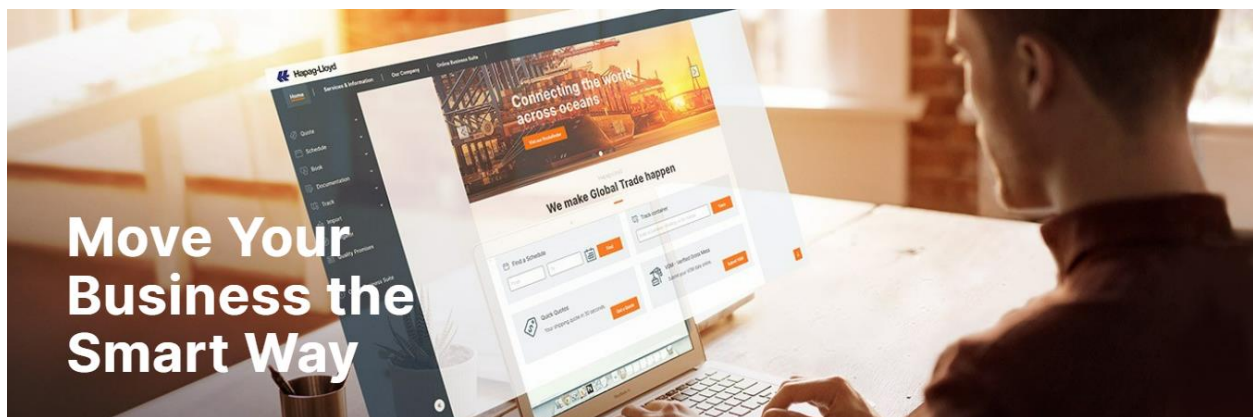
We have prepared this file for you, which contains information about all processes related to your import shipments. Under this document, information is given about frequently asked questions by our valuable customers.

For all your questions and requests, you can reach us by calling [+30 2119906020](tel:+302119906020) or by sending your e-mails to 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 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.



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How to create account on HL website?

You can create your business account easily on our website <http://www.hapag-lloyd.com> by following-up necessary steps.

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

[Register New User](#) | [Request Password](#) | [User List](#)

Register [?]

You are a vendor of Hapag-Lloyd? Please open the [registration form for our vendors](#).

My Personal Information [?]

First Name*

Last Name*

Phone

My Company Details [?]

Company*

Street*

Postal Code

City*

Country, Region*

My Account [?]

E-mail*

Password* (At least 8 characters, containing one letter and one digit. Allowed special characters: #, \$, @)

Repeat Password*

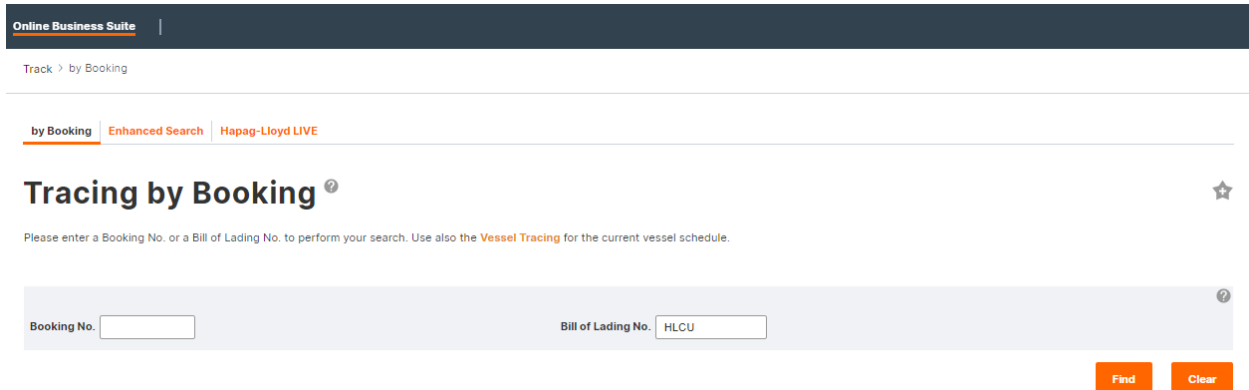
I have read and agree to the [Privacy Terms](#) and [Terms of Use](#) of the website. (Mandatory)

Yes, I would like to receive communication from Hapag-Lloyd (including product, rate and service updates).

How can I trace my shipments?

You can see the location 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](#).



The screenshot shows the 'Tracing by Booking' page in the Online Business Suite. At the top, there is a navigation bar with 'Online Business Suite' and 'Track > by Booking'. Below this, there are tabs for 'by Booking', 'Enhanced Search', and 'Hapag-Lloyd LIVE'. The main heading is 'Tracing by Booking' with a star icon. A sub-heading reads: '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.' Below this is a search form with two input fields: 'Booking No.' (empty) and 'Bill of Lading No.' (containing 'HLCU'). To the right of the form are 'Find' and 'Clear' buttons.

How can I check local charges?

Local import charges invoices and distributes all customer electronically after vessel arrival. You may proceed with payment after receiving invoices. 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 for local costs.

Additionally, all export-import charges visible from below webpage.

https://www.hapag-lloyd.com/content/dam/website/downloads/detention_demurrage/Greece-Local-Charges.pdf

How can I check the standard free time for each port?

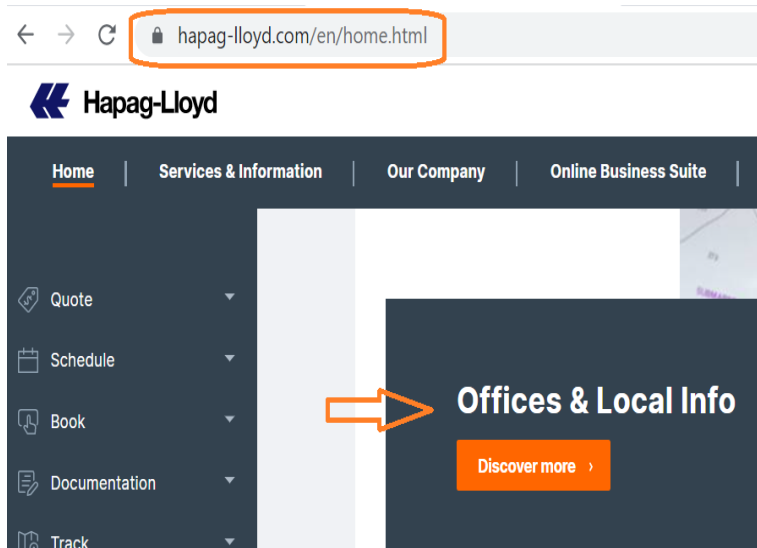
Demurrage & detention tariffs for each country/port can be found on our [website](#).

<https://www.hapag-lloyd.com/en/online-business/quotation/detention-demurrage.html>

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](#).

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



How can I follow arrival of import vessels?

You may find below page to find Greece import vessels with delivery order date/time, ETA and import summary declaration number.

<https://www.hapag-lloyd.com/en/services-information/offices-localinfo/europe/greece.html#tab=ti-vessel-calls-import-greece>

[Greece](#) | [Import Vessels](#) | [Import Empty Returns](#) | [FAQ](#)

Greece Import Vessels

[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 | Voyage Number | Flag | ETA | Import Summary Declaration Number | Import Summary Date | D/O Delivery date | D/O delivery Time |
|-------------|---------------|----------|--------------|-----------------------------------|---------------------|-------------------|-------------------|
| SUNAIID X | 005W | PORTUGAL | 30 June 2022 | | 30 June 2022 | 30 June 2022 | 09:00 |
| OKEE ALICIA | 507S | LIBERIA | 29 June 2022 | 22.1123.HAP | 29 June 2022 | 29 June 2022 | 09:00 |

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.

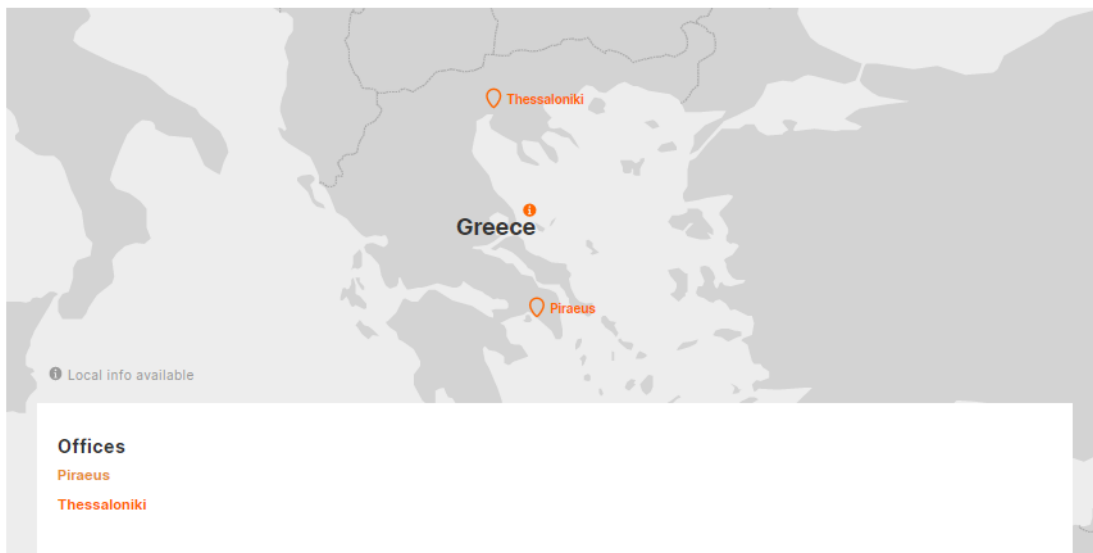
You may contact customer service for any questions.

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



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.

Please contact with finance department to clear the cost.

| Standard Container | Special Container | Reefer Container |
|---------------------------|--------------------------|-------------------------|
| EUR 500 | EUR 1000 | EUR 1500 |

Refund of deposit cost applicable after container return. Please contact with **nikos.spanos@hlag.com**

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 all 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.

<https://www.hapag-lloyd.com/en/online-business/quotation/detention-demurrage.html>

You can directly access the user manual and the calculator by clicking on the following short links that we have prepared for you.

Import D&D User Guide
Import D&D Calculator

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 equipment?

All involved parties should always check Hapag Lloyd website just before to return an empty container to depot.

<https://www.hapag-lloyd.com/en/services-information/offices-localinfo/europe/greece/local-info/import-empty-return-greece.html>

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.

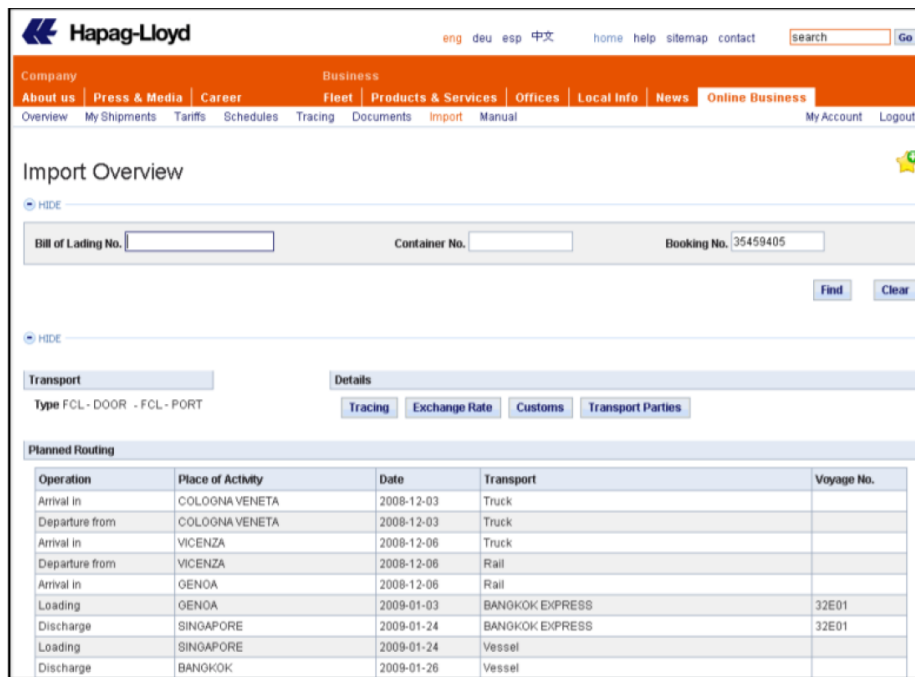
In case of a foreign driver who is not registered into Pct system, please provide us with his card number and HL will proceed with the issuance of a ticket

In case the site mentions as a return the cooperating Container Depot, you may return it without any return form.

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"/> HLXU 5181182 | | | 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 | | | | | | | |