

Customer Dashboard

Our virtual handshake.

A handshake shows trust.
A handshake takes two.
A handshake is a mutual commitment.

Offering our hand to our customers means that we want to strengthen our partnership with them.

We are underlining our commitment to quality by launching and giving all customers access to our Customer Dashboard. But delivering on our promises will only work if our customers are equally accountable for delivering on their commitments to Hapag-Lloyd.

How can you benefit from our Customer Dashboard?

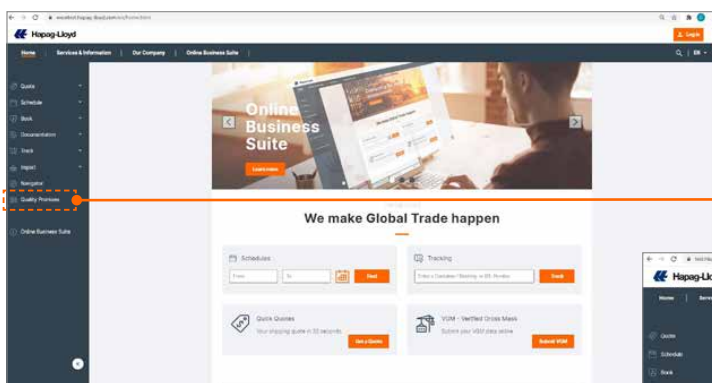
We have made **each of our quality promises measurable**, and we enable you to see where Hapag-Lloyd stands versus the targets we have set for ourselves.

We offer full insights

- into our quality performance delivery according to time period and location
- globally and on an individual-customer level
- on the details of our KPIs
- in trend charts showing our quality improvements
- and we present your performance on our mutual commitment and Hapag-Lloyd's performance next to each other

Customer Dashboard: Track our performance 24 hours a day, 7 days a week, 365 days a year.

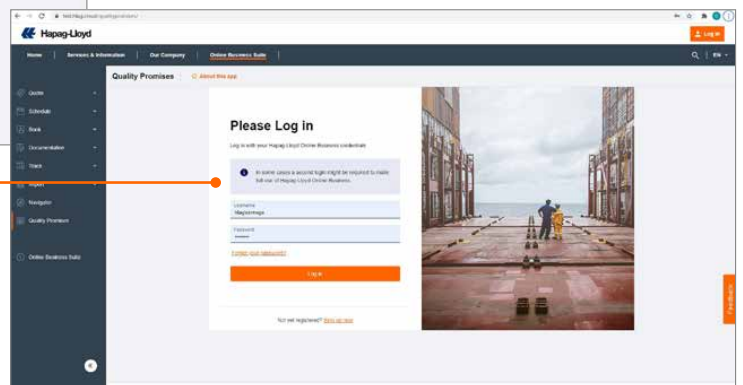
You can access our new Customer Dashboard via the [Hapag-Lloyd Website](#) with your existing online business account.



1 Click on „Quality Promises“

Log in via Hapag-Lloyd Website – our central point of entry.

2

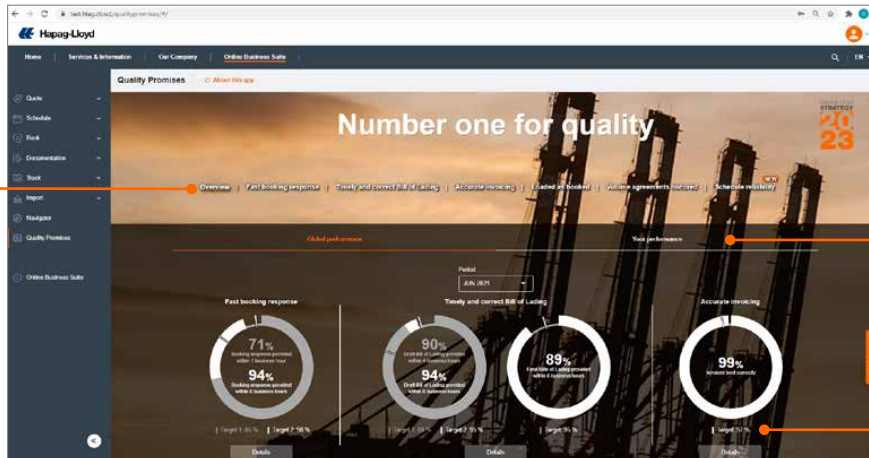


For further information, please contact your local **Hapag-Lloyd Sales** or **Customer Service representative**, or visit www.hapag-lloyd.com



Are we keeping our quality promises?

See how we are delivering on our quality promises compared to our targets.



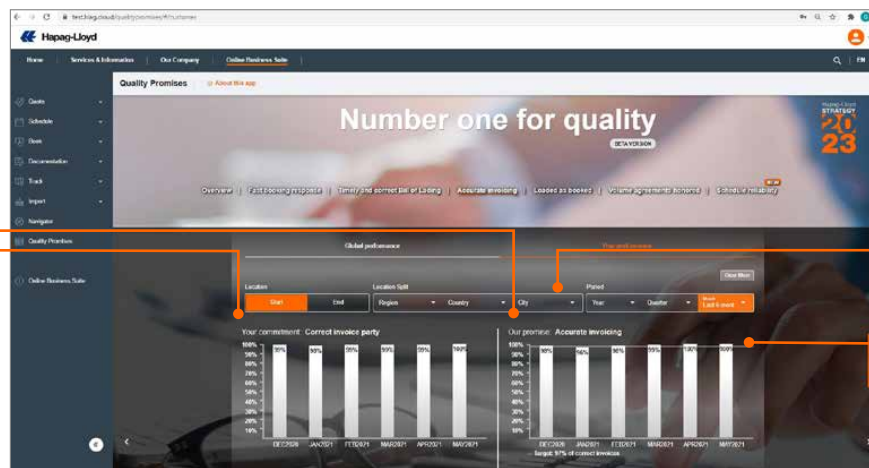
Navigation:
View information on one specific quality topic by choosing a promise in the dashboard navigation.

Switch here to select global or customer level.

Performance vs. target:
See our quality performance compared to our target.

Our virtual handshake:

This should be achieved in the spirit of genuine partnership, which we want to further strengthen with our customers.



Commitment & Performance:
We present your commitments on the left, our performance on the right.

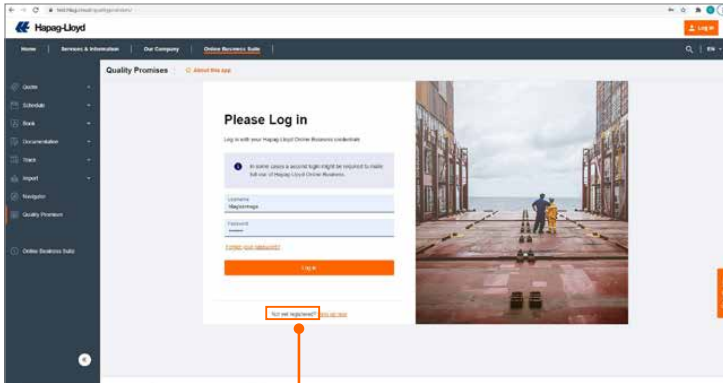
Filter options:
Enter your choice of region, city and time. The performance data will be updated as you require.

Trend charts:
These display our past performance with your business for the selected quality promise.

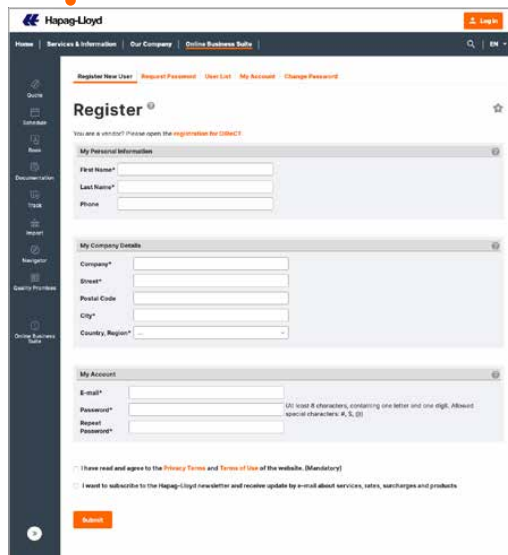
Customer Dashboard

How to register for Hapag-Lloyd Online Business

To gain access to all Hapag-Lloyd online business services, create your account now.



Visit the website of Hapag-Lloyd, choose **Quality Promises** in the navigation and click **not yet registered?**



For further information, please contact your local **Hapag-Lloyd Sales** or **Customer Service representative**, or visit www.hapag-lloyd.com

