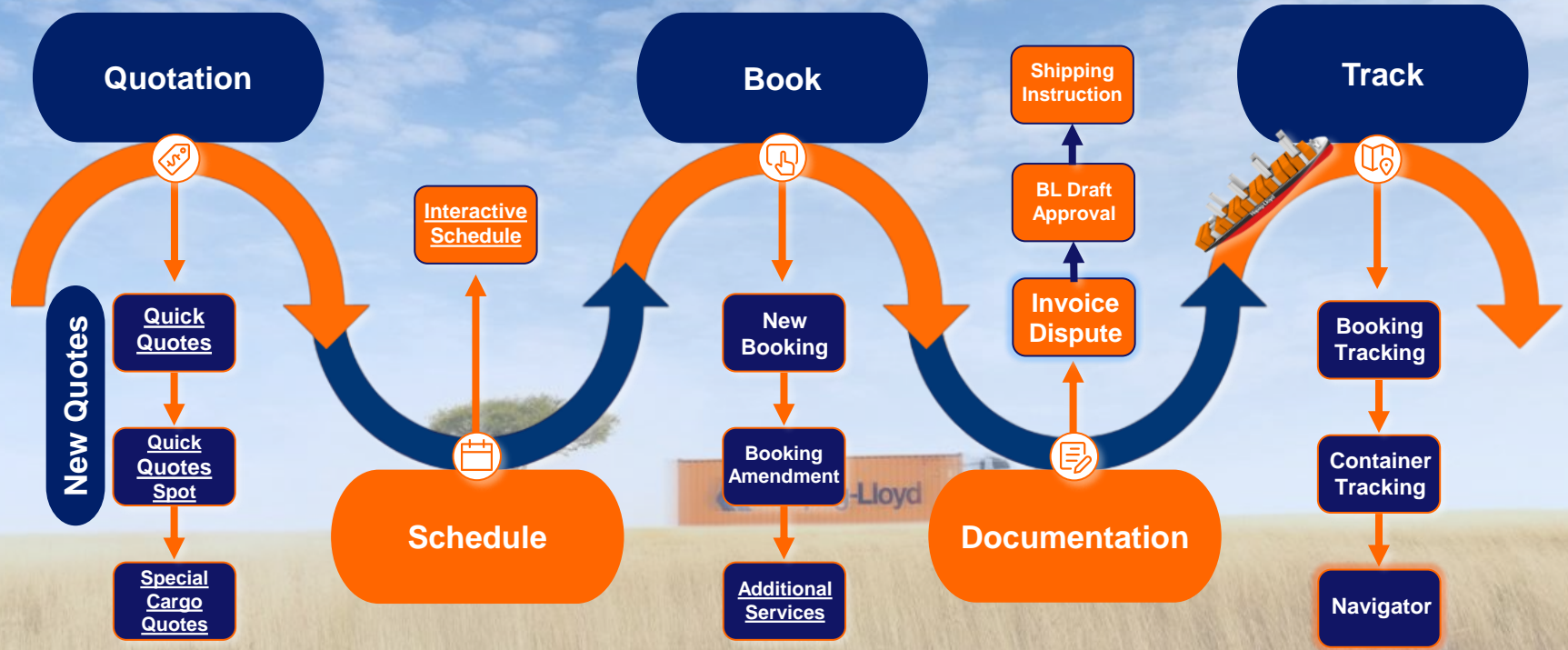




Digital Guide





Quote



Schedule



Book



Documentation



Track



Import



Information
at a Glance



Login

Search | EN

Connecting the world
across oceans

Visit our Routefinder

Hapag-Lloyd

We make Global Trade happen

Find a Schedule

From

To



Find



Track container

Enter a Container / Booking- or B/L-number

Trace



Quick Quotes

Your shipping quote in 30 seconds.

Get a Quote



VGM - Verified Gross Mass

Submit your VGM data online.

Submit VGM

New Quotes

All offers in a single
screen !



New Quotes – Key Features



All available offers in a single screen

Comparison
on a
Single Page

7/24
Available

More Than
120 Services
and 600
Different port

For all
container
types

The screenshot shows the 'New Quote' interface of the Hapag-Lloyd Online Business Suite. The top navigation bar includes links for Home, Services & Information, Our Company, and Online Business Suite. A left sidebar contains a menu with options like Quote, New Quote, My Quotations, Special Cargo Quotes, Tariffs, Detention and Demurrage Tariffs, Rate of Exchange Information, Schedule, Book, Documentation, Finance, Track, Import, Navigator, Quality Promises, Digital Insights Dock, and Gemini Cooperation. The main content area is titled 'New Quote' and features a progress bar with four steps: 1. Search, 2. Offer Selection, 3. Additional Services, and 4. Review & Next Steps. The 'Search' step is active, showing a 'Routing' section with 'Start Location' and 'End Location' input fields, and radio buttons for 'Received at your Door' and 'Received at Terminal/Ramp'. Below this is a 'Validity Date' section with a 'Valid from' date field set to '2024-12-13'. The 'Container and Commodity Details' section includes a 'Container Type' dropdown (set to '40' General Purpose High Cube'), a 'Container Quantity' input field (set to '1'), a 'Weight per Container' input field (set to '20000'), and a 'Select units' dropdown (set to 'kg'). There are also checkboxes for 'Include Alternative Container Sizes' and 'Dangerous Goods', and a 'Commodity' dropdown (set to 'FAK - Freight all Kind'). A 'Search' button is located at the bottom of the form.



[Click here and get your freight now!](#)

New Quotes

1. While entering your Origin/Destination location in the relevant field, a drop-down menu will provide location suggestions. Simply click on the desired suggestion to select it. For domestic origin and destination locations, it is possible to select a specific POL and/or POD.
2. In this section, you can select the **type of shipment** you need. With New Quotes, you can request quotes for terminal/ramp or door-to-door deliveries.
3. You can determine the validity date yourself. After making your selection or entering your desired date, the chosen date will be taken as the start date of validity, and **the last day of the selected month will be the end date.** While requesting quotes at the end of the month, selecting the start of the next month for future shipments may be more advantageous, ensuring you have a valid quote for the entire next month.
4. Do you want to load with your own container? Shipper Owned Container enables to use your own containers instead of Hapag-Lloyd's ones. Don't forget to check [Hapag-Lloyd's Shipper Owned Container Guidelines](#).
5. Select the **container type** you need. New Quotes provides pricing for standard **Dry and Reefer containers, NOR, and Overflow-Free Open Top** containers.
6. **'Include Alternative Container Sizes'** Get rates for all container sizes within the same container group. If selected, it will be quoted as a quick quote. Even with alternative routing, changes can be made when this option is chosen **You will be redirected to the previous version of the tool which does not feature price comparison for Quick Quotes and Quick Quotes Spot.**
7. Choose the desired **commodity and Dangerous Goods type** (if applicable). If no special commodity applies to your chosen route, FAK is provided by default. Click once on the options to view them. For Dangerous Goods shipments, make sure to check the *Dangerous Goods* box, then fill in the IMO Class and UN Number fields before proceeding.
8. Get Offers!

New Quote

[About this app](#)

1 Search

2 Offer Selection

3 Additional Services

4 Review & Next Steps

Search

Routing

Start Location

End Location

Received at your Door

Received at Terminal/Ramp

Delivered at your Door

Delivered at Terminal/Ramp

Validity Date

Valid from

2025-04-02

Container and Commodity Details

Shipper Owned Container (SOC)

40' General Purpose High Cube

Container Quantity

20000

Weight per Container

kg

Select units

kg

lb

Include Alternative Container Sizes

Dangerous Goods

Commodity

FAK - Freight all Kind

Search

Container and Commodity Details

Shipper Owned Container (SOC)

1 Offers with Shipper Owned Container are subject to additional requirements outlined in [Hapag-Lloyd's Shipper Owned Container Guidelines](#).

Dangerous Goods

IMO Class

Select IMO Class

UN Number

UN Number

Optional

Optional

1 Please provide the most restrictive UN number of your planned cargo. Dangerous Goods IMO Classes 1 and 7, Military Cargo and Waste Shipments (Amber Listed under the Basel Convention and used / waste Batteries) are excluded from the web quotation. Please contact your [local Hapag-Lloyd Sales representative](#) in order to get this kind of quote.

[Click here and get your Quick Quote now!](#)

6

Hapag-Lloyd

New Quotes

New Quote [About this app](#)

✓ Search

② Offer Selection

③ Additional Services

④ Review & Next Steps

Search

Edit

Terminal / Ramp (PoL)
Piraeus

DIRECT

Terminal / Ramp (PoD)
Jebel Ali

Estimated Transit Time 41 days

1 × 40' General Purpose High Cube

FAK - Freight all Kind

DEPARTURES

QUICK QUOTES

QUICK QUOTES SPOT

2024-12-27	2025-01-02	2025-01-15	2025-01-22
USD -574	USD 126	USD 126	USD 126
USD -100	USD -74	USD -74	USD -74

Quick Quotes

High flexibility and multiple bookings from one quote.

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

USD -574 Ocean Freight/Container

Select

Price Breakdown

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 Cancellation Rules](#)

+1 More than one booking per quote

[Learn More](#)

Quick Quotes Spot

Instant booking confirmation with guaranteed fulfillment.

Valid for departure at 2024-12-27

USD -100 Ocean Freight/Container

Select

Price Breakdown

Remarks

Equipment and Loading guarantee

Instant booking confirmation

Fixed Ocean Freight and surcharges

Rate validity for selected departure

Subject to [Cancellation & No-Show Fees](#)


+1 More than one booking per quote

[Learn More](#)

*You can switch the dates on the carousel at the top of the screen. We have highlighted the fastest transit time and the cheapest price for easy reference.

*Once you decide on a date, you need to choose your preferred option by clicking "Select" on the product card.

7

 Hapag-Lloyd

New Quotes

Search
 Offer Selection
 Additional Services
 Review & Next Steps

Search Edit

Quick Quotes

Terminal / Ramp (PoL)
Piraeus

DIRECT

Terminal / Ramp (PoD)
Jebel Ali

Estimated Transit Time 41 days

CO₂e Emissions 1.15 t CO₂e

Valid from 2024-12-17

Valid to 2024-12-31

Expiring 2024-12-31

1x 40' General Purpose High Cube

FAK - Freight all Kind

Prices

Price Breakdown Remarks

Ocean Freight	USD -574
Export Surcharges	USD 304
Freight Surcharges	USD 1174
Import Surcharges	USD 52

Total/Container USD 956

DEPARTURES

	2024-12-27	2025-01-02	2025-01-15	2025-01-22
QUICK QUOTES	USD -574	USD 126	USD 126	USD 126
QUICK QUOTES SPOT	USD -100	USD -74	USD -74	USD -74

Quick Quotes

High flexibility and multiple bookings from one quote.

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

USD -574 Ocean Freight/Container Cancel

Price Breakdown 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 Cancellation Rules](#)
- +1 More than one booking per quote

[Learn More](#)

Quick Quotes Spot

Instant booking confirmation with guaranteed fulfillment.

Valid for departure at 2024-12-27

USD -100 Ocean Freight/Container Select

Price Breakdown Remarks

- Equipment and Loading guarantee
- Instant booking confirmation
- Fixed Ocean Freight and surcharges
- Rate validity for selected departure
- Subject to [Cancellation & No-Show Fees](#)
- +1 More than one booking per quote

[Learn More](#)

Quick Quotes
 Validity 2024-12-17 - 2024-12-31

USD 956
 Total/Container

Next

***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.

[illegible]

New Quotes

✓ Search

✓ Offer Selection

3 Additional Services

4 Review & Next Steps

Search

Edit

Quick Quotes

Terminal / Ramp (PoL)
Piraeus

DIRECT

Terminal / Ramp (PoL)
Jebel Ali

Estimated Transit Time 41 days

CO₂e Emissions 1.15 t CO₂e

Valid from 2024-12-17

Valid to 2024-12-31

Expiring 2024-12-31

1x 40' General Purpose High Cube

FAK - Freight all Kind

Prices

Price Breakdown

Remarks

Ocean Freight

USD -574

Export Surcharges

USD 304

Freight Surcharges

USD 1174

Import Surcharges

USD 52

Total/Container

USD 956

Ship Green

Popular

ETS Discount

from USD 70

/Container

Expected CO₂e Ocean-leg Emissions of Your Shipment: 1.15 tons CO₂e

Avoid your CO₂e emissions by 100, 50 or 25%.

→ See Benefits

Add

Live Position

New

USD +15

/Container

Track your container in **real-time** throughout the entire journey.

→ See Benefits

Add

< Back Quick Quotes
Validity 2024-12-17 - 2024-12-31

USD 956
Total/Container

Next

After clicking "Next," you will be able to add additional services to your quote.

To support a sustainable future, you can opt for Ship Green.

You can include Live Position in your quote for real-time container tracking.

9

Hapag-Lloyd

New Quotes

Search

Edit

Quick Quotes

Terminal / Ramp (PoL)
Piraeus

DIRECT

Terminal / Ramp (PoD)
Jebel Ali

Estimated Transit Time 41 days

CO₂e Emissions 446 0.86 t CO₂e

Valid from 2024-12-17

Valid to 2024-12-31

Expiring 2024-12-31

1x 40' General Purpose High Cube

FAK - Freight all Kind

Offer

Edit

Quick Quotes

Price Breakdown

Remarks

Ocean Freight

USD -574

Export Surcharges

USD 304

Freight Surcharges

USD 1174

Import Surcharges

USD 52

Additional Services

Edit

Ship Green

25% CO₂e Avoidance

Remove

USD 70

Emission Allowance Credit

Remove

USD -22.5

Live Position

Remove

USD 15

Total/Container

USD 1019

Confirmation

☒ I accept the [Quick Quotes Terms and Conditions](#)

☒ I accept the [Ship Green Terms and Conditions](#)

☒ I accept the [Live Position Terms and Conditions](#)

Get Quote

In the final step, you can review your quotation details, check additional services, and if you notice any errors, select the edit option to make the necessary changes.

If you're sure about everything, click 'Get Quote' and your quotation will be ready.

< Back

Quick Quotes

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


USD 1019
Total/Container


Get Quote

New Quotes


New Quote [About this app](#)

Quote Confirmation

 Thank you. Please find your finalized quotation below.

 **Your Quotation**

You will receive the quotation document via email.

Quotation Number **W2** 28  Copy

[Download PDF](#) [Send via Email](#) [Book](#) [My Quotations](#) [New Quote](#)

After clicking 'Get Quote', the system will generate your quotation and redirect you to this page. From here, you can download your quotation PDF by clicking 'Download PDF'

My Quotations

All the quotations you requested are stored in the **"My Quotations"** section.

** Spot quotations are not visible in this section.*

Quote

New Quote

My Quotations

Special Cargo Quotes

Tariffs

Detention and Demurrage

Tariffs

Rate of Exchange

Information

Schedule

Book

Documentation

Track

Import

Navigator

Quality Promises

Digital Insights Dock

Quotations List

About this app

Quotation Number

Start Location

End Location

Container type

Valid at

Show Advanced Filters

Clear All

Apply Filters

Quotation No. 1	Validity 1	Start Location 1	End Location 1	Commodity 1	Container Type 1	Ocean Freight 1	Valid From 1	Valid To 1	Expiry date 1
W2000000000000	Valid	(TRMER) MERSIN, TR	(PAMIT) MANZANILLO (PA), PA	FAK	20'FTD	1000 USD	2024-04-10	2024-04-30	2024-04-30
W2000000000000	Valid	(TRMER) MERSIN, TR	(SAJED) JEDDAH, SA	FAK	20'FTD	1000 USD	2024-04-10	2024-04-30	2024-04-27
W2000000000000	Valid	(TRASR) KAYSER, TR	(GTPBR) PUERTO BARRIOS, GT	FAK	40'HC	1000 USD	2024-04-10	2024-04-30	2024-04-20
W2000000000000	Valid	(TRASR) KAYSER, TR	(GTPBR) PUERTO BARRIOS, GT	FAK	40'HC	1000 USD	2024-04-10	2024-04-30	2024-04-20
W2000000000000	Valid	(TRMER) MERSIN, TR	(CLSAI) SAN ANTONIO, CL	FAK	20'FTD	1000 USD	2024-04-09	2024-04-30	2024-04-23
W2000000000000	Valid	(TRMER) MERSIN, TR	(BHBAB) BAHRAIN, BH	FAK	20'FTD	1000 USD	2024-04-09	2024-04-30	2024-04-30
W2000000000000	Valid	(TRISTT) ISTANBUL, TR	(YEADEI) ADEN, YE	FAK	20'FTD	1000 USD	2024-04-09	2024-04-30	2024-04-30
W2000000000000	Valid	(TRISTT) ISTANBUL, TR	(QAHMD) HAMAD, QA	FAK	20'FTD	1000 USD	2024-04-09	2024-04-30	2024-04-30



You can then select your quote to download the PDF file to your computer or use the “Schedule” option to review the vessel schedule.

Quick Quotes Spot

Request your quotation, see directly the available sailings for your chosen route and receive your confirmed booking with your space guarantee.



Instant and guaranteed

Get Your Spot Rate



Quick Quotes Spot

Search

Edit

Quick Quotes Spot

ETD 2024-12-27

Terminal / Ramp (PoL)
Piraeus

DIRECT

ETA 2025-02-06

Terminal / Ramp (PoD)
Jebel Ali

Estimated Transit Time 41 days

CO₂e Emissions 1.15 t CO₂e

IMX VALUE 2446E

1 × 40' General Purpose High Cube

FAK - Freight all Kind

Prices

Price Breakdown Remarks

Ocean Freight USD -100

Export Surcharges USD 304

Freight Surcharges USD 1174

Import Surcharges USD 52

Total/Container USD 1430

1 × 40' General Purpose High Cube USD 1430

DEPARTURES

2024-12-27 2025-01-02 2025-01-15 2025-01-22

QUICK QUOTES USD -574 USD 126 USD 126 USD 126

QUICK QUOTES SPOT USD -100 USD 351 USD 126 USD 126

Quick Quotes

High flexibility and multiple bookings from one quote.

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

USD -574 Ocean Freight/Container

Select

Price Breakdown 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 Cancellation Rules

+1 More than one booking per quote

Learn More

Quick Quotes Spot

Instant booking confirmation with guaranteed fulfillment.

Valid for departure at 2024-12-27

USD -100 Ocean Freight/Container

Cancel

Price Breakdown Remarks

Equipment and Loading guarantee

Instant booking confirmation

Fixed Ocean Freight and surcharges

Rate validity for selected departure

Subject to Cancellation & No-Show Fees

+1 More than one booking per quote

Learn More

Quick Quotes Spot

ETD 2024-12-27 ETA 2025-02-06

USD 1430 Total/Container

Next

*You can switch the dates on the carousel at the top of the screen. We have highlighted the fastest transit time and the cheapest price for easy reference.

*Once you decide on a date, you need to choose your Quick Quotes Spot by clicking "Select" on the product card.

Quick Quotes Spot

Application BETA [Read more](#)

27 Dec 2024

41 days

06 Feb 2025

POL: PIRAEUS, GRPIR

POD: JEBEL ALI, AEJEA

VALUE

2446E

Quick Quotes Spot Offer

Ocean Freight -100 USD

[Price Details](#)

Additional services: [Ship Green 25](#) [Live Position](#)

Containers and Cargo

Containers Pick-up Date

2024-12-20

Container Pick-up Depot

HARTSAS

1

40' HIGH CUBE

FAK – Freight All Kind

General Cargo Description for All Containers

Cargo Description

Cargo description

XXXX

Cargo Weight per container

20 000 kg

Continue

Review and Confirm

In this step, you can review your Quick Quotes Spot quotation details, check additional services, Choose Containers Pick-up Depot and fill Cargo description

If you're sure about everything, Accept confirmations and click 'Continue'

Quick Quotes Spot

Review and Confirm

Your customer reference number (optional)

Please review the above information you have entered before submitting the booking request.

☒ I accept the [Terms and Conditions](#)

After clicking Continue,'
the system will ask you
reference number its
optional and you need to
accept *Terms and
Conditions* click *Submit
Booking*

Quick Quotes Spot

Application ^{BETA}

[Read more](#)

Booking Acknowledgement

✓ Thank you! Your Quick Quotes Spot booking has been successfully submitted and confirmed.

Your Booking

You'll soon receive the booking confirmation and rate confirmation document via email.

Your booking number: € .4

[Request New Offer](#)

😊 Help us improve our service

Additional Products

Take your time with Additional Freetime

Purchase destination detention upfront and plan your shipments better in advance.

 [Buy Additional Freetime](#)



After clicking 'Submit Booking,' your booking confirmation will appear, and you will be able to see your booking number.

Quick Quotes Spot (QQS) – FAQ / subject to change



QQ Spot product features:

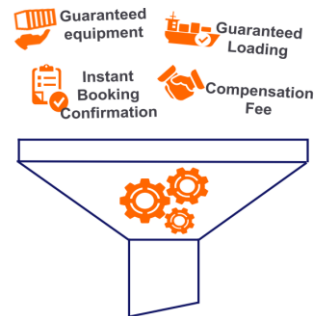
- QQ Spot is a one-time freight application that includes space and equipment approval for a specific vessel.
- Dry cargo – 20 STD, 40 STD, 40 HC, 20 RE, 40 RE ve 40 NOR equipments available. Not available for Special and DG cargos.
- Only **partial corrections** can be made for bookings made with QQ Spot. Adding inland transport to the destination location, BL Merge/Split BL, Booking Split Changes made may be subject to a fee. (Merge/Split BL, Split Booking, Booking Cancellation, Reducing the Number of Containers)
- QQ Spot **guarantees equipment and location**. There is a guarantee to be loaded on the booked ship or on another ship that will depart within +/- 2 from the booked ship's ETD.
- Pre- and end carriage bookings can be taken.
- Freight is only valid for **standard and reefer containers** and reservations can be made for 20 or 40 containers. 2 container types cannot be selected at the same time for a single reservation.
- A reservation can contain **a maximum of 20 containers**, a reservation can be made for a single ship (DP voyage) and you can have a maximum of 100 TEU for each ship (DP voyage). (More than one reservation can be made for the same ship, provided that it does not exceed 100 TEU in total.)
- The validity of the freight received is **180 minutes** and the quotation number does not appear before the reservation is completed. After the reservation is made, the foy and rate confirmation will be sent to you automatically by the system via e-mail. The quotation you received through QQ Spot will begin with the letter "V". You can access this quotation from the "My Quotations" screen, but you cannot use it in any transaction.
- Quotation received **cannot be used for other reservations**. Can be combined under B/L.
- Standard freetime is provided in all destinations and additional freetime can be purchased from Navigator. (max 10 days)
- The expense items in the quotation are fixed. PSS, MFR etc. Items that may change are not affected by the tariff change, GRI is not applied.
- For cancellations or drop-offs made by you up to 10 days prior to ship departure (ETD), a Per Container Fee will be applied and the No Show fee will be deducted.**
- Booking Party is entitled to receive compensation per container for the following situations received via Quick Quotes Spot : ***

*You can learn the relevant port conditions from our Sales Representative friends.

**Tariffs may vary.

- a) Failure to provide equipment on the dates specified in the booking confirmation.
- b) In case the loading ship cannot be loaded (except for the cases outside the control of Hapag-Lloyd).
- c) In case the departure ship is delayed by 10 days or more from the ETD specified in the initial booking confirmation.

Relevant information may vary. For more detailed information [Please check the Frequently Asked Questions \(FAQ\) on the QQS Page.](#)



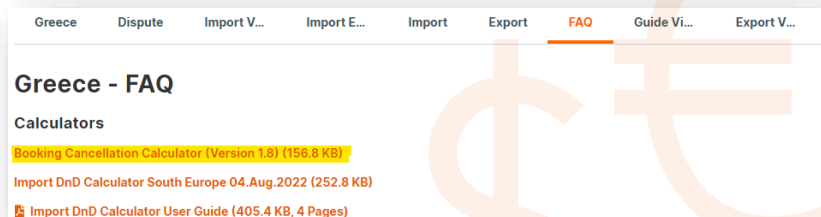
Quick Quotes Spot offer...

... first come, first served

Booking Cancellation Fee Calculator

If you find yourself needing to cancel your booking, please remember that there may be fees.

To calculate this amount, we recommend downloading the BCF Calculator file from the [FAQ](#) section on our local website to see the Booking cancellation fee.



The image displays two screenshots of Hapag-Lloyd calculators. The top screenshot is the 'Booking Cancellation Fee Calculator'. It features a header with the Hapag-Lloyd logo and the title 'Booking Cancellation Fee Calculator'. Below the header, there is a note: '*Please make sure from Hapag-Lloyd website, that you are using latest version booking cancellation calculator. 07 June 2022'. The main input area has a large arrow pointing to a text box that says 'INSERT YOUR CURRENT DATE & TIME AND ETA TO POL'. Below this, there is a table with columns: 'CURRENT DATE AND TIME', 'ETA', 'IF MORE THAN 3 DAYS TO ETA', and 'WITHIN ETA - 3 DAYS'. The table contains the following data: '1.9.2023 08:00', '4.9.2023 08:00', 'FREE', and '75 USD PER CTR'. A callout bubble points to the '75 USD PER CTR' value, stating 'YOU WILL SEE YOUR CANCELLATION FEE AS PER OUR TARIFF'. The bottom screenshot is the 'BCF&Compensation Fee Calculator For QQS'. It features a header with the Hapag-Lloyd logo and the title 'BCF&Compensation Fee Calculator For QQS'. Below the header, there is a legend: 'Allow to make change BCF Amount'. The main input area has a large arrow pointing to a text box that says 'INSERT YOUR CURRENT DATE & TIME AND ETA TO POL'. Below this, there is a table with columns: 'Currency', 'QOS SEA', 'MFR', 'BCF or Compensation', and 'Box (QTY)'. The table contains the following data: 'USD', 'QOS SEA', 'MFR', 'BCF or Compensation', and 'Box (QTY)'. Below the table, there is a 'Select tariff' dropdown menu. To the right of the table, there are three input fields: '500 \$', '500 \$', and '200 \$'. A callout bubble points to the '500 \$' field, stating 'Insert QOS freight and MFR'. Another callout bubble points to the '200 \$' field, stating 'See related fee as per tariff'. The bottom right corner shows the 'Total BCF' as '200 \$'.

Special Cargo Quotes

Easy. Online. Customized.

Easily get your customized quotation for overflow or bulk cargo online with Hapag-Lloyd.

Out of Gauge Cargo

Start Location (Port) *

End Location (Port) *

Add alternative From and To Location

Estimated Time of Shipment *

dd.mm.yyyy - dd.mm.yyyy

Cargo and Container Details

Shipment Type

Pre-Lashed

Breakbulk

Select Container Type *

Amount Container *

Shippers Owned Container

Dimensions and Weight Of Cargo

Inch / Pound

cm / kg

Cargo Weight (in kg) *

Cargo Length (in cm) *

Cargo Width (in cm) *

Cargo Height (in cm) *

Select Commodity *

Packing Type *

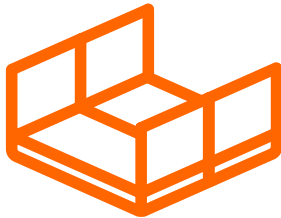
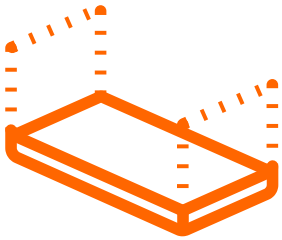
You can add additional Container / Cargo Entries below

Add additional Container / Cargo Entry

The Hapag-Lloyd logo, consisting of a stylized orange 'H' shape.

Special Cargo Quotes

- It can be used for bulk cargo and oversize cargo.
- Customized offer according to your needs.
- Your offer is handled directly by our dedicated cargo specialist team.



Out of Gauge Cargo

[+ Add alternative From and To Location](#)

dd.mm.yyyy - dd.mm.yyyy

Cargo and Container Details

Shipment Type
☒ Pre-Lashed ☐ Breakbulk

☐ Shippers Owned Container

Dimensions and Weight Of Cargo
☐ Inch / Pound ☒ cm / kg

Customer Experience Survey

Let Your Voice Shape Our Future



You Share. We Care.

Customer Experience Survey



Let Your Voice Shape Our Future

At Hapag-Lloyd we believe every journey we take is made better by listening to you. Our Customer Experience Survey (CES) is your chance to help steer our course and enhance our services for you.

In just 6 - 8 minutes, you can make a meaningful impact – ensuring we remain your trusted partner on your journey to success and stay on course to become your **“Undisputed Number One for Quality”**.

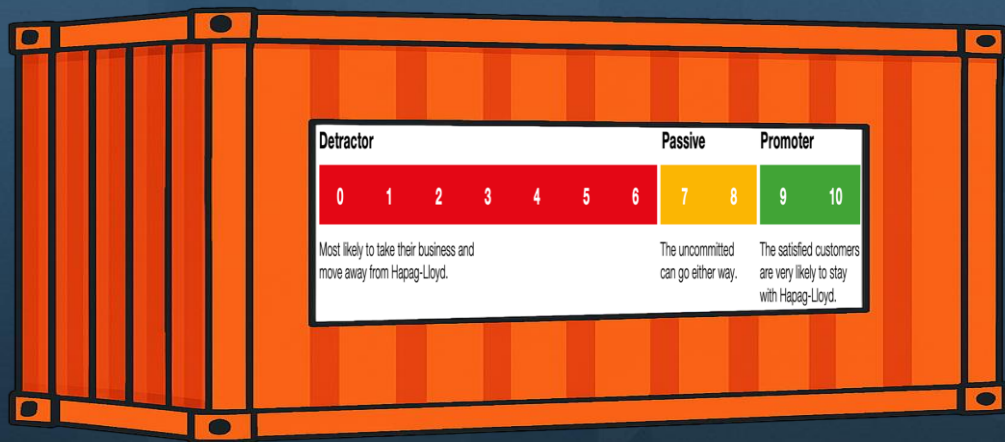


One of the key measurements in our survey is the Net Promoter Score – or short NPS. Here you rate our performance by scoring 0 to 10.


These scores are not simply colored green or red – in fact, they signify “good” or “bad”.


Customer Experience Survey


April 09-30, 2025




While the NPS indicates your long-term overall loyalty to us, the different survey sections allow you to give feedback on specific touchpoints or transactional topics.

 Quote


 Schedule

 Book

 Documentation

 Track

 Import

 Information at a Glance

Hapag-Lloyd

Login

Our Company

Online Business Suite

EN

Connecting the world
across oceans

Visit our Routefinder

Hapag-Lloyd

We make Global Trade happen

Find a Schedule

From

To

Find

Track container

Enter a Container / Booking- or B/L-Number

Trace

Quick Quotes

Your shipping quote in 30 seconds.

Get a Quote

VGM - Verified Gross Mass

Submit your VGM data online.

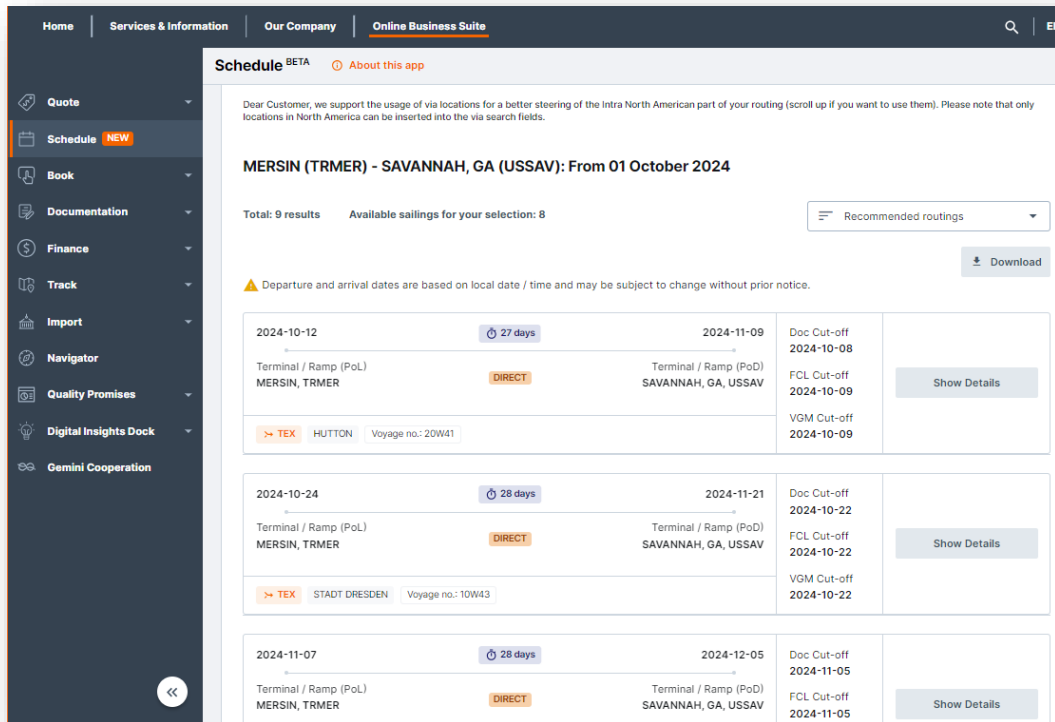
Submit VGM

Schedule

With our new "**Schedule**" solution, you can now review vessel schedules more easily and simply.

With Schedule, you can access the following information:

- Vessel name, service, and voyage number.
- Cut-off dates.
- Transfer details.
- Port/Terminal information.



The screenshot displays the 'Schedule' application interface. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. The left sidebar lists various services: Quote, Schedule (marked as NEW), Book, Documentation, Finance, Track, Import, Navigator, Quality Promises, Digital Insights Dock, and Gemini Cooperation. The main content area is titled 'Schedule BETA' and includes a message about the usage of via locations for North American routing. Below this, the search criteria are 'MERSIN (TRMER) - SAVANNAH, GA (USSAV): From 01 October 2024'. The results show 9 total results with 8 available sailings. A 'Download' button is present. The results are displayed in a table with columns for departure date, duration, arrival date, terminal/ramp information, cut-off dates, and a 'Show Details' button. The first three results are shown, all marked as 'DIRECT'.

2024-10-12	27 days	2024-11-09	Doc Cut-off 2024-10-08	
Terminal / Ramp (PoL) MERSIN, TRMER	DIRECT	Terminal / Ramp (PoD) SAVANNAH, GA, USSAV	FCL Cut-off 2024-10-09	Show Details
TEX HUTTON Voyage no.: 20W41			VGM Cut-off 2024-10-09	

2024-10-24	28 days	2024-11-21	Doc Cut-off 2024-10-22	
Terminal / Ramp (PoL) MERSIN, TRMER	DIRECT	Terminal / Ramp (PoD) SAVANNAH, GA, USSAV	FCL Cut-off 2024-10-22	Show Details
TEX STADT DRESDEN Voyage no.: 10W43			VGM Cut-off 2024-10-22	

2024-11-07	28 days	2024-12-05	Doc Cut-off 2024-11-05	
Terminal / Ramp (PoL) MERSIN, TRMER	DIRECT	Terminal / Ramp (PoD) SAVANNAH, GA, USSAV	FCL Cut-off 2024-11-05	Show Details

Schedule

Service

Vessel Name

Voyage No

Port/Terminal
Information

Schedule BETA About this app

MERSIN (TRMER) - SAVANNAH, GA (USSAV): From 26 September 2024

Total: 9 results

Available sailings for your selection: 7

Recommended routings

Download

⚠ Departure and arrival dates are based on local date / time and may be subject to change without prior notice.

2024-10-12	27 days	2024-11-09	Doc Cut-off 2024-10-08
Terminal / Ramp (PoL) MERSIN, TRMER	DIRECT	Terminal / Ramp (PoD) SAVANNAH, GA, USSAV	FCL Cut-off 2024-10-09
TEX HUTTON Voyage no.: 20W41			VGM Cut-off 2024-10-09

Hide Details

Copy Details

Download as
Excel File.

Show/ Hide
Details

Cut-Off Dates

MERSIN
ETD: 2024-10-12

Address

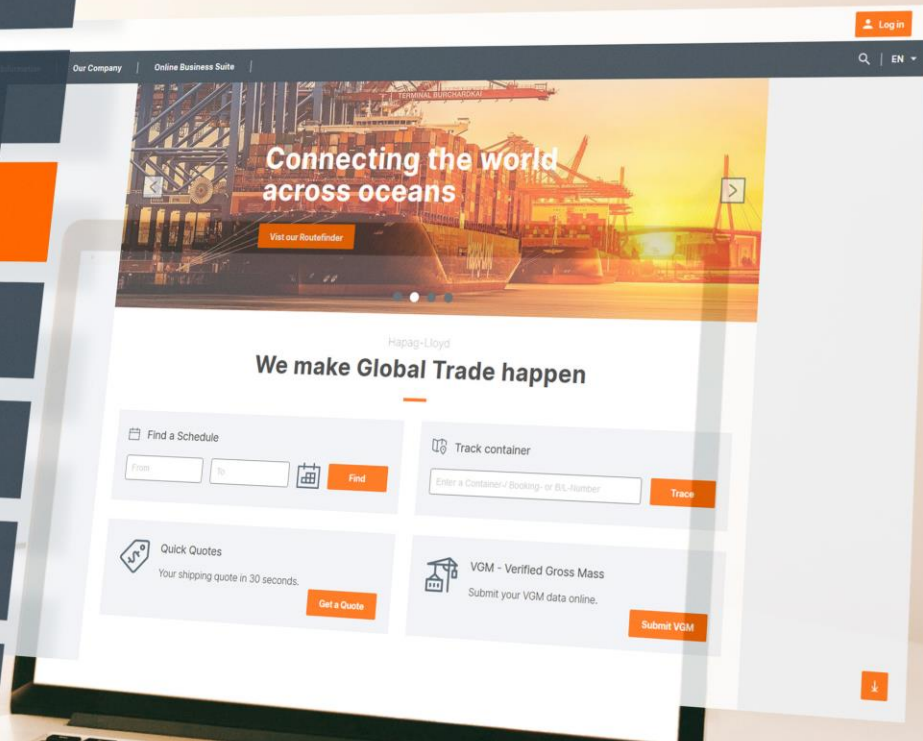
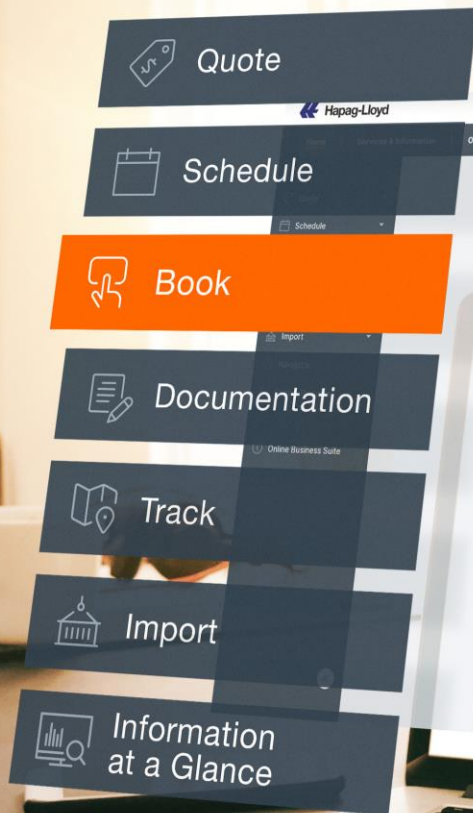
Name MERSIN INTERNATIONAL PORT
Street YENI MAHALLE ISMET INONU BUL.
Post Code 33050
City MERSIN
Country TURKEY
Subdivision ICEL

Contact

Telephone 903242390939
E-mail documentation@mersinport.com.tr
Website WWW.MERSINPORT.COM.TR

Cut-off Dates

Transshipment Cut Off	2024-10-09 16:00
FCL	2024-10-09 10:00
VGM	2024-10-09 15:00
DG	2024-10-08 12:00
OOG	2024-10-08 12:00
Reefer	2024-10-09 10:00
Document Closure	2024-10-08 15:00



Web Booking

Get your bookings in
minutes.

Quote

Schedule

Book

Create Booking

Booking Template

My Bookings

Booking Amendment

Additional Services

Documentation

Finance

Track

Import

Navigator

Quality Promises

Booking [Read more](#)

[Switch to the Classic Booking](#)

Request Routing

Enter Quotation or Contract Number:

Quotation or Contract Number [?](#)

[Confirm](#)

Schedule

Containers and Cargo

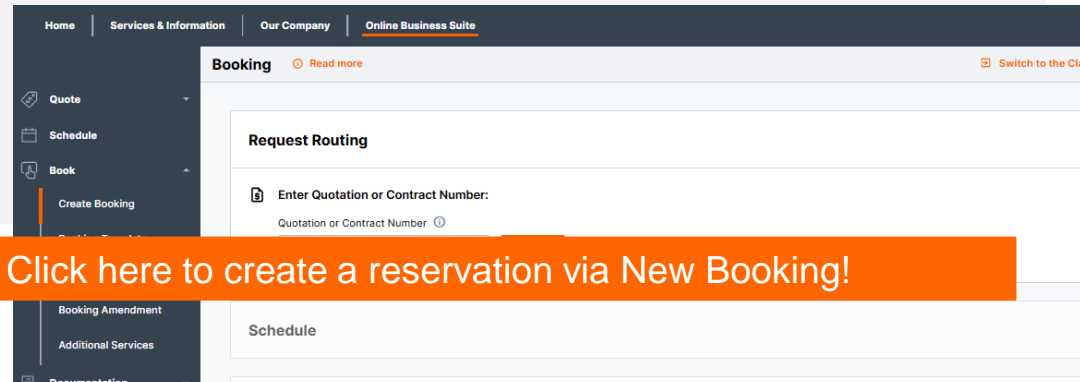
Additional Booking Information

Review and Confirm



New Booking Page

1. Log in to Online Business Suite.
2. Open the "Booking" menu.
3. Click to the "Create Booking".
4. You can proceed to our previous booking creation steps from here.



Click here to create a reservation via New Booking!

New Web Booking

The screenshot displays the Hapag-Lloyd Online Business Suite interface. The top navigation bar includes the Hapag-Lloyd logo, a 'We're hiring!' link, and a search icon. The main navigation menu on the left lists various services: Quote, Schedule, Book, Documentation, Track, Import, Navigator, Quality Promises, and Digital Insights Dock. The 'Web Booking' section is active, with a 'BETA' label and an 'About this app' link. The 'Request Routing' step is highlighted, featuring a form to 'Enter Quotation or Contract Number'. A large orange callout box with the number '1' and the text 'Enter your quotation or contract number and click on the "Confirm" option.' is overlaid on the form. The form includes a text input field with a placeholder 'Quotation or Contract Number', a close button (X), and a 'Confirm' button. Below the 'Request Routing' section, there are sections for 'Schedule', 'Containers and Cargo', and 'Review and Confirm'. A 'Feedback' button is located in the bottom right corner.

Hapag-Lloyd

We're hiring!

Home | Services & Information | Our Company | Online Business Suite

Web Booking ^{BETA} | [About this app](#)

Request Routing

1 Enter Quotation or Contract Number:

Quotation or Contract Number ⓘ

Enter your quotation or contract number and click on the "Confirm" option.

Schedule

Containers and Cargo

Review and Confirm

Feedback

New Web Booking

Request Routing

1 Enter Quotation or Contract Number:

Quotation or Contract Number **1**

2 Your quotation is VALID from 2024-08-06 to 2024-09-30

3 Routing Details

Start Location: End Location: Date of: **3**

☐ Received at your Door ☐ Delivered to your Door ☒ Earliest departure ☐ Latest arrival

☒ Received at Terminal/Ramp ☒ Delivered to Terminal/Ramp

Via Locations:

4 Commodity Details

Commodity: Available option is pre-selected

5 Container Details

Container Type: Quantity:

6 + Add another container type

7 Dangerous Goods

Does cargo contain Dangerous Goods?

☐ Yes ☒ No **8**

Example

Commodity:

FAK - Freight All Kind

☒ AUTO PARTS-NON HAZ

CAR ACCESSORIES AND SPARE PARTS

20' GENERAL PURPOSE CONT. Cargo weight per conta... 17980 kg ☒ kg ☐ lb

1. Your quotation/contract validity date.
2. Select the loading and unloading addresses.
3. Specify the date from which you want to select ships.
4. Select if you have any special cargo for your shipment.
5. Choose your container type and specify the number of containers.
6. Click here to add a different type of container.
7. Enter your hazardous material details.
8. Proceed to the next step.

New Web Booking

A summary of your actions from the previous step is displayed here.

Web Booking ^{BETA} | [About this app](#)

1 **Request Routing** [Edit](#)

Rate Agreement No.
47904201

Earliest departure
2024-03-16

Commodity
AUTO PARTS-NON HAZ

Containers	Cargo Weight per container
2 × 20' GENERAL PURPOSE CONT.	17890 kg
1 × 40' HIGH CUBE	19500 kg
2 × 40' REEFER CONT. (NO FOOD)	14300 kg

2 **Schedule** [Feedback](#)

Earliest departure

3 **Shortest Transit Time** **Earliest Arrival**

23 Mar 2024 21 days **5** **13 Apr 2024**

POL: MUNDRA, INMUN POD: BARCELONA, EBCN

4 [IMX](#) [DENE](#) [QBEIMXW66](#)

[CUT OFF DATES](#)

[Continue](#)

1. You can revise your previous actions by clicking here.
2. You can filter the vessels you want to view.
3. Departure date of the cargo.
4. Service details of the vessel.
5. Arrival date of the cargo.

New Web Booking

Web Booking BETA About this app

Schedule

Earliest departure

Shortest Transit Time

Earliest Arrival

23 Mar 2024

21 days

13 Apr 2024

POL: MUNDRA, INMUN

POD: BARCELONA, ESBIN

> IMX DENE8 QBEIMXW66

CUT OFF DATES

Continue

Shortest Transit Time

21 days

30 Mar 2024

20 Apr 2024

POL: MUNDRA, INMUN

POD: BARCELONA, ESBIN

> IMX UFS TAURUS QBEIMXW67

CUT OFF DATES

Continue

Shortest Transit Time

21 days

06 Apr 2024

27 Apr 2024

POL: MUNDRA, INMUN

POD: BARCELONA, ESBIN

> IMX QIAN JIN 303 QBEIMXW68

CUT OFF DATES

Continue

Shortest Transit Time

21 days

13 Apr 2024

04 May 2024

POL: MUNDRA, INMUN

POD: BARCELONA, ESBIN

> IMX TAI HANG 258 QBEIMXW69

CUT OFF DATES

Continue

Shortest Transit Time

21 days

20 Apr 2024

11 May 2024

POL: MUNDRA, INMUN

POD: BARCELONA, ESBIN

CUT OFF DATES

Continue

Documentation Cut-off 04 Jul 2024 6:00 pm

VGM Cut-off 05 Jul 2024 5:00 pm

FCL Cut-off 05 Jul 2024 1:00 pm

Reefer Cut-off 05 Jul 2024 1:00 pm

DG Cut-off 04 Jul 2024 3:00 pm

OOG Cut-off 04 Jul 2024 3:00 pm

Ok

Shipping Instructions Cut Off

Schedule

Sold out

Sold out

17 Aug 2024

20 days

06 Sep 2024

POL: MUNDRA, INMUN

Via: PIRAEUS, GRPR

POD: BARCELONA, ESBIN

> IMX RANGE QBEIMXW67

CUT OFF DATES

Continue

Sold out

24 Aug 2024

20 days

13 Sep 2024

POL: MUNDRA, INMUN

Via: PIRAEUS, GRPR

POD: BARCELONA, ESBIN

> IMX PRO NEOLLOYD CAGLIARI QBEIMXW68

CUT OFF DATES

Continue

The vessels we cannot provide will appear grayed out as shown below.

1. Container pickup date.
2. Copy the cargo.
3. HS code (This can be filled in optionally at this stage.)
4. Cargo description.
5. The approximate cargo weight you entered in the previous stage.
6. Add new cargo.
7. Proceed to the next step.



New Web Booking

Request Routing

Book Agreement No.

47804251

Earliest departure

2024-04-01

Commodity

AUTO PARTS NON HAZ

Containers

2 x 20 GENERAL PURPOSE CONT.

1 x 40 HIGH CUBE

2 x 40 REEFER CONT. (NO FOOD)

Cargo Weight per container

17800 kg

18500 kg

14200 kg

Schedule

20 Apr 2024

17 hrs

11 May 2024

FID: MUNDRA, INDIA

FID: BARCELONA, SPAIN

AUTO PARTS NONHAZ

2x 20GP

1x 40HQ

2x 20REF

BOOK

RESCHEDULE

REINSTATE

Containers and Cargo

Container Pick-up

Container Pick-up Date

2024-04-10

2 x 20 GENERAL PURPOSE CONT.

Individual Cargo Description for each container

	Cargo description TEST JOE 001	Cargo Weight per container 17 800 kg	Commodity AUTO PARTS NONHAZ
	Cargo description TEST JOE 002	Cargo Weight per container 17 800 kg	Commodity AUTO PARTS NONHAZ

1 x 40 HIGH CUBE

General Cargo Description for All Containers

Cargo description TEST JOE 003	Cargo Weight per container 18 500 kg	Commodity AUTO PARTS NONHAZ
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2 x 40 REEFER CONT. (NO FOOD)

General Cargo Description for All Containers

Cargo description TEST JOE 004	Cargo Weight per container 14 300 kg	Commodity AUTO PARTS NONHAZ
-----------------------------------	---	--------------------------------

Reefer Settings for All Containers

Temperature Setpoint -18 °C	Threat Air Exchange 105m³/h	Min. Relative Humidity 70 %
--------------------------------	--------------------------------	--------------------------------

Review and Confirm

Contact
JOE

Phone (optional)
01234567

Email
USER.JOE@GMAIL.COM

Your customer reference number (optional)

Submit Booking

Additional Booking Information

Reference number

Your customer reference number (optional)

Contact Details

Contact person

Phone

Email

Optional Container and Cargo Requirements

☒ Optional requirements

Submit Booking

In the final step, you can review all the details you have entered, and after entering your contact information in the top section, click on the **"Submit Booking"** option to complete your reservation.

New Web Booking

Web Booking

BETA

About this app

Booking Acknowledgement

✓ Thank you! Your booking request has been successfully submitted.

Your Booking

Your booking request is now being processed.

Your booking number: 66749387

1

Request New Booking

Copy Booking Number

😊 Help us improve our service

How was your experience with the Web Booking BETA solution?

☆☆☆☆☆

2

Additional Products

3

Ship Green

✓ New

The easy way to avoid emissions.

Buy Ship Green

Take your time with Additional Freetime

Purchase destination detention upfront and plan your shipments better in advance.

Buy Additional Freetime


Customs Clearance

Clear your customs directly online with Hapag-Lloyd. Available for exports and imports from / to Belgium, the Netherlands and the United Kingdom

Go to Cargo Clearance

1. Your booking number.
2. You can evaluate our new booking BETA version here.
3. You can add Freetime or Ship Green to your booking. (You can also add them later via the Additional Services section.)

40

 Hapag-Lloyd

New Web Booking (Reefer)

The screenshot shows the 'New Web Booking (Reefer)' form. At the top, it displays '2' with a container icon, '40' REEFER CONT. (NO FOOD)', and 'AUTO PARTS-NON HAZ'. Below this are two toggle switches: 'Individual cargo description for each container' (labeled 1) and 'Individual reefer settings for each container' (labeled 2). A link 'Read more about cargo limitations that apply for this container types' is present. The 'General Cargo Description for All Containers' section includes an 'HS Code (optional)' field (labeled 3) with a search prompt, a 'Cargo description' field (labeled 4), and a 'Cargo Weight per container' field (labeled 5) showing '14 300 kg'. The 'Reefer Settings for All Containers' section contains three sub-sections: 'Temperature' (labeled 6) with a 'Temperature Setpoint' of '-15 °C' and a slider from '-35 °C' to '30 °C'; 'Ventilation' (labeled 7) with a 'Fresh Air Exchange' of '105 m3/h' and a slider from '5 m3/h' to '250 m3/h', featuring an 'OPENED' toggle switch; and 'Dehumidification' (labeled 8) with a 'Max. Relative Humidity' of '70 %' and a slider from '50 %' to '95 %', featuring an 'ON' toggle switch.

1. If you have multiple containers and each will contain separate cargo, you need to check this box.
2. If you have multiple containers and each will require a separate reefer setting, you need to check this box as well.
3. HS code (This can be filled in optionally at this stage.)
4. Cargo description.
5. The approximate cargo weight you entered in the previous stage.
6. Select the reefer temperature. (This is mandatory.)
7. Ventilation details.
8. Humidity settings.

Additional Services

Click here for
**Additional
Freetime**
details.

! Note: !
The purchased Freetime
days will be counted in
addition to the applicable
tariff-free days.

Additional Services

You can complete your bookings with one of the following services:



Ship Green

Book climate-friendly shipments online and actively avoid 25, 50, or 100% of CO2e emissions for your shipments.



Additional Freetime

Purchase container-detention time for your shipments in addition to the free time tariffs – easy, online, and at a reduced amount.



Customs Clearance

Clear your customs directly online with Hapag-Lloyd. Available for exports and imports from / to selected countries.



Shipping Guarantee

Secure a spot for your container on the desired vessel and protect your shipment from any rollovers with just a few clicks.



Quick Cargo Insurance

Purchase a high-class cargo insurance and enjoy additional security for your cargo. Available for selected countries.



Additional Freetime

- ☞ You can purchase **Additional Freetime** immediately after making a reservation through our Web Booking.
- ☞ You can purchase Freetime for your reservation until the ship reaches the arrival port.
- ☞ If you forget to make the purchase – don't worry! You can also find it through Hapag-Lloyd Navigator.
- ☞ It is valid for 20ft, 40ft, 40ft standard HC containers, and containers containing hazardous materials.



Shipping Guarantee

- ☞ With **Shipping Guarantee**, you can protect your shipment, including transshipment ports, against any vessel changes for full ocean transportation.
- ☞ You can get Shipping Guarantee if you make a reservation via Hapag-Lloyd's Web Booking or Hapag-Lloyd Navigator.
- ☞ The cancellation fee for the reservation is 100% of the Shipping Guarantee fee.
- ☞ The reservation change fee is 50% of the Shipping Guarantee fee..

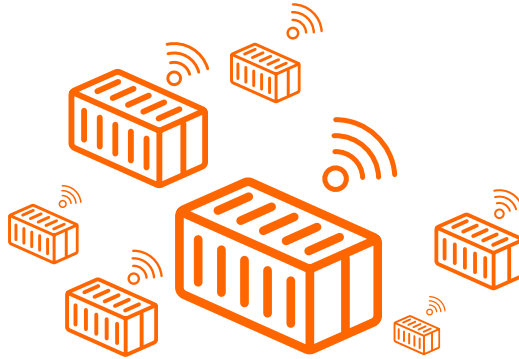
Click here
for
**Shipping
Guarantee**
details.

Live Position



Live Position

Our fleet of containers equipped with smart devices offers you **real-time tracking** of containers on land and at sea with our Live Position feature.



It is only applicable for DRY containers.

Pricing is \$15 per container.

Free if inland transport is available!

Live Position

After receiving the quotation, you can add "Live Position" to your quotations on the screen that appears.

After this stage, it cannot be added to the quotation.

Quick Quotes [About this app](#)

Quotation number: W240402252483
Expiring: 2024-04-30

ISTANBUL TERMINAL / RAMP • TRIST → JEBEL ALI TERMINAL / RAMP • AEJEA

Standard • FAK • Freight all Kind

Marine Fuel Recovery ☒ Country Information and Requirements ☒

Quotation

Additional Products

Ship Green ☒ CO₂e reduction percentage: ☐ 25% ☐ 50% ☒ 100%

Ship Green Biofuel from 112 USD / container

☒ **Live Position** ☐ Live Position Fee 15 USD / container

Update Quotation ⓘ To add selected Additional Products to your quotation document, click on Update Quotation.

Freight Charges

Freight Charges	Curr.	20STD	40STD	40HC
Ocean Freight	USD	508	658	658

The Ocean Freight includes the following accessorial charges:
20STD: Carrier Security Fee, Emergency Surcharge, Heavy Lift Charge, Suez Canal Transit Charge, Tax Export, 40STD: Carrier Security Fee, Emergency Surcharge, Suez Canal Transit Charge, Tax Export, 40HC: Carrier Security Fee, Emergency Surcharge, Suez Canal Transit Charge, Tax Export

Surcharges

Unless otherwise specified, all rates are subject to all surcharges as they are valid at time of shipment. The currently applicable surcharges are:

Quotation number: W240402252483
Commodity: FAK
Valid from: 2024-04-26 Valid to: 2024-04-30

Quick Quotes Spot [About this app](#)

ISTANBUL TERMINAL / RAMP • TRIST → JEBEL ALI TERMINAL / RAMP • AEJEA

40' General Purpose High Cube • 1 container • 1000kg • FAK • Freight all Kind

[Quick Quotes Spot Terms and Conditions](#) [Quick Quotes Terms and Conditions](#) [Country Information and Requirements](#)

Offers ☐ Show Quick Quotes Rates

Additional Products

Ship Green ☒ CO₂e reduction percentage: ☐ 25% ☐ 50% ☒ 100% Ship Green Biofuel from 224 USD / container

☒ **Live Position** ☐ Live Position Fee 15 USD / container

Earliest Arrival WINDSEPT 603W • ADX 1.42 t CO₂e

ETD: 8 May 2024 56 DAYS 1 transshipment ETA: 3 Jul 2024

via PIRAEUS

USD 695
Ocean Freight per container
Subject to surcharges in details

CHARM C 604W • ADX 1.42 t CO₂e

ETD: 15 May 2024 56 DAYS 1 transshipment ETA: 10 Jul 2024

via PIRAEUS

USD 687
Ocean Freight per container
Subject to surcharges in details

VALENCIA EXPRESS 606W • ADX 1.42 t CO₂e

ETD: 56 DAYS ETA:

USD 664

Live Position

Quick Quotes | About this app

Quotation number: **W240402254160**
Expiring: 2024-04-30

ISTANBUL → **JEBEL ALI**
DOOR → TRIST
Standard • FAK - Freight all Kind

Marine Fuel Recovery ☒ Country Information and Requirements ☒

Quotation

Additional Products

☒ Ship Green ☐ CO₂e reduction percentage: ☐ 25% ☐ 50% ☒ 100% Ship Green Biofuel from 112 USD / container

☒ **Live Position** ☐ Live Position Fee: **15 USD / container**

Freight Charges

Freight Charges	Curr.	20STD	40STD	40HC
Ocean Freight	USD	508	658	658

The Ocean Freight includes the following assessorial charges:
20STD: Carrier Security Fee, Emergency Surcharge, Heavy Lift Charge, Suez Canal Transit Charge, Tax Export, 40STD: Carrier Security Fee, Emergency Surcharge, Suez Canal Transit Charge, Tax Export, 40HC: Carrier Security Fee, Emergency Surcharge, Suez Canal Transit Charge, Tax Export

The Ocean Freight is not subject to the following assessorial charges:
Live Position for Dry Containers - Live Position Complete

Surcharges

Unless otherwise specified, all rates are subject to all surcharges as they are valid at time of shipment. The currently applicable surcharges are:

Export Surcharges	Curr.	20STD	40STD	40HC
Terminal Handling Charge Orig.	USD	180	180	180

Quotation number: **W240402254160**
Commodity: **FAK**
Valid from: **2024-04-26** Valid to: **2024-04-30**
From: **ISTANBUL** DOOR
To: **JEBEL ALI** TRIST

Feedback

If there is a pre- or post-carriage included in the quotation, **"Live Position"** is automatically added to the quotation free of charge.

Live Position

Hapag-Lloyd

Home | Services & Information | Our Company | **Online Business Suite**

Book > Additional Services

Additional Services - Complete Your Shipments

You can complete your bookings with one of the additional services below:

- Ship Green**
Book climate-friendly shipments online and actively avoid 25, 50, or 100% of CO2e emissions for your shipments.
- Live Position**
Access real-time data for your shipments by simply entering your booking or container number and get door-to-door data at a glance.
- Shipping Guarantee**
Secure a spot for your container on the desired vessel and protect your shipment from any rollovers with just a few clicks.
- Quick Cargo Insurance**
Purchase a high-class cargo insurance and enjoy additional security for your cargo. Available for selected countries.
- Customs Clearance**
Clear your customs directly online with Hapag-Lloyd. Available for exports and imports from / to selected countries.
- Purchase your...**

Also you can purchase the Live Position from here.

Live Position

You can track your shipments by entering your bookings under the **"Live Position"** section in the **"Track"** menu.



The screenshot shows the Hapag-Lloyd 'Live Position' web application. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. A search bar and language selector (EN) are on the right. The left sidebar menu has categories: Quote, Schedule, Book, Documentation, and Track. The 'Track' category is expanded, showing options: by Booking, by Container, Subscription, Vessel Tracker, Live Position (marked with a 'NEW' badge), Hapag-Lloyd LIVE, port, Navigator, Quality Promises, and Digital Insights Dock. The main content area is titled 'Live Position' with a link 'About this app'. It features a search input field with the text '15268497' and a 'Search' button. Below the search field is a map of the UK and surrounding regions. A red dashed line indicates a shipping route from London to Peterborough. A callout box on the map states 'Container just left the port in London'. On the left side of the map, a vertical list of locations is shown: Peterborough, UK; London Gateway, UK; Norfolk, VA; and Chicago, IL. A 'Feedback' button is located on the right edge of the map area.

Ship Green

Ship Green:

The easy way to
avoid emissions.



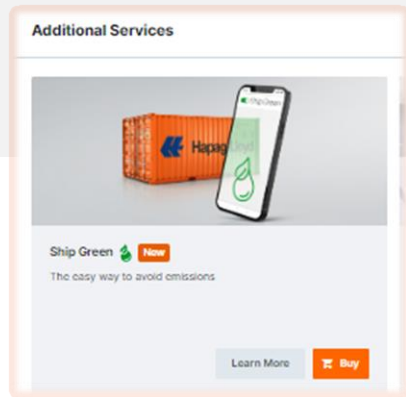
Ship Green



- With **Ship Green**, one of our most up-to-date services, you can reduce the emission rate of your shipments.
- By adding **Ship Green** to your load, you can eliminate 25%, 50% and 100% emissions.

How to get Ship Green?

If you have an existing reservation, you can select your reservation from our Hapag-Lloyd Navigator platform and purchase it from the Additional Services tab.



For detailed information, you can write to our address greece@service.hlag.com.

Booking Amendment

Submit a revision request online
to your reservation.

Booking Amendment [About this app](#)

Booking

Enter number of the booking you want to update or cancel

Continue

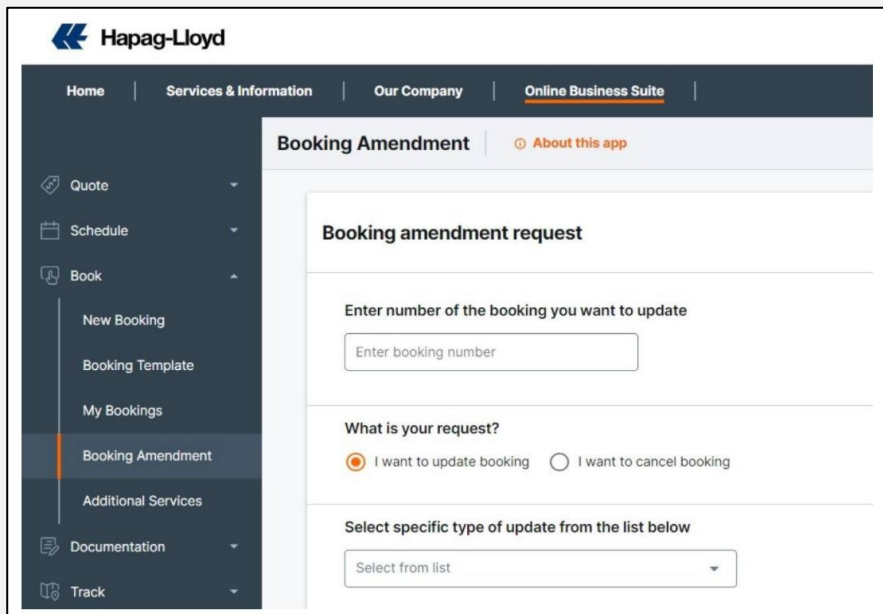


Booking Amendment

For all **changes** and **cancellation** requests related to your current bookings, you can easily submit them to us and ensure prompt processing.

To avoid delays in your requests, we kindly ask that you only send change/cancellation requests via this web form and refrain from sending separate emails for the same requests.

To access it, please click on the "Booking Amendment" option under the **"Book"** menu on the left side of our **"Online Business Suite"** page. Your submitted changes/cancellations will be reviewed by our team, and once the requested change is approved, you will receive the necessary information via email with the case number that appears after filling out the form.



The screenshot displays the Hapag-Lloyd Online Business Suite interface. The top navigation bar includes links for Home, Services & Information, Our Company, and Online Business Suite. A left-hand sidebar menu lists various options: Quote, Schedule, Book, New Booking, Booking Template, My Bookings, Booking Amendment (highlighted), Additional Services, Documentation, and Track. The main content area is titled "Booking Amendment" and features a sub-header "About this app". Below this, the section "Booking amendment request" contains a form with the following fields: "Enter number of the booking you want to update" with a text input box labeled "Enter booking number"; "What is your request?" with two radio button options, "I want to update booking" (selected) and "I want to cancel booking"; and "Select specific type of update from the list below" with a dropdown menu labeled "Select from list".

Web Booking Amendment



Services & Information | Our Company | Online Business Suite | Search | EN

Booking Amendment

About this app

Booking Edit

Booking No. 29

ALIAGA TRALI Terminal / Ramp 2022-08-27

14 DAYS direct

JEBEL ALI AEJEA Terminal / Ramp 2022-09-10

1 x 40' HIGH CUBE

Request

What is your request?

☒ I want to update booking ☐ I want to cancel booking

Please specify the type of amendment (you can add up to 10 types)

1 Amendment

Type of amendment

Provide any necessary details and attachments (optional)

Describe details...

Add attachments

Accepted file types: .jpg, .png, .pdf
Maximum file size: 3 MB

Add amendment

Continue

Review and Confirm

1 Amendment

Type of amendment

Contract and Contract Party

Change Contract No/Contract Party/Name Account

Vessel and Routing

Change Vessel

Change Routing / Transportation Mode

Change Destination After Loading

Equipment information

Increase Container

Reduce Container

Container Swap / Container Linking

Change Container Type

Change Empty Pick-Up Date / Empty Pick-Up Location

Change Positioning Date (Carrier Haulage)

Change Loading Reference (Carrier Haulage)

Change Reefer Setup

Change SOC Information

Cargo information

Change Commodity Short Description / HS Code

Change Cargo Weight

Change DG/OOG Information

Others

Change Customer Reference

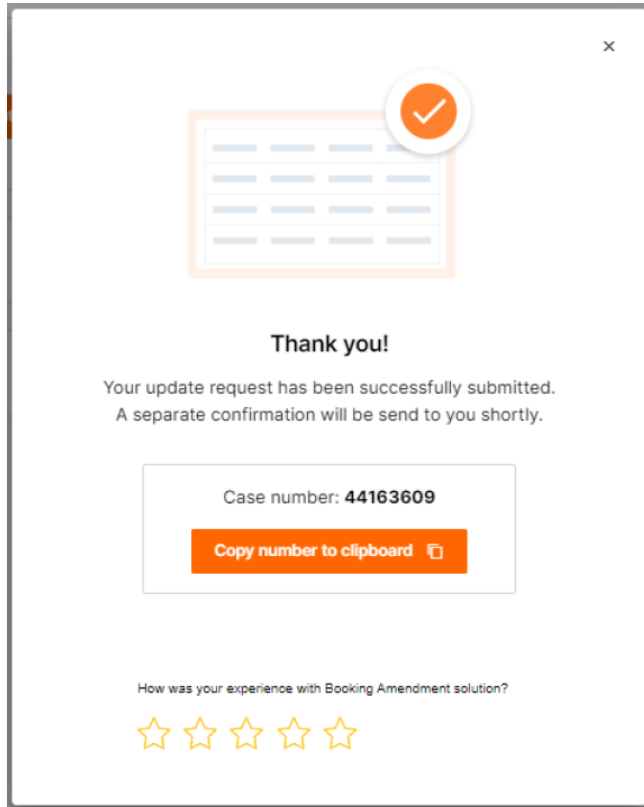
Continue

Find us on

Facebook Twitter LinkedIn WhatsApp

You can find detailed information by clicking here.

Web Booking Amendment



If your request is received, a window like the one below will appear and the "case" number where your revision is tracked will appear on the screen.

You can find detailed information by clicking here.

Virtual Assistant

Get your answers instantly!



A faster communication...

Virtual Assistant

With our new Virtual Assistant application, you will get answers to your basic questions much faster.

Before Loading

- Create quotes
- Make booking inquiries
- Check container release details
- Check deadline / Cut-Offs
- Ask for deadline extension
- Access Local Charges
- Submit VGM
- Look over the vessel schedule
- Raise documentation inquiries

Digital Support

- Contact and password update
- Direct link and support to digital tools

Offices & Local Info

- General information about offices
- Local page access according to customers access

Hapag-Lloyd Virtual Assistant

Chat started at 07:58

Hello Maria, I'm here to assist you navigate.

How can I help you today?

Please select one of the options below:

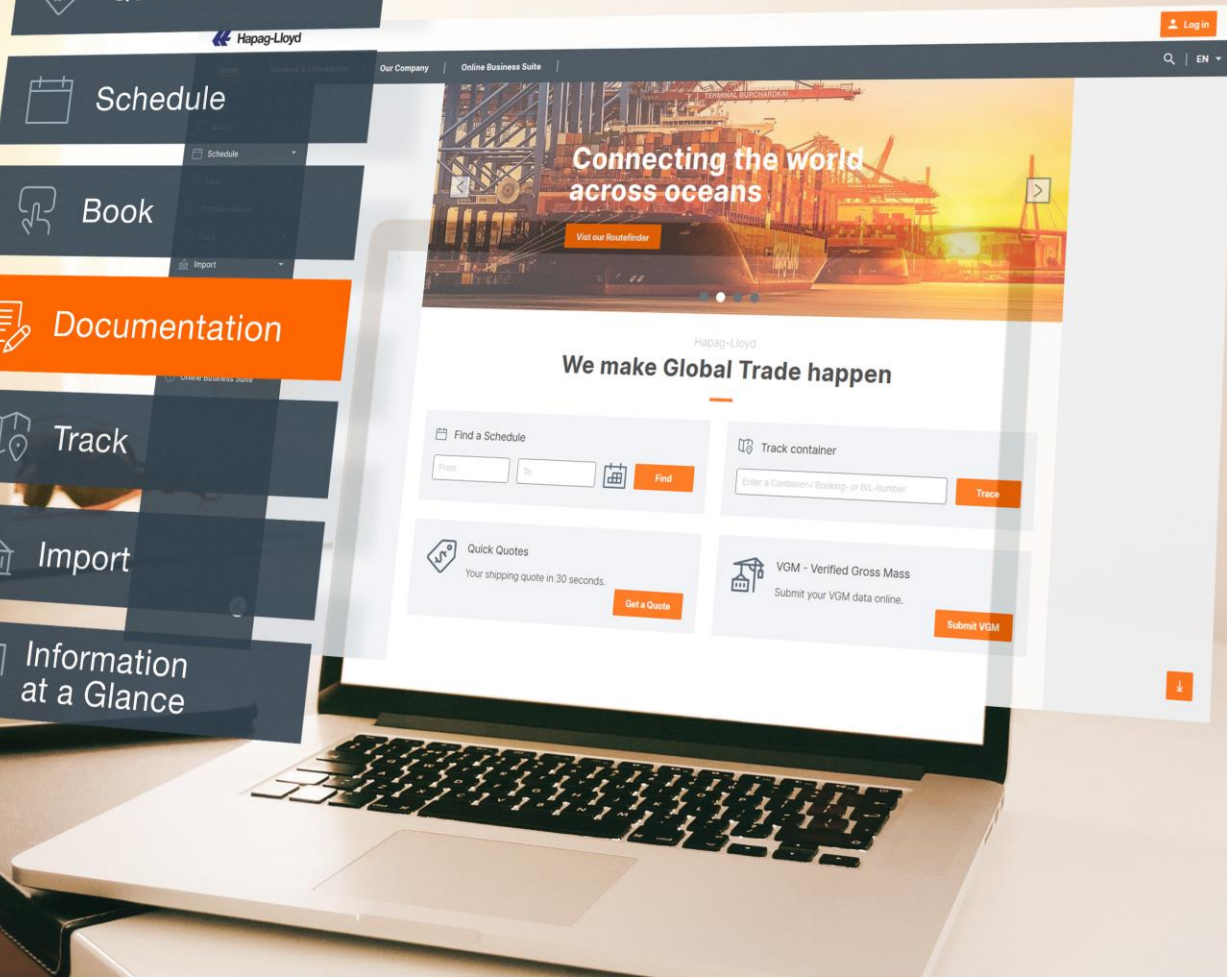
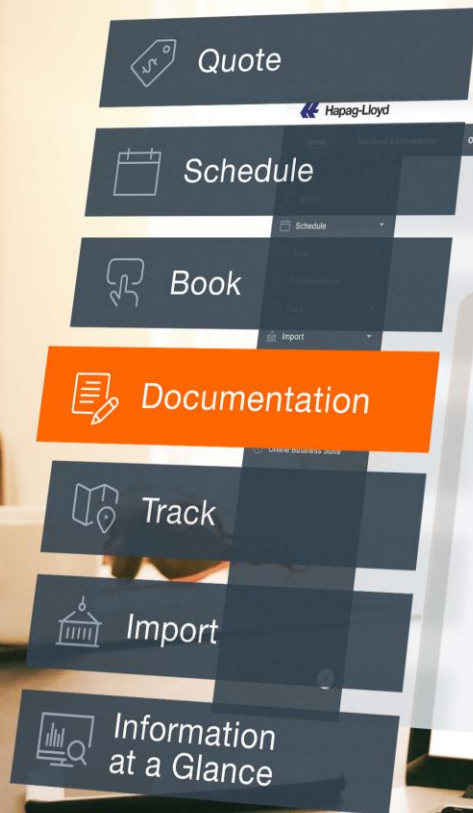
- Before Loading
- After Loading
- Digital Support
- Offices & Local Info

Type your message...

To use our virtual assistant, which you can use for your pre-/post-booking transactions and more, you must first log in to your membership.

After Loading

- Request to change destination
- Download arrival notice
- Check container return details
- Access Local Charges
- Tracking
- Download your invoice
- Raise documentation inquiries
- Details about Demurrage & Detention



Shipping Instruction

With our updated interface, you can now submit your instructions much faster.



New Online Shipping Instruction

1. Log in to the Online Business Suite.
2. Open the *Documentation* menu.
3. Select the Shipping Instructions option.
4. Choose your booking number.
5. You can access our new instruction form by selecting the "Use New SI to Submit" option.

1. Log in to the Online Business Suite.

2. Open the *Documentation* menu.

3. Select the Shipping Instructions option.

4. Choose your booking number.

5. You can access our new instruction form by selecting the "Use New SI to Submit" option.

The screenshot shows the Hapag-Lloyd Online Business Suite interface. The navigation menu on the left includes options like Quote, Schedule, Book, Documentation, My Shipments, Shipping Instructions, BL Draft Approval, Customs Status, Customs Reference, Cargo Claims, Invoice Dispute, Track, Import, Navigator, Quality Promises, and Digital Insights Dock. The main content area displays the "Electronic-Advanced Shipping Instructions: eaSI online" section. It includes a search bar for booking numbers, a table of shipping instructions, and a bottom bar with buttons for "Use New SI to Submit", "Shipping Instruction Details", "Shipment Details", "webVGM", "Customs References", and "Customs".

Booking No.	Customer Reference	Vessel Departure	Document Closure	Vessels	Port of Discharge, End of Transport	No. of Shipping Instructions (received at Hapag-Lloyd)	No. of Drafts
0		2024-06-13	2024-06-09	YM WONDERLAND, FRIDA RUSS	LAE	1	0
0		2024-07-16	2024-07-11	ZIM ATLANTIC, MERSIN EXPRESS, MINDORO	SAN JUAN, PUERTO RICO	1	0
0		2024-07-16	2024-07-11	ZIM ATLANTIC, MERSIN EXPRESS, MINDORO	SAN JUAN, PUERTO RICO	0	0

You can access our New Instruction Form from here.

New Online Shipping Instruction

With our renewed instruction form, your instruction transactions are now much easier and faster.

The boxes marked in **orange** are mandatory and the **green** boxes can be filled in optionally.

We kindly request that the following information be included in your instructions:

- Open Address
- E Mail
- Telephone
- Tax Number

If this information is missing, there is a risk that your booking may be rolled to the next cruise.

The screenshot shows the 'Shipping Instructions' form with a sidebar navigation menu on the left. The main form is divided into sections: 'Booking & BL No' and 'Addresses & References'. Callouts highlight specific fields: 'Include a Template' and 'Shippers Reference (optional)' are marked as mandatory (orange), while 'TAX ID of Shipper (optional)', 'TAX ID of Consignee (optional)', 'Notify Address (optional)', and 'TAX ID of Notify (optional)' are marked as optional (green).

Shipping Instructions [About this app](#)

Shipping Instructions Form **Templates**

Enter a Booking No.

Booking & BL No

Select the applicable BL number

Booking Number Select BL Number

Addresses & References

Shipper

TAX ID of Shipper (optional)

☐ To Order ☐ Consignee not yet specified

Consignee

TAX ID of Consignee (optional)

Notify Address (optional)

TAX ID of Notify (optional)

Shippers Reference (optional)

Freight Forwarders Reference (optional)

Forwarding Agent (optional)

TAX ID of Forwarding Agent (optional)

Consignee's Reference (optional)

Place of Receipt

Place of Delivery

New Online Shipping Instruction

Same description for whole SI ☒

If you want to enter the same cargo description for all containers, you can select this option.

Add one more cargo detail for the same container.

Copy cargo details.

+ Add Cargo Item Duplicate Cargo Item

+ Add Container

Add a different container.

2

Containers and Cargo

Same description for whole SI ☒

1 Container and Cargo for BMOU2781270

Duplicate ^

Container No. Seal No. (optional) Seal No. (optional) Seal No. (optional)
BMOU 2781270
e.g. HLCU 1234567

- ☒ Individual Descriptions for the Cargo Items of such Container
☐ Same Description for the whole Container (Marks & Numbers and HS Code will be included)

Cargo Item 1 of BMOU2781270

No. of Kind of Packages / UN Packing Code Print the Kind of Packages on BL as
1 Default is selected Kind of Packages

Gross Weight Gross Volume (optional) Net Weight (optional)
24799.5 kg 20 mtq 0 kg

HS Code
110100

Marks & Nos (optional)
Enter Marks and Numbers

Description
WHEAT FLOUR

+ Add Cargo Item Duplicate Cargo Item

+ Add Container

New Online Shipping Instruction – AMS/ACI

3

Country Specific & Customs Requirements

Based on the routing and nature of your shipment, we have evaluated the following customs references to be relevant for your document. Following customs system are relevant for this booking:

- Import Control System 2 (EU) ¹
- Automated Manifest System (US)

¹ It is possible to submit your initial shipping instruction without providing the customs references below. Though, many references can be necessary to complete the documentation process and will become mandatory before the final bill of lading can be issued. In case you ask Hapag-Lloyd to file your house bills, house bill information will be mandatory to submit.

References

EU Import Control System 2 filing

☒ I am the cargo owner

☐ I am a self filer / filing by supplementary declarant

☐ Ask Hapag-Lloyd to file my house bills

UCR Number

Additional EORI Numbers

EORI No. for Consignee ¹	EORI No. for Shipper
<input type="text"/>	<input type="text"/>
EORI No. for Freight Forwarder	EORI No. for Notifier
<input type="text"/>	<input type="text"/>
EORI No. for Manufacturer	EORI No. for Warehouse Keeper
<input type="text"/>	<input type="text"/>
EORI No. for Consolidator	
<input type="text"/>	

US Automated Manifest System filing

☒ I am the cargo owner

☐ I am a self filer / filing by supplementary declarant

☐ Ask Hapag-Lloyd to file my house bills

Currently, the ENS customs clearance is done by you. We will provide information once action is taken on our side.

1

☒ I am the cargo owner

If the BL shows the actual sender/receiver.

2

☒ I am a self filer / filing by supplementary declarant

Self Filer SCAC Code

Entry of the American SCAC (AMS) / Canadian (ACI) code

3

☒ Ask Hapag-Lloyd to file my house bills

House Bill 1

True Shipper	Ultimate Consignee
<input type="text"/>	<input type="text"/>
TAX ID for True Shipper	TAX ID for Ultimate Consignee
<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Use Shipper from above's first section Addresses & References	<input type="checkbox"/> Use Consignee from above's first section Addresses & References
Choose the Cargo Items that should be included into House BL above	
<input type="checkbox"/> Cargo Item 1 of HLBUS 9145442	

Entry of True Shipper / Consignee Details

New Online Shipping Instruction

Choose
your
payment
method.

Freight

Set Charges to

☒ All Prepaid ☐ All Collect ☐ Individually

Origin Port Charge Sea Freight Destination Port Charge

☒ Prepaid ☐ Collect ☒ Prepaid ☐ Collect ☒ Prepaid ☐ Collect

Select
details
such as
document
type and
freight
payable.

Document Issuance

Number of Freight Original BLs Number of Freight Copies (optional)

Number of Unfreight Original BLs Number of Unfreight Copies (optional)

Freight payable at Document Type

Confirm and
transmit the
instruction!

☒ I accept the [Terms and Conditions](#)

Save as a draft!

Shipping Instructions [About this app](#)

3 **Freight**

Set Charges to

☒ All Prepaid ☐ All Collect ☐ Individually

Origin Port Charge Sea Freight Destination Port Charge

☒ Prepaid ☐ Collect ☒ Prepaid ☐ Collect ☒ Prepaid ☐ Collect

4 **Document Issuance**

Number of Freight Original BLs Number of Freight Copies (optional)

Number of Unfreight Original BLs Number of Unfreight Copies (optional)

Freight payable at Document Type

5 **Comments**

Add a general comment if needed

General comment (optional)

☐ I accept the [Terms and Conditions](#)

BL Draft Approval

With our Draft Approval web solution, you can now easily review, edit, and approve your Bills of Lading or Sea Waybills instantly.

BL Draft Approval

About this app

Back To List

1234567...100

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg

Bill of Lading

Multimodal Transport or Port to Port Shipment

Shipsper

AUT MEX-QRO KM 42.5 HAVE PARQUE ECO

INDUSTRIAL CEMOS

54600 TEXCACOA

MEXICO

Carrier's Reference

BL No.

Page

3371808

MLCUBCL111000025

2 / 100

Commodity (See regulations unless otherwise noted)

AUT MEX-QRO KM 42.5 HAVE PARQUE ECO

INDUSTRIAL CEMOS

54600 TEXCACOA

MEXICO

Consignee Address (Carrier not responsible for delivery, only liable 20 (2) Receipt)

AUT MEX-QRO KM 42.5 HAVE PARQUE ECO

INDUSTRIAL CEMOS

54600 TEXCACOA

MEXICO

Forwarding Agent

Designated's Reference

Place of Receipt

Place of Delivery

Place of Delivery

Port of Loading

HAMBURG

Port of Discharge

SINGAPORE

Container No., Seal No., Marks and No.

1 CONT. 40'X8'6" OPEN TOP CONTAINER SLAC

LOREN IPSON DOLOR SIE AMET LIQUILA. 18500,000

ALIQUAM FADCTIBS AT. ELIT. NUNC A

LECTUS. UT ID DIAM EU USNA.

SUSPENSIO IN DUT. CLASS APERT

TACITTI SOCIOSQU AD LITORA TORQUEUNT

PER CONDIRA NOCTRA, PER CONDIRA

NOCTRA, PER INCEPTOS HYMENAEOS.

FUSCE MOLLIS TEMPOR AC, NASTIS ET.

TEMPUS ENIM EGET IMPERDIET PORUS

SIT AMET NEM. CHAS SUSCIPIT. ERAT

UT SAPIEM. IN VIVERRA NUNC.

PRASELLUS LOREN HENORET TELLOS

TRISTIQUE DAPIBUS, LIBERO A ODIO ID

ERAT SED EST. CURABITUR VEL LECTUS.

UT SOCIALES NULLA AC LIQUILA BIRENDOM

Shipper's declared weight (see clause 10) and tally

Unit No. of Containers received by the Carrier

Markings

2

FCL/FCU

Below Prohibition as described by Shipper, without responsibility

or warranty as to information by Carrier (see clause 11)

DRIFT

Document Details

BL Number

Creation Date

2021-11-12

Status

Version

Open for review

Freighted

Actions

Edit Draft

Approve BL Draft

Download BL Draft

BL Draft Approval

Choose your Bill
of Lading

Home | Services & Information | Our Company | Online Business Suite

BL Draft Approval

About this app

BL Draft List

Search Date range: Last 14 days

All (175) | Open for review (78) | Correction sent (2) | Approved (2) | Released (91)

Document Type: Bill of Lading | Sea Waybill

Document no	Document Status	Draft Updated	Document Type	Booking no	Customer Reference	Vessel name	Voyage no	Port of Loading	Port of Discharge
HLCU85	Released	2022-12-23	Sea Waybill		SSFO0131009	ZIM VANCOUVER	297567	USORF	TRMER
HLCU85	Released	2022-12-23	Sea Waybill		TRIPLE CROWN	AS CLEOPATRA	294215	USORF	TRMER
HLCU85	Approved	2022-12-23	Bill of Lading		SSFO0131008	SOUNION TRADER	605131	USORF	TRIZT
HLCU85	Open for review	2022-12-23	Sea Waybill			COSCO JAPAN	297647	TRIZT	BEANR
HLCU85	Correction sent	2022-12-23	Sea Waybill			XIN LOS ANGELES	294229	TRISK	SAJED
HLCU85	Correction sent	2022-12-23	Sea Waybill		DICLE GIDA	CROATIA	294750	TRMER	JOAQJ
HLCU85	Released	2022-12-23	Sea Waybill		TEKSAN_2X40'FROWOH+1X40'H	SASKIA A	296996	TRGEM	MAPTM
HLCU85	Open for review	2022-12-23	Sea Waybill		PIKA	SPARTEL TRADER	605138	TRIZT	USSAV

BL Draft Approval

oval [About this app](#)

< Back View original BL Draft Approve without Changes

1 **Addresses & References**

Shipper	Carrier's Reference	B/L No.
<input type="text"/>	<input type="text"/>	<input type="text"/>
Consignee	Export References	
<input type="text"/>	<input type="text"/>	
Notify Address	Forwarding Agent	
<input type="text"/>	<input type="text"/>	
Vessel(s)	Voyage No.	Consignee's Reference
<input type="text"/>	<input type="text"/>	<input type="text"/>
Port of Loading	Place of Receipt	
<input type="text"/>	<input type="text"/>	
Port of Discharge	Place of Delivery	
<input type="text"/>	<input type="text"/>	

- You can edit the information on the bill of lading here.

Each line can contain a maximum of 35 characters!

2 **Containers & Cargo**

1 **Container and Cargo for (FANU 3136403)** Delete

Container No.	Container Type	Seal No.	Seal No. (optional)	Seal No. (optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer Load Reference

Cargo Item 1 of FANU 3136403 Delete cargo

No. of	Outer Packing	HS Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

Gross Weight	Gross Volume	Net Weight	Net Volume
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Marks & Nos

Description

+ Add Cargo Item

Total:

No. of	Outer Packing	Gross Weight	Gross Volume
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Total Number of Containers received by Carrier	Packages received by Carrier
<input type="text"/>	<input type="text"/>

Movement	Currency
<input type="text"/>	<input type="text"/>

Sea Waybill Amendment

Original
Sea Waybill
Electronic (eBL)

After selecting the above option, you must attach your receipt from the section below.

3

Document Issuance

Place of Issue	Date of Issue
<input type="text" value="IZMIR"/>	<input type="text" value="2025-03-07"/>
Number of Freight Original BLs	Number of Freight Copies (optional)
<input type="text" value="0"/>	<input type="text" value="0"/>
Number of Unfreight Original BLs	Number of Unfreight Copies (optional)
<input type="text" value="3"/>	<input type="text" value="3"/>
Document Type	
<input type="text" value="Sea Waybill"/>	

4

Clauses

1 Please note that only some of the clauses can be legally changed per draft correction.
In case you are changing to an elsewhere payment via a draft correction, please mention the payer in the freetext comment in the last section.

Clause

5

Comments & Attachments

Add a general comment or attachment if needed. Please do not add handwritten changes as attachment.

General comment (optional)

Add attachment
or drag and drop your file here

Accepted file types: .jpg, .png, .pdf Maximum files size: 9 MB

☒ I accept the [Terms and Conditions](#)

View original BL Draft

Approve without Changes

Submit

You can detail your payment details by writing here.

(Example: ALL CHARGES PREPAID)

You can send your detailed requests such as BL separation or merging here.

View original BL Draft Approve without Changes Submit

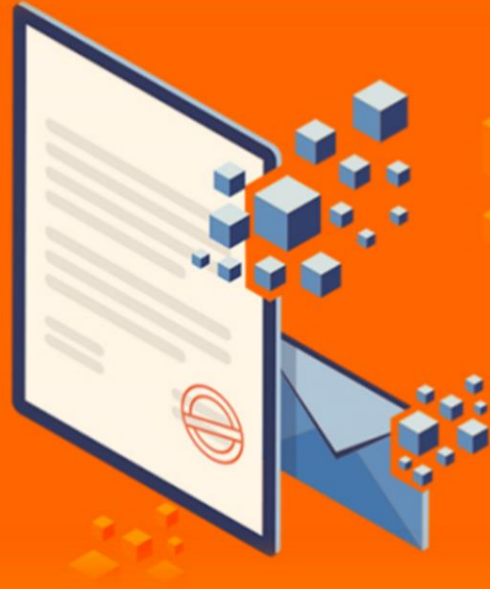
Review your draft.

Approve BL without making changes.

Submit your revision request.

Electronic BL (e-BL)

Digitize your transactions with eBL for a fast, secure, and paperless world.



Electronic BL (e-BL)



Dealing with physical documents can lead to cumbersome, time-consuming, and error-prone processes. Therefore, at Hapag-Lloyd, we invite you to use our **Electronic Bill of Lading (eBL)** service, which allows you to deliver your bills of lading digitally without using paper.

By using our eBL service through our providers, **WAVE** or **IQAX** platforms, you will benefit from the following advantages.



Faster Transfer



Reduce the document transfer process from days to minutes.

Sustainable Approach



Contribute to the environment by eliminating paper usage.

Reduce Costs



Avoid courier and transfer costs.



Dispute

Don't let invoice disputes disrupt your business operations - try our new invoice dispute form today and experience the peace of mind that comes with streamlined dispute resolution.



My Dispute

Here, you can review the current status of your previous requests.

The screenshot shows the 'My Disputes' page in the 'Online Business Suite'. The interface includes a top navigation bar, a left sidebar menu, and a main content area. Callout 1 points to the 'Online Business Suite' link in the top bar. Callout 2 points to the 'My Disputes' option in the sidebar under the 'Finance' menu. Callout 3 points to the '+ New Invoice Dispute' button in the main content area.

My Disputes [About this app](#)

+ New Invoice Dispute

Dispute No.

Dispute Status User Role Dispute Creation Date

Provide a date range in the last 90 days

Dispute No. ↓	Dispute Status	Invoice No.	Booking No.	Your Reference	Invoice Amount	Dispute Creation Date
12345678	Accepted	12345678	12345678	12345678	EUR 220.00	2024-10-01
12345678	Accepted	12345678	12345678	12345678	EUR 220.00	2024-09-30
12345678	Rejected	12345678	12345678	12345678	EUR 1963.50	2024-09-25
12345678	Accepted	12345678	12345678	12345678	EUR 654.50	2024-09-24
12345678	In Review	12345678	12345678	12345678	EUR 595.00	2024-09-20
12345678	Rejected	12345678	12345678	12345678	USD 13493.41	2024-09-17

1

Go to our website and navigate to the "**Online Business Suite**" page.

2

Click on the "My Dispute" option under the "Finance" menu.

3

From the "**New Invoice Dispute**" section on the opened page, you can access the dispute request form.

Invoice Dispute

To access our invoice dispute web solution, you must log in to our [website](#) using your credentials.

To submit a dispute, you will need the ten-digit Hapag-Lloyd invoice number. This number is often printed in addition to any local country invoice references and might be labelled differently in your country.

Here are a few hints that will help you:

- ❑ Hapag-Lloyd invoice numbers have ten digits and start with a 2
- ❑ In some countries it's not labeled as Invoice Number but as "Ref."
- ❑ Mail address box must be filled with a mail address with an Hapag-Lloyd account.

The screenshot shows a web application titled "Invoice Dispute" with a sub-header "About this app". The interface is divided into two main sections: "Invoice" and "Dispute".


Invoice Section:


- Header: Invoice
- Instruction: Provide the details of the disputed invoice.
- Info icon: If you want to dispute an invoice without related shipment number (free invoice), please contact [Customer Service](#).
- Form: Hapag-Lloyd Invoice Number / Ref. Number (10 digits starting with "2", e.g. "2012398765")
- Form: Shipment Number
- Footnote: If you have multiple shipment numbers in the invoice, provide any of them.


Dispute Section:


- Header: Dispute
- Section Header: Dispute Type
- Instruction: Select the type of dispute.
- Info icon: If you have multiple dispute reasons, select one of the types below and provide more details in the Dispute Description section.
- Form: Dispute Type (radio buttons)
 - ☐ Incorrect seafreight / haulage
 - ☐ Incorrect payment terms / payer
 - ☐ Incorrect or not applicable surcharge/local charge
 - ☐ Incorrect demurrage/detention charges or freetime application
- Section Header: Dispute Description
- Instruction: Provide a detailed reasoning for the incorrect invoice.
- Form: Dispute Description (text area)
- Footer: 0 / 1000


[Click here for more details.](#)


 Quote


 Schedule


 Book

 Documentation

 Track

 Import

 Information at a Glance

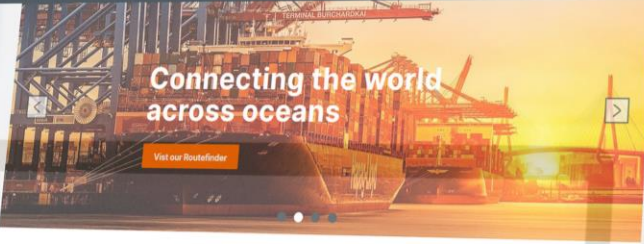


Log in

Search | EN

Our Company

Online Business Suite





Connecting the world across oceans


[Visit our Routefinder](#)

Hapag-Lloyd


We make Global Trade happen

 Find a Schedule


 [Find](#)

 Track container

[Trace](#)

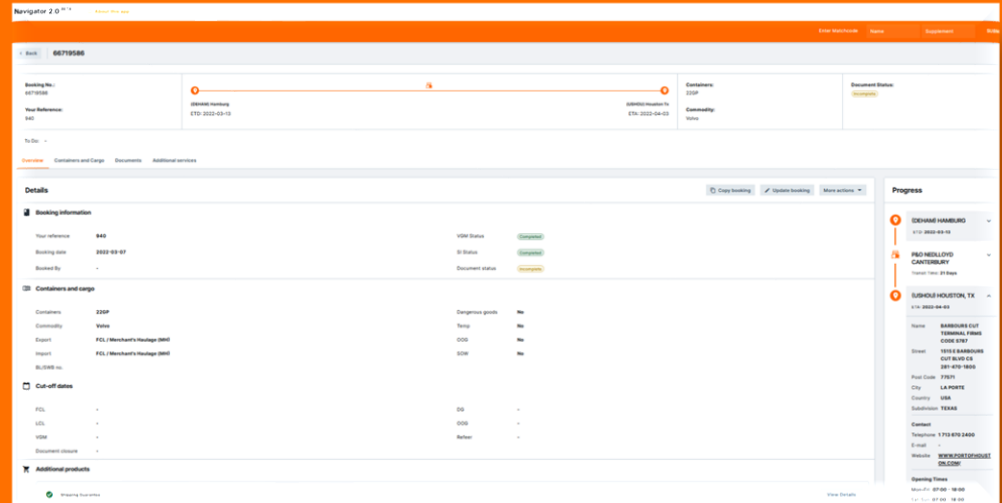
 Quick Quotes

Your shipping quote in 30 seconds.
[Get a Quote](#)

 VGM - Verified Gross Mass

Submit your VGM data online.
[Submit VGM](#)

Stay informed of all your bookings: get all the details, live updates and documents about your loads and manage your bookings easily and in one place.



Hapag-Lloyd Navigator 2.0

Navigator 2.0

About this app

Switch to the Previous Version

Shipments

To Do's 3

Search: Booking No. 1 12345678

Start Location

City or Location Code

End Location

City or Location Code

Your Reference

Search for Reference 2

Vessel

e.g. KYOTO EXPRESS

Date Range

ETD : 2022/06/20 - 2022/12/22

Clear

Apply

Download

Customise Columns

Booking No. ↑	Your Reference	Bill of Lading No.	Main Vessel	Voyage No.	Additional Freetime	Shipping Guarantee	Hapag-Lloyd LIVE	Start Location	ETD	End Location	ETA	Transit Time
10005619	4359069520904600	HLCUNG12205UOIM2	LEVERKUSEN EXPRESS	042W	-	-	-	(CNGB) NINGBO	2022-10-04	(TRIST) ISTANBUL	2022-11-10	37 days
10006163	1049125377	HLCUTA12205BANJ3	HONG KONG EXPRESS	040W	Buy	-	-	(CNTAO) QINGDAO	2022-10-19	(TRIZT) IZMIT	2022-12-03	45 days
10037958	1048603605	HLCUIZ1220950222	VELIKA EXPRESS	01W38	-	-	-	(TRALI) ALIAGA	2022-09-24	(USORF) NORFOLK, VA	2022-10-24	30 days
10049008	4351019520702700	HLCUSHA2206GCSG2	LUDWIGSHAFEN EXPRESS	039W	-	-	-	(CNSHA) SHANGHAI	2022-08-13	(TRIST) ISTANBUL	2022-09-14	32 days
10070910	1048168237	HLCUIZ1220879690	NEVZAT KALKAVAN	2231W	-	-	-	(TRIST) ISTANBUL	2022-09-04	(USPHL) PHILADELPHIA, PA	2022-10-03	29 days
10357505	1048908661	HLCUZS12209AQAZ	FENG NIAN 558	2210170000	-	-	-	(CNZUH) ZHUHAI	2022-10-18	(TRIZT) IZMIT	2022-11-25	38 days
10374053	1049897252	HLCUIZ1221193084	COLOMBO EXPRESS	2244E	✓	Buy	-	(TRIST) ISTANBUL	2022-12-05	(PKBDM) MUHAMMAD BIN QASIM	2023-01-02	28 days
10377029	1047388353	HLCUIZ1220722361	BIOMAR JULIANA	05W29	-	-	-	(TRIZT) IZMIT	2022-07-28	(USSAV) SAVANNAH, GA	2022-09-08	42 days
10380447	4351019520702500	HLCUSHA2206GCGWB	YM WINDOW	032W	-	-	-	(CNSHA) SHANGHAI	2022-08-09	(TRIST) ISTANBUL	2022-09-07	29 days
10381936	4841994020809900	HLCUSIN220812494	YM WINDOW	032W	-	-	-	(SOSIN) SINGAPORE	2022-08-17	(TRIST) ISTANBUL	2022-09-07	21 days

Records per page: 10 1-10 of 1084 < > |

1 Advanced Search : Enjoy advanced search functionality using container, invoice or BL number and quickly find and track your shipments.

2 Filtering : You can find your cargo more easily with your POL/POD, reference code, ship or ETD date.

3 To Do's: You can follow the upcoming processes for your bookings here.

Hapag-Lloyd Navigator 2.0 Shipment Details View

The screenshot shows the Hapag-Lloyd Navigator 2.0 interface. At the top, there's a header with 'Navigator 2.0 BETA', 'About this app', and a link to 'Switch to the Previous Version'. Below the header is a navigation bar with 'Back' and '11'. The main content area is divided into several sections:

- Booking Information:** Includes 'Booking No. 11', 'Your Reference DI', 'To Do: -', 'Containers 45GP', 'Commodity T', 'Document Status Completed', 'Route: (TRMER) Mersin ETD: 2022-05-02 to (KRPUS) Busan ETA: 2022-06-02', and 'Document Status Completed'.
- Containers and Cargo:** Includes 'Containers 45GP', 'Commodity T', 'Export FCL / Merchant's Haulage (MH)', 'Import FCL / Merchant's Haulage (MH)', 'BL/SWB no. HLCU2', 'Dangerous goods No', 'Temp No', 'OOG No', 'SOW No', 'FCL - DG -', 'OOG -', 'Reefer -', 'VGM Status Completed', 'SI Status Completed', and 'Document status Completed'.
- Cut-off Dates:** Includes 'FCL -', 'OOG -', 'Reefer -', 'DG -', 'VGM -', and 'Document closure -'.
- Additional Services:** Includes 'Shipping Guarantee' and 'View Details'.
- Progress:** Includes a flow diagram showing the shipment process from (TRMER) Mersin to (KRPUS) Busan, with a 'Transit Time: 31 Days'.
- Details:** Includes 'Booking Information', 'Containers and Cargo', 'Cut-off Dates', and 'Additional Services'.
- Update Booking:** A button to update the booking.
- More Actions:** A button to access more actions.

- Booking Number & Reference:** Here you can see the selected reservation number and the linked reference.
- Route:** End-to-end route details for the selected shipment.
- Containers & Commodity:** Container and commodity type for the selected shipment.
- Document Status:** Indicates whether there is a lack of documentation in your instruction.
- To Do:** If an action is required on the selected shipment, it appears here.
- Tabs:** You can find container and cargo details, documents and additional services such as free time here.
 - Documents tab includes **invoice, booking confirmation, SWB final, arrival notice.**
- Booking Details:** It consists of 4 parts: Reservation Information, Containers and Cargo, Cut Off Dates and Additional Services Purchased (Shipping Guarantee, Additional FreeTime)
- Update Booking:** You can directly access the Reservation Change tool for the selected booking.
- More Actions:** It gives you access to the most common links such as Customs, Instructions, webVGM, Port charges.
- Process:** The flow of the transport process.

Booking/Container Tracing

24/7 online tracking

Control your loads in real time whenever you need them.

[by Container](#) [by Booking](#) [Enhanced Search](#) [via E-Mail: GetInfo](#) [Tracing Subscription](#)

Tracing by Container [?]

HIDE

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

Container No.

(e.g. HLCU1234567)

Find

Clear



Tracing

You can choose by container or by reservation, subscribe to tracking notifications and use the ship tracker for a ship's current schedule.

Track by Booking

Track by Container

Tracking Subscription

Vessel Tracker

Documentation

Track

by Booking

by Container

Subscription

Vessel Tracker

Hapag-Lloyd LIVE

Import

Navigator

Quality Promises

Digital Insights Dock

Tracing by Booking

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. 33105458

Bill of Lading No.

Find

Clear

Your search yielded a list of several containers. Select a container to receive more details.

Bill of Lading No.	Type	Container No.	Status	Date	Place of Activity
<input checked="" type="radio"/> HLCUIZ1240415284	22UT	UACU 2419225	Arrival in	2024-04-15	IZMIT

Details

Customs

Tracing by Container

Enter a container number to receive tracing information. Use also the **Vessel Tracing** for the current vessel schedule.

Container No. UACU 2419225 (e.g. HLCUI234567)

Find

Clear

Container Information

Type	Description	Dimension	Tare (kg)	Max. Payload (kg)
22UT	OPEN TOP CONTAINER	20' X 8' X 8'	2350	28100

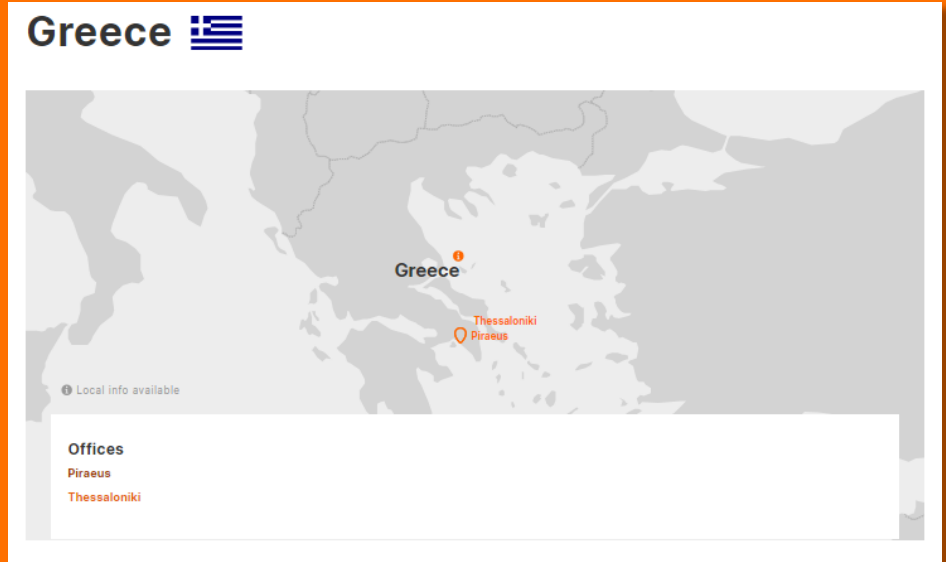
Last Movement

The container arrived in IZMIT at 2024-04-15.

Status	Place of Activity	Date	Time	Transport	Voyage No.
Gate out empty	IZMIT	2024-04-15	14:25	Truck	
Arrival in	IZMIT	2024-04-15	18:17	Truck	
Vessel departure	IZMIT	2024-04-19	16:00	MONA LISA	600W
Vessel arrival	PIRAEUS	2024-04-22	07:00	MONA LISA	600W
Vessel departure	PIRAEUS	2024-04-26	23:00	NINGBO EXPRESS	240TE
Vessel arrival	NHAVA SHEVA	2024-06-13	10:00	NINGBO EXPRESS	240TE

Greece Local Page

Access more detailed information specific to Greece.



Greece Local Page

1

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Greece Local Page

Greece
Dispute
Import V...
Import E...
Import
Export
FAQ
Guide Vi...
Export V...

Local Info
Greece

Be our guest at our
Export Webinar

17.12.2024 15:00
MS Teams
Click here to save the date!

Important Announcements

Effective from September 1, 2024, there will be changes to the tariffs for "booking cancellation, container reduction, and roll over to the next vessel" costs in reservations for shipments originating from Greece.

Click here for the details. (194.8 KB, 1 Page)

Export Webinar

Dear Customers,

We are excited to invite you to our upcoming online event, where we will provide a comprehensive overview of Hapag-Lloyd's export processes.

During this session, we will showcase several of our innovative digital solutions, including the renewed Quick Quotes, the brand-new Web Shipping Instructions tool, the Invoice Portal, new booking process, and our advanced tracking tool.

You will also have the opportunity to ask your questions directly through the Q&A section during the event.

Date: December 17
Time: 15:00-15:30

Click here to join the webinar!

Quick Links

Vessel Tracing
Tracing by Container
Tracing by Booking
Shipping Instructions
New User Registration
Online Booking Tool
Online Booking Amendment
Newsletter subscription

Local Charges

Please see information about Local Charges/Service Fees.

External links

PCT (Terminal at GRPIR)
PPA / OLP (Terminal at GRPIR)
OLTH (Terminal at GRSGG)
Ministry of Merchant Maritime and Aegean
The International Maritime Union
Association of International Freight Forwarders & Logistics Enterprises of Greece
Greek International Business Association

Product Brochures

Container Specifications
Reefer Cargo
Dangerous Goods
Special Cargo

Useful documents

Customer Experience Survey 2024 (295.3 KB, 2 Pages)
Greece_Export_Welcome_Pack.pdf (3.2 MB, 24 Pages)
Greece_Import_Welcome_Pack.pdf (871.6 KB, 10 Pages)

Greece
Dispute
Import V...
Import E...
Import
Export
FAQ
Guide Videos
Export V...

Guide Videos

Ανθελάβαση του Booking (Booking Amendment)

BL Draft Approval Guide // Ανθελάβαση/Έγκριση Φορτωτικής

BL Draft Approval Guide // Ανθελάβαση/Έγκριση Φορτωτικής

Δρομολόγιο Πλοίων (Interactive Schedule)

Αποστολή Σημάτων φέρουσας (Shipping Instruction via EAS)

Υπολογισμός Ακύρωσης Booking (Booking Cancellation Fee Calculator)

Υπολογισμός detention και Demurrage (Demurrage & Detention Calculator)

Greece
Dispute
Import V...
Import Empty Returns
Import
Export
FAQ
Guide V...
Export V...

Greece - Import Empty Return Depots

Piraeus / Empty return depots
Thessaloniki / Import empty return depots

Piraeus / Empty return depots
Thessaloniki / Import empty return depots

Ctr Unit (EQ)	Paschalidis(Only Reefers)	Piraeus Container Terminal	KARIS DEPOT
20SE / 20'			X
20VE / 20' Ventilated		X	
20OT / 20' Open Top		X	
20HT / 20' Hard Top		X	
20FL / 20' Flat		X	
20RE / 20' Reefer	X		
40SE / 40' General		X	
40HC / 40' High Cube		X	
40OT / 40' Open Top		X	
40FL / 40' Flat		X	

Contact Details

You can reach all our departments by calling our phone number below. You can reach the relevant representative directly by entering your case or loading number at the beginning of your call in order to reach the relevant customer service representative directly for all your questions and operational requests on the basis of loading.

- Customer service: greece@service.hlag.com
- Phone: +30 2119906020

The phone number +30 2119906020 only serves our customers who have a case, booking or pin number.

In order to create a case number, you must first send an e-mail to greece@service.hlag.com.

After the case number is created, you must enter your "case" number by dialing the department you want to connect to.

Disclaimer:

All amounts and information presented in this file are for general information purposes only and **Hapag-Lloyd A.G.** reserves the right to change them.