

Discover “hapag-lloyd.com”





Quote



Schedule



Book



Documentation



Track



Import



Information
at a Glance



Log in

Q | EN

Our Company

Online Business Suite

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 Quote"

Your quote will be ready in seconds!



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

New Quote [About this app](#)

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

Quote

- New Quote
- My Quotes
- Special Cargo Quotes
- Tariffs
- Detention and Demurrage Tariffs
- Rate of Exchange Information
- Letter of Authority (FMC)
- Schedule
- Book
- Documentation
- Finance
- Track
- Import
- My Compass **NEW**
- Quality Promises
- Digital Insights Dock
- Gemini Cooperation

Search

Routing

Recently searched:

Piraeus (GRPIR) → Singapore (SGSIN) Mersin (TRMER) → Piraeus (GRPIR) Piraeus (GRPIR) → Shanghai (CNSHA) Piraeus (GRPIR) → Barcelona (ESBCN)

Piraeus (GRPIR) → Savannah, GA (USSAV)

Start Location End Location

1 PIRAEUS (GRPIR) SINGAPORE (SGSIN) Duplicate

Received at ☐ Your Door ☒ Terminal/Ramp Delivered to ☐ Your Door ☒ Terminal/Ramp

Add Routing **Reset**

Validity Date

Valid from

2026-10-01

Container and Commodity Details

☐ Shipper Owned Container (SOC)

Container Type Container Quantity Weight per Container Select units

40' General Purpose High Cube 1 20000 kg ☒ kg ☐ lb

Multiple Container Types

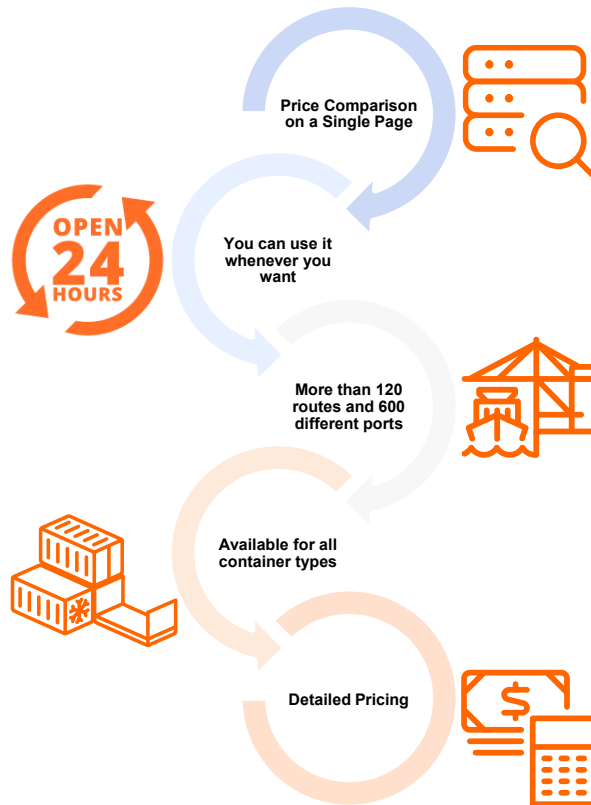
You will get a quotation offer that has both the selected container type and others from the group: 20'STD, 40'STD and 40'HC - on one document.

☐ Dangerous Goods

Commodity

FAK - Freight all Kind

Search



New Quote



1. Selecting Route and Transport Mode

Origin and Destination: When you start entering your location, select your choice from the suggested points in the dropdown menu. You can also select a location for ground transport.

Delivery Type: Depending on the type of your shipment, select the appropriate option from Terminal/Ramp or Door Delivery.

Multiple Routes: If you want to view different routes within the same quote, you can add new routes using the "Add Routing" button.

3. Container and Cargo Details

SOC (Shipper-Owned Container): You can select this option if you will be using your own container. Important: We recommend that you review the SOC rules before proceeding.

Equipment Selection: Enter the container type, quantity, and cargo weight that meet your needs.

Hazardous Materials: If your cargo falls under the "Dangerous Goods" category, check the relevant box and fully complete the IMO Class and UN Number fields.

The screenshot shows the 'New Quote' application interface with four numbered callouts:

- 1 Search:** Points to the 'Search' tab and the 'Routing' section. The 'Routing' section shows 'Start Location' as PIRAEUS (GRPIR) and 'End Location' as SINGAPORE (SGSIN). Below these are radio buttons for 'Received at' (Your Door, Terminal/Ramp) and 'Delivered to' (Your Door, Terminal/Ramp). A 'Duplicate' button is visible to the right.
- 2:** Points to the 'Validity Date' section, which has a 'Valid from' field set to 2026-10-01.
- 3 Container and Commodity Details:** Points to the 'Container and Commodity Details' section. It includes a 'Shipper Owned Container (SOC)' checkbox, a 'Container Type' dropdown (40' General Purpose High Cube), a 'Container Quantity' input (1), a 'Weight per Container' input (20000 kg), and 'Select units' (kg, lb). Below this is a 'Multiple Container Types' section with a note: 'You will get a quotation offer that has both the selected container type and others from the group: 20'STD, 40'STD and 40'HC - on one document.' At the bottom, there is a 'Dangerous Goods' section with a 'Commodity' dropdown (FAK - Freight all Kind) and a 'Dangerous Goods' checkbox. The 'Dangerous Goods' section also includes 'IMO Class (Optional)' and 'UN Number (Optional)' dropdowns.
- 4:** Points to the 'Search' button at the bottom of the form.

Duplicate your selection

2. Dates and Validity

Flexible Scheduling: Set the offer's validity period according to your preference.

Important Note: For shipments to the U.S., Canada, and Puerto Rico, base the offer on the door-to-door delivery date; for all other destinations, remember to base the schedule on the ETD (Estimated Time of Departure).

4. Commodity and Confirmation

Commodity: Use this button to view the available commodity (cargo) types and select the correct classification.

View Quote: After reviewing all the information, click the "Search" button to view your personalized quote options.

"New Quote"

You can change the port of discharge or the mode of transport.

Routing Points ✕

Alliaga → Jebel Ali

Pre-carriage - Mode of Transport

Port of Loading (PoL)

Port of Discharge (PoD)

On-carriage - Mode of Transport

[Update Routing](#)

The dates at the top of the screen are sorted to show you the most favorable options. You can view Quick Quotes and *Quick Quotes Spot comparisons.

*If the service is available.

New Quote [About this app](#)

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

Search [Edit](#)

Terminal / Ramp (PoD)
Savannah, GA

Estimated Transit Time 24 days

20STD, 40STD, 40HC
FAK - Freight all Kind

DEPARTURE	2026-10-05	2026-10-12	2026-10-20	2026-10-27
QUICK QUOTES	USD 1550.00	USD 1550.00	USD 1550.00	USD 1550.00
QUICK QUOTES SPOT	USD 1450.00	USD 1450.00	USD 1450.00	USD 1450.00

Freights as per 40HC - others also included for Quick Quotes [View Departure Details](#)

Quick Quotes

Valid 2026-10-01 to 2026-10-31

Ocean Freight (all in one document)

USD 1800.00 /Container 20STD
USD 1550.00 /Container 40STD
USD 1550.00 /Container 40HC

[Select](#)

[Price Breakdown](#) [Remarks](#)

Equipment and Loading priority
Instant booking confirmation
Fixed Ocean Freight (Surcharges valid at time of shipment)

[Show All Features](#)

Quick Quotes Spot

Valid for departure at 2026-10-05

Ocean Freight

USD 1450.00 /Container 1 x 40
Selected container type only

20000 kg /Container

[Select](#)

[Price Breakdown](#) [Remarks](#)

Equipment and Loading priority (not eligible for compensation)
Instant booking confirmation
Fixed Ocean Freight and surcharges

[Show All Features](#)

After selecting the date that works for you, click "Select" to proceed to the service of your choice.

You can compare the differences between Quick Quotes and Quick Quotes Spot.

New Quotes - Quick Quotes

All information regarding your selection, including the total price, will be displayed in the sidebar.

To view the price breakdown for the quote, click the “Price Breakdown” button and print the page that opens.

Price Breakdown

Item	Unit	Amount
Quick Quotes		
Valid from	2026-10-01	2026-10-31
Valid to	2026-10-01	2026-10-31
Expiring	2026-10-31	
20STD, 40STD, 40HC		
FAK - Freight all Kind		
Total/Container		USD 2753.00

*Price breakdown

New Quote

[About this app](#)

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

Search

Edit

Quick Quotes

Terminal / Ramp (PoL) Piraeus

Terminal / Ramp (PoD) Savannah, GA

Estimated Transit Time 24 days

CO₂e Emissions 1.84 t CO₂e

Valid from 2026-10-01

Valid to 2026-10-31

Expiring 2026-10-31

20STD, 40STD, 40HC

FAK - Freight all Kind

Prices

Price Breakdown

Remarks

Show Prices For 40HC

Ocean Freight USD 1550.00

Export Surcharges USD 231.00

Freight Surcharges USD 944.00

Import Surcharges USD 28.00

Total/Container USD 2753.00

DEPARTURE

2026-10-05

2026-10-12

2026-10-20

2026-10-27

QUICK QUOTES

USD 1550.00

USD 1550.00

USD 1550.00

USD 1550.00

QUICK QUOTES SPOT

USD 1450.00

USD 1450.00

USD 1450.00

USD 1450.00

Freights as per 40HC - others also included for Quick Quotes

View Departure Details

Quick Quotes

Valid 2026-10-01 to 2026-10-31

Ocean Freight (all in one document)

USD 1800.00 /Container 20STD

USD 1550.00 /Container 40STD

USD 1550.00 /Container 40HC

Cancel

Price Breakdown

Remarks

Equipment and Loading priority

Instant booking confirmation

Fixed Ocean Freight (Surcharges valid at time of shipment)

Show All Features

Quick Quotes Spot

Valid for departure at 2026-10-05

Ocean Freight

USD 1450.00 /Container 1 x 40HC

For selected container type only

20000 kg /Container

Select

Price Breakdown

Remarks

Equipment and Loading priority (not eligible for compensation)

Instant booking confirmation

Fixed Ocean Freight and surcharges

Show All Features

Quick Quotes

Validity 2026-10-01 - 2026-10-31

USD 2531.00 Total/20STD

USD 2753.00 Total/40STD

USD 2753.00 Total/40HC

Next

Click here to proceed to the next step.

New Quotes - Quick Quotes

You can select the additional services you can add to your quote here.

New Quote [About this app](#)

Search

Quick Quotes

Terminal / Ramp (PoL)
Piraeus

Terminal / Ramp (PoD)
Savannah, GA

Estimated Transit Time 24 days

CO₂e Emissions 1.84 t CO₂e

Valid from 2026-10-01

Valid to 2026-10-31

Expiring 2026-10-31

20STD, 40STD, 40HC

FAK - Freight all Kind

Prices

Price Breakdown

Remarks

Show Prices For 40HC

Ocean Freight USD 1550.00

Export Surcharges USD 231.00

Freight Surcharges USD 944.00

Import Surcharges USD 28.00

Total/Container USD 2753.00

Search

Offer Selection

Additional Services



Ship Green* Popular Save up to USD 242.00 on Emission Allowance

Expected CO₂e Ocean-leg Emissions of Your Shipment: 1.84 tons CO₂e

Allocate certified alternative fuel 100/50/25%.

→ [See Benefits](#)

from USD **10.75**
/Container
incl. EA credit

Add



Additional Freetime Destination New Save up to 50%

Additional Time, More Flexibility

Purchase additional free time at destination upfront at a discount and plan shipments better in advance.

→ [See Benefits](#)

from USD **220.00**
/Container

Add



Cargo Shield Recommended

Shield your Cargo, protect your Business.

Our additional layer of protection for your cargo protects you to USD 60000.00/container.

→ [See Benefits](#)

from USD **28.00**
/Container

Add



Live Position

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

→ [See Benefits](#)

USD **+15.00**
/Container

Add

[Back](#)

Quick Quotes

Validity 2026-10-01 - 2026-10-31

USD 2531.00
Total/20STD

USD 2753.00
Total/40STD

USD 2753.00
Total/40HC

Next

Reduce your emissions with **Ship Green!**

Extend your free time at your port of arrival with **Additional Freetime.**

Protect your cargo with **Cargo Shield.**

Track your containers in real time via GPS with **Live Position.**

These services can also be purchased after making a reservation.

Further details about our additional services are provided on the following pages.

9

 Hapag-Lloyd

New Quotes - Quick Quotes

New Quote

About this app

Search

Offer Selection

Additional Services

Review & Next Steps

Search

Edit

Quick Quotes

Terminal / Ramp (PoL)
Piraeus

Terminal / Ramp (PoD)
Savannah, GA

Estimated Transit Time 24 days

CO₂e Emissions 1.84 t CO₂e

Valid from 2026-10-01

Valid to 2026-10-31

Expiring 2026-10-31

20STD, 40STD, 40HC

FAK - Freight all Kind

Prices

Price Breakdown

Remarks

Offer

	Curr.	20STD	40STD	40HC
Ocean Freight	USD 1800.00	1550.00	1550.00	
Export Surcharges	USD 231.00	231.00	231.00	
Freight Surcharges	USD 472.00	944.00	944.00	
Import Surcharges	USD 28.00	28.00	28.00	

Additional Services

	Curr.	20STD	40STD	40HC
Live Position	USD 15.00	15.00	15.00	

Total

	Curr.	20STD	40STD	40HC
Total per Container	USD 2546.00	2768.00	2768.00	

Confirmation

Select All

I accept the Quick Quotes Terms and Conditions

I accept the Live Position Terms and Conditions

Get Quote

USD 2546.00

USD 2768.00

USD 2768.00

Get Quote

Quick Quotes

Validity 2026-10-01 - 2026-10-31

Back

In the final step, you can review your quote details, check for any additional services, and if you notice any errors, you can make the necessary changes by selecting the “Edit” option.

The additional services you have included in your proposal.

Once you’re sure everything is correct, click the “Get Quote” button. Your quote will be ready after this step.

New Quotes - Quick Quotes

Quote Confirmation

 Thank you. Please find your finalized quotation below.

 **Your Quotation**
Your quotation has been created.
Quotation Number WZ   Copy

 Download PDF

 Send via Email

Book

My Quotations

New Quote

Review your other offers or get a new quote.

Download as a PDF.

Send your proposal to your email address.

Turn your quote into a reservation.

Your Quick Quotes quote has been generated.

Using the options provided, you can download your quote as a PDF, send it to your email address, proceed to the booking stage, view your other quotes, and create a new quote.

My Quotations

All quotes you request are saved in the “**My Quotations**” section.

*Spot quotes do not appear in this section.

My Quotes [About this app](#)

Quotation No. e.g. W20000000... Validity Start City or Location code End City or Location code Commodity e.g. wood, timber Container Type Apply Filters More Filters

[Clear All](#)

Quotation No.	Validity	Start Location	End Location	Commodity	Container Type	Ocean Freight	Valid From	Valid To	Expiry date
W200000000	Valid	(TRMER) MERSIN, TR	(PAMIT) MANZANILLO (PA), PA	FAK	20'FT	1000 USD	2024-04-10	2024-04-30	2024-04-30
W200000000	Valid	(TRMER) MERSIN, TR	(SAJEDI) JEDDAH, SA	FAK	20'FT	1000 USD	2024-04-10	2024-04-30	2024-04-27
W200000000	Valid	(TRMER) MERSIN, TR	(QTPBR) PUERTO BARRIOS, GT	FAK	40'HC	1000 USD	2024-04-10	2024-04-30	2024-04-20
W200000000	Valid	(TRMER) MERSIN, TR	(QTPBR) PUERTO BARRIOS, GT	FAK	40'HC	1000 USD	2024-04-10	2024-04-30	2024-04-20
W200000000	Valid	(TRMER) MERSIN, TR	(CLSAI) SAN ANTONIO, CL	FAK	20'FT	1000 USD	2024-04-09	2024-04-30	2024-04-23
W200000000	Valid	(TRMER) MERSIN, TR	(BBAHI) BAHRAIN, BH	FAK	20'FT	1000 USD	2024-04-09	2024-04-30	2024-04-30
W200000000	Valid	(TRISTI) ISTANBUL, TR	(YEADEI) ADEN, YE	FAK	20'FT	1000 USD	2024-04-09	2024-04-30	2024-04-30
W200000000	Valid	(TRISTI) ISTANBUL, TR	(QAHMDI) HAMAD, QA	FAK	20'FT	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 view the ship’s schedule.

Quick Quotes Spot

Shipping and Equipment Priority

Request your quote, view available departures for your chosen route directly, and secure your prioritized reservation.



“Quick Quotes Spot”

New Quote [About this app](#)

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

Search [Edit](#)

Terminal / Ramp (PoL)
Piraeus

Terminal / Ramp (PoD)
Savannah, GA

Estimated Transit Time [24 days](#)

20STD, 40STD, 40HC
FAK - Freight all Kind

DEPARTURE	2026-10-05	2026-10-12	2026-10-20	2026-10-27
QUICK QUOTES	USD 1550.00	USD 1550.00	USD 1550.00	USD 1550.00
QUICK QUOTES SPOT	USD 1450.00	USD 1450.00	USD 1450.00	USD 1450.00

Freights as per 40HC - others also included for Quick Quotes [View Departure Details](#)

Quick Quotes

Valid 2026-10-01 to 2026-10-31

Ocean Freight (all in one document)

USD 1800.00 /Container 20STD

USD 1550.00 /Container 40STD

USD 1550.00 /Container 40HC

[Select](#)

[Price Breakdown](#) [Remarks](#)

Equipment and Loading priority

Instant booking confirmation

Fixed Ocean Freight (Surcharges valid at time of shipment)

[Show All Features](#)

Quick Quotes Spot

Valid for departure at 2026-10-05

Ocean Freight

USD 1450.00 /Container 1 x 40HC

For selected container type only

20000 kg /Container

[Select](#)

[Price Breakdown](#) [Remarks](#)

Equipment and Loading priority (not eligible for compensation)

Instant booking confirmation

Fixed Ocean Freight and surcharges

[Show All Features](#)

The dates at the top of the screen are sorted to show you the most favorable options. You can view **Quick Quotes** and ***Quick Quotes Spot** comparisons.

*If the service is available

You can continue with your **Quick Quotes Spot** offer—which includes a loading and equipment priority—right here.

New Quotes - Quick Quotes Spot

New Quote [About this app](#)

Search Offer Selection Additional Services Review & Next Steps

Search [Edit](#)

Quick Quotes Spot

ETD 2026-10-05 Terminal / Ramp (PoL) PIRAEUS

ETA 2026-10-29 Terminal / Ramp (PoD) SAVANNAH, GA

Estimated Transit Time 24 days

CO₂e Emissions 1.84 t CO₂e

> AL7 JAMAICA 127W

1 x 40HC
20000 KG/Container
FAK - Freight all Kind

Prices

Price Breakdown Remarks

Offer [Edit](#)

Ocean Freight	USD	1450.00
Export Surcharges	USD	231.00
Freight Surcharges	USD	944.00
Import Surcharges	USD	28.00

Total

Total per Container	USD	2653.00
1 x 40' General Purpose High Cube	USD	2653.00

[Back](#) **Quick Quotes Spot** ETD 2026-10-05 ETA 2026-10-29 **USD 2653.00** Total/Container [Next](#)

After adding our additional services to your cart and proceeding to the next step of your quote, our system will redirect you to the relevant screen so you can review your quote.

New Booking [About this app](#)

Containers & Cargo Additional Information Review & Confirm

Offer Summary

2026-10-05 Terminal / Ramp (PoL) PIRAEUS, GRPIR

24 days

2026-10-29 Terminal / Ramp (PoD) SAVANNAH, GA, USSAV

JAMAICA 127W

Commodity FAK
Containers and Cargo
1 x 40' HIGH CUBE

Quick Quotes Spot Offer

Ocean Freight 1450.00 USD

[Price Details](#)

Pick-up Date 2026-10-02 Container Pick-up Depot HARTSAS S.A.

40' HIGH CUBE 1 Container

Container 40' HIGH CUBE Cargo Items No cargo items added yet [Configure](#)

[Next](#)

A reservation must be made in order to create your SPOT quote. At this stage, please make sure your reservation details are entered correctly.

New Quotes - 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: 65****2

[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 completing the booking steps and clicking the “**Submit Booking**” button, your booking confirmation will appear and you will be able to see your booking number.

Quick Quotes Spot

Important Remarks



Overview and Scope

This is a one-time freight rate application that includes space and equipment prioritization for a specific vessel. It is valid for all destinations.

Carriage Scope: Bookings can be made for pre-carriage and on-carriage.

Quotation Usage: The freight rate cannot be used for other bookings but can be consolidated under a single B/L.

Process: The quotation is valid for 180 minutes. Upon completion, an approval number starting with "V" is automatically sent via email.



Equipment, Load Types, and Loading

Accepted Cargo: Only standard and reefer containers (20/40 STD, 40 HC, 20/40 RE, 40 NOR).

Unacceptable Cargo: Cannot be used for Special and Dangerous Goods (DG) cargo.

Loading Options: Warehouse Loading: The origin must be entered as a warehouse.

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Information at a Glance

Hapag-Lloyd

Log in

Our Company | Online Business Suite

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

Web Booking

Get your bookings in
minutes.



Web Booking

General Details

Quotation/Contract No

Loading/Discharge
Locations

Date selection for vessels

Transfer port selection

Equipment type

Commodity selection

Dangerous Goods Selection

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

1 Request 2 Schedule 3 Containers & Cargo 4 Additional Information 5 Review & Confirm

Enter Quotation or Contract Number:

Quotation or Contract Number:

Your quotation is VALID from 2026-04-03 to 2026-04-30

Routing Details

From:

Merchant Haulage / Terminal Or Port:

To:

Merchant Haulage / Terminal Or Port:

Date of:

☒ Earliest departure ☐ Latest arrival

Via Locations:

Standard Containers

Container Type: Quantity:

[+ Add another container type](#)

Commodity Details

Commodity:

Available option to pre-book:

Dangerous Goods

Does cargo contain Dangerous Goods?

☐ Yes ☒ No

MERCHANT HAULAGE / TERMINAL OR PORT

BARCELONA ESBCN
ESBCN

CAN'T FIND INLAND LOCATION?

[+ Add inland location based on tariff](#)

Example

Dangerous Goods

Does cargo contain Dangerous Goods?

☒ Yes ☐ No

IMDG Code Amendment

IMDG Code Amendment:

UN Numbers

Please add all UN numbers that specify your Dangerous Good shipment.

☒ For non-OS quotation or contract number additional fee apply when DG is being added

UN Number:

[+ Add Dangerous Good](#)

Web Booking

Schedule

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

✓ Request — ② Schedule — ③ Containers & Cargo — ④ Additional Information — ⑤ Review & Confirm

Request Summary 1

Quotation/Contract No. W260400121857
Date of 2026-04-14
Commodity FAK
Containers and Cargo
1 × 40' GENERAL PURPOSE CONT.
1 × 20' GENERAL PURPOSE CONT.
Dangerous Goods (I)
1234 • 3

Shortest Transit Time | Earliest Arrival

21 Apr 2026 42 days 02 Jun 2026 5

Receipt: KEMALPASA, TRKPS | POL: ALIAGA, TRALI | POD: SAVANNAH, GA, USSAV | Delivery: ATLANTA, GA, USATL

4 Truck • TEX SEOUL EXPRESS 617W • Rail • +1 more

Additional services: Live Position

Select 6
Show Details

< Back 2 7 Next

1. You can revise your previous actions by clicking here.
2. Return to the previous page.
3. First movement date of cargo.
4. Service details.
5. Arrival date.
6. Service selection .
7. Continue to the next step.

No Space

13 Oct 2025 9 days 22 Oct 2025

POL: PIRAEUS, GRPIR | POD: BARCELONA, ESBNC | Delivery: MADRID, ESMAD

AL7 ZIM LUANDA 119W • Truck

Continue
Show Details

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

PIRAEUS (GRPIR) ETD: 2025-10-06 12:00 pm

ZIM ATLANTIC Transit time: 8 Days

BARCELONA (ESBNC) ETA: 2025-10-12 3:00 pm ETD: 2025-10-18 1:00 pm

COLOMBIA EXPRESS Transit time: < 1 Day

VALENCIA (ESVLC) ETA: 2025-10-19 9:00 am ETD: 2025-10-22 1:00 am

Truck Transit time: 1 Day

MADRID (ESMAD) ETA: 2025-10-23 1:00 am

Cut-off Dates

Documentation Cut-off	03 Oct 2025 5:30 pm
VGM Cut-off	03 Oct 2025 9:00 pm
FCL Cut-off	03 Oct 2025 9:00 pm
Reefer Cut-off	03 Oct 2025 9:00 pm
DG Cut-off	03 Oct 2025 9:00 pm
OOO Cut-off	03 Oct 2025 9:00 pm

Click here for the terminal details.

Web Booking

1. Log in to Online Business Suite.
2. Open the "Booking" menu.
3. Click to the "Create Booking".
4. Please insert your
Quotation/Contract Number

The screenshot shows the Hapag-Lloyd Online Business Suite interface. The top navigation bar includes links for Home, Services & Information, Our Company, and Online Business Suite (highlighted with a red box and the number 1). A search icon and language selector (EN) are on the right. The left sidebar contains a menu with options: Quote, Schedule, Book (highlighted with a red box and the number 2), Create Booking (highlighted with a red box and the number 3), Booking Template, My Bookings, Booking Amendment, and Additional Services. Below these are sections for Documentation, Finance, Track, Import, Navigator, and Quality Promises. The main content area is titled 'Booking' and includes a 'Read more' link and a 'Switch to the Classic Booking' button. The 'Request Routing' section contains a form labeled 'Enter Quotation or Contract Number:' with a text input field (highlighted with a red box and the number 4) and a 'Confirm' button. Below this are sections for 'Schedule', 'Containers and Cargo', 'Additional Booking Information', and 'Review and Confirm'.

Web Booking

Cargo Details (Dry)

1. Enter the cargo details for the relevant container.
2. HS code (Optional at this stage.)
3. Cargo description.
4. Approximate cargo weight.
5. Add the UN number to the cargo (if applicable).
6. Add new cargo.
7. Complete the cargo entry for the selected container.

DG and Reefer shipment details will be asked on the following pages.

Have you entered the complete cargo information for the container?

We will ask you to provide us with Dangerous Goods description in the next step. It may only be done if there is no missing cargo information.

Cancel Yes, proceed

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

1 Request 2 Schedule 3 Containers & Cargo 4 Containers Positioning 5 Additional Information 6 Review & Confirm

Request Summary

2026-04-21 Door
KEMALPASA, TRKPS

2026-04-27 PoL
ALIAGA, TRALI

42 days

2026-06-02 PoD
SAVANNAH, GA,
USSAV

2026-06-02 Door
ATLANTA, GA, USATL

TEX SEOL EXPRESS 617W

Doc Cut-off 2026-04-23 FCL Cut-off 2026-04-24 VGM Cut-off 2026-04-24

40' GENERAL PURPOSE CONT.
1 Container

Container 40' GENERAL PURPOSE CONT. Cargo Items No cargo items added yet [Configure](#)

20' GENERAL PURPOSE CONT.
1 Container

Container 20' GENERAL PURPOSE CONT. Cargo Items No cargo items added yet [Configure](#)

< Back 0 of 2 configured Next

Configurator Step 1 of 2: Cargo Information [Close](#)

Cargo Item 1
40' GENERAL PURPOSE CONT.

HS Code (optional) Cargo description Cargo Weight kg

Dangerous Goods Information
Cargo contains dangerous goods.

+ Add Cargo Item

Continue

Web Booking

Cargo Details (DG)

1

2 Compliance Check

Dangerous Goods Description

UN 1203, 3+ (H202)

General Information

UN Number

Proper Shipping Name (PSN)

IMDG Code Amendment

42-24

IMDG Class

Sub hazard 1

Sub hazard 2

Variant

3

-

-

-

Packing Group (PG)

II

Marine Pollutant (MP)

Limited Quantity (LQ)

Excepted Quantity (EQ)

Select

Select

Select

In case the DG cargo item is subject to the reportable quantity requirements of the USA (49 CFR 172.101 Appendix A - List of Hazardous Substances and Reportable Quantities) please enter an additional booking information in the "Additional DG Information" field.

Packaging

Outer Pack. Quantity

IMO Packaging Code

Outer Packaging Description

Enter count...

Select

Type...

Inner Pack. Quantity

Inner Packaging Material

Enter count...

Select

UN Packaging Code

Select

Weights

DG Gross Weight

DG Net Weight

kg

Enter count...

kg

Temperature Unit in

°C

Flash Point (FP)

Enter exact value

°C

Cancel

Continue

1

2 Compliance Check

Information Consistency

Provided information is consistent.

Prohibited Co-loading

No prohibited co-loading.

Warnings

Warning

42-24, 3+ (H202) is subject to the reportable quantity requirements of the USA (49 CFR 172.101 Appendix A - List of Hazardous Substances and Reportable Quantities) please enter an additional booking information in the "Additional DG Information" field.

Cancel

Back

Continue

If you receive a warning at this stage and are unable to proceed, we regret to inform you that we will be unable to accept your shipment.

Once your shipment/documentation has been updated in accordance with regulations, you will be able to proceed without any issues.

Web Booking

Additional Requirements (Dry)

Configurator Step 2 of 2: Additional RequirementsClose

Please note!
Any special requests or remarks will be reviewed but cannot be guaranteed. Final confirmation depends on operational availability and approval by Hapag-Lloyd.
Additional charges may apply.

**VGM weighting service**
Order weighting service from Hapag-Lloyd

☐ I want to order VGM weighting service from Hapag-Lloyd

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

**Additional Cargo Information**
Cargo has specific value, purpose, characteristics or attributes

**Stowage Requirements**
Select if cargo needs to be placed in specific part of the vessel

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

BackContinue

Don't forget to set VGM weighting service by Hapag-Lloyd option for your bookings.

Web Booking

Cargo Details (Reefer)

1. Temperature.
2. Ventilation. (optional)
3. Humidification. (optional)
4. HS Code (optional)
5. Cargo Description
6. Approximate Cargo Weight
7. We do not take the details on this page into account for shipments originating from Greece. You can proceed to the next step by clicking “Continue” .

You can submit your GENSET request for our vehicles here.

 **Optional Reefer Requirements**
Select if reefer container needs genset or cold treatment

 Any reefer requests selected here will apply to all refrigerated containers in this booking

☒ Available for Your Booking

Cold Treatment*
Our cold treatment service will use precisely controlled refrigeration to eliminate quarantine pests, ensuring your shipment meets international regulations while protecting cargo quality. ☐

Genset*
We will provide gensets to ensure continuous power supply for your refrigerated containers throughout the shipping journey. ☐

*Subject to availability and confirmation by Hapag-Lloyd. Charges may apply.

Configurator Step 1 of 3: Reefer Settings

X Close

Container Reefer Settings

1

2

3

Temperature Temperature Setpoint 12 °C 0.1 °C interval entry Min: -35 °C Max: 30 °C	Ventilation Fresh Air Exchange 0 m³/h 5 m³/h interval entry Min: 5 m³/h Max: 200 m³/h	Dehumidification Max. Relative Humidity --- % 5 % interval entry Min: 50 % Max: 90 %
---	---	--

Continue

Configurator Step 2 of 3: Cargo Information

X Close

 **Cargo Item 1**
40' REEFER CONTAINER Delete Duplicate

HS Code (optional)

Cargo description
Example Cargo

Cargo Weight
1234 kg

+ Add Cargo Item

Back

Continue

Configurator Step 3 of 3: Additional Requirements

X Close

 **Please note!**
Any special requests or remarks will be reviewed but cannot be guaranteed. Final confirmation depends on operational availability and approval by Hapag-Lloyd. Additional charges may apply.

 **Additional Cargo Information**
Cargo has specific value, purpose, characteristics or attributes

 **Stowage Requirements**
Select if cargo needs to be placed in specific part of the vessel

Back

7

Continue

Web Booking

FMC / HBL / Contact Details

1. If your company holds its own license, please select "NVOCC."
2. If you will use the true shipper /ultimate consignee on the BL or use an agent, please select "Agent."
3. If you are unfamiliar with the issuance of an HBL or do not require one, leave it as is.
4. In accordance with country customs regulations (SCAC, ACI, etc.), you can submit declarations using your own code or choose to have this process managed by Hapag-Lloyd.
5. Name your booking. (Optional)
6. Insert your contact information
7. If the Hapag-Lloyd LIVE feature is not available in your quote, you can add from here.

For shipments to the U.S.

Refer

FMC Related Information

- ☒ NVOCC - I am the owner of a FMC License / Organization No. and I will use it for this shipment
- ☐ Agent - I will be acting as agent on behalf of NVOCC or Cargo Owner and I will provide the Letter of Authority

FMC License / Organization No.

i You need to provide us with FMC License within next 72hrs or the booking will be cancelled and cancellation fee will be charged. In case that you don't have a valid FMC License / Organization No. you can still act as **Agent** and provide us with the Letter of Authority. To continue as an **Agent**, please reselect above.

⚠ FMC License / Organization No. is **not available**. Please contact our Sales Team in order to update the data.

FMC Related Information

- ☐ NVOCC - I am the owner of a FMC License / Organization No. and I will use it for this shipment
- ☒ Agent - I will be acting as agent on behalf of NVOCC or Cargo Owner and I will provide the Letter of Authority

Letter of Authority Upload

i If you do not have the LOA at hand yet, you can proceed submitting your booking and upload the LOA within the next 72 hours to avoid cancellation and fees.

Please upload a new Letter of Authorization (LOA) [here](#). This link will open in a new browser tab.

Do you need House Bill of Lading?

- ☒ I don't know / I don't need House Bills of Lading
- ☐ I need House Bills of Lading

Reference number

Your customer reference number (optional)

Contact Details

Contact person

Mandatory field

Phone

Email

Mandatory field

⚙ [Optional details](#)

Additional Services



Hapag-Lloyd LIVE

Confirm H! Live for this shipment only if it is previously included in your Quotation or Contract
Smart remote monitoring technology - updated hourly with no delay.

7

Add

[< Back](#)

[Next](#)

Web Booking

Transaction Summary & Booking Submission

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

Request Schedule Containers & Cargo Additional Information Review & Confirm

Additional Information **1** [Edit](#)

FMC Related Information
NVOCC

House Bill of Lading
I don't know / I don't need House Bills of Lading

Reference number
Your customer reference number (optional)
TEST BOOKING

Contact Details

Contact person	Phone	Email
TEST PERSON	9999999999	TEST@HLA.G.COM
Optional details		
-		

Please review the above information you have entered before submitting the booking request. **2**

[How does a template work?](#) [Save as a Template](#)

Your progress has been automatically saved as "Draft 2026-04-17 11:43".
Further progress will be saved after completing each step. You can rename it and add description so it is easier to find on the drafts list.

[Back](#) **3** [Add Description](#) [OK](#) **4** [Submit Booking](#)

1. You can review your previous transactions here and edit them using the “Edit” option.
2. For reservations of the same type, you can use the “Template” option to eliminate the need for data entry and save time.
3. Your unfinished reservation has been saved as a draft in our system. You can name it here and continue making the reservation from where you left off.
4. Click here to create 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 version here.
3. You can add Freetime or Ship Green to your booking. (You can also add them later via the Additional Services section.)

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 Hapag-Lloyd

My Bookings

Manage your bookings easily.

My Bookings ⓘ [About this app](#)

Requests **Drafts** Templates

📍 From City or Location Code

📍 To City or Location Code

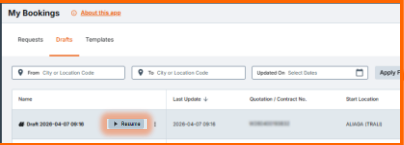
Name	Last Update ↓
✖ 0-0000-01-07-0010	✖ 0000-01-07-0010



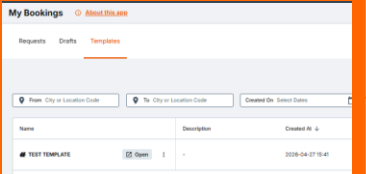
My Bookings

You can review and make changes to your reservations, and access the Drafts and Templates page.

Complete your pending bookings.



You can create bookings with saved templates from here.



My Bookings [About this app](#)

Requests **Drafts** Templates

Booking No.

From: To: Voyage Date Range: [Apply Filters](#) [Clear All](#) [+ New Booking](#)

Status: ☐ Submitted ☐ Under review ☐ Confirmed ☐ Cancelled ☐ Rejected

Booking No.	Status	Quotation / Contract No.	Your Reference No.	Requested at (UTC) ↓	Value Added Services	From	ETD	To	ETA	Main Vessel
1234567	Confirmed	123456789	VGM BY SHIPPER	2026-04-27 12:41	Purchase	PIRAEUS (GRPIR)	2026-05-08	JEDDAH (SAJED)	2026-05-17	MAERSK ELBA
1234568	Submitted	123456789	VGM BY SHIPPER	2026-04-27 10:43	Purchase	THESSALONIKI (GRSKG)	2026-05-09	JEDDAH (SAJED)	2026-05-31	MAERSK EL BANCO
1234569	Confirmed	123456789		2026-04-27 09:20	Purchase	PIRAEUS (GRPIR)	2026-05-11	NEW YORK, NY (USNYC)	2026-05-31	ZIM IBERIA
1234570	Confirmed	123456789		2026-04-27 07:12	Purchase	LIMASSOL (CYLMS)	2026-04-30	PIRAEUS (GRPIR)	2026-05-12	CONTSHIP VOW
1234571	Confirmed	123456789		2026-04-24 07:52	Purchase	PIRAEUS (GRPIR)	2026-05-11	NEW YORK, NY (USNYC)	2026-05-31	ZIM IBERIA
1234572	Confirmed	123456789		2026-04-23 10:40	Purchase	PIRAEUS (GRPIR)	2026-05-11	NEW YORK, NY (USNYC)	2026-05-31	ZIM IBERIA
1234573	Confirmed	123456789		2026-04-23 08:14	Purchase	PIRAEUS (GRPIR)	2026-05-11	NEW YORK, NY (USNYC)	2026-05-31	ZIM IBERIA

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

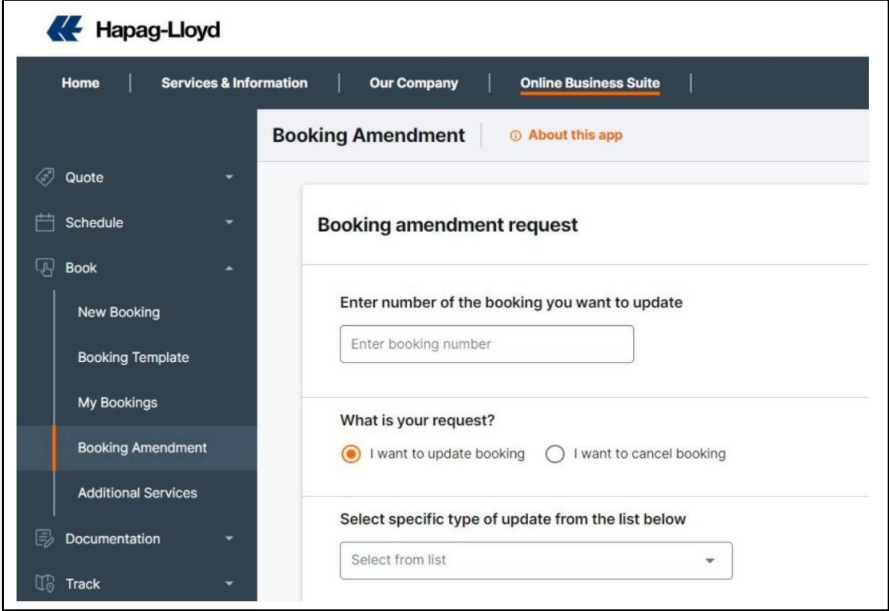
Continue



Booking Amendment

You can submit all requests for **amendment** or **cancellations** to your reservations via Booking Amendment.

You can access this feature by clicking the “**Booking Amendment**” option under the “**Book**” menu on the left side of our “Online Business Suite” page.



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 contains options such as Quote, Schedule, Book, New Booking, Booking Template, My Bookings, Booking Amendment (highlighted with an orange bar), 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 elements: a text input field for 'Enter number of the booking you want to update', a section titled 'What is your request?' with two radio button options ('I want to update booking' and 'I want to cancel booking'), and a dropdown menu for 'Select specific type of update from the list below'.



Web Booking Amendment

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

Booking Amendment

About this app

Booking

Booking No. **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

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 Information

Change OOG Information

Others

Change Customer Reference

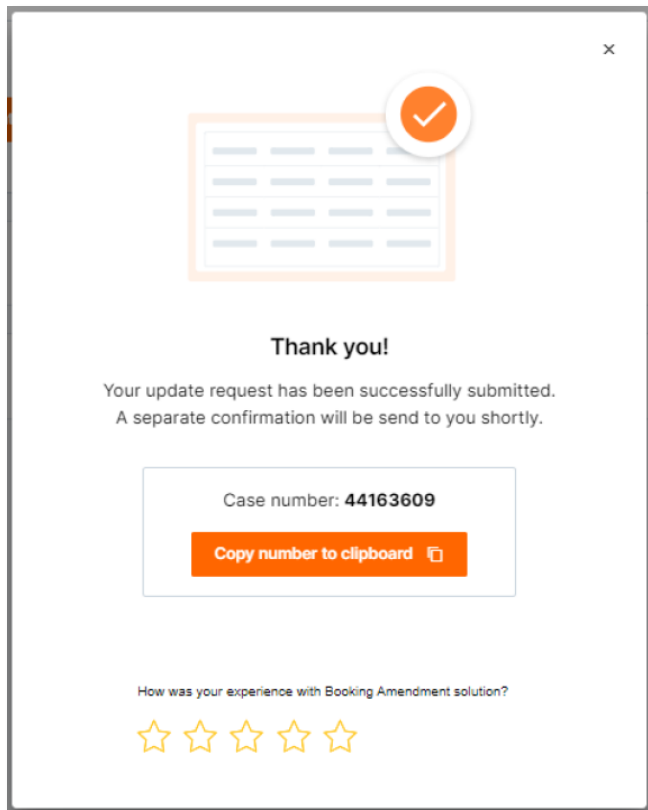
Continue

Find us on

f t y
in

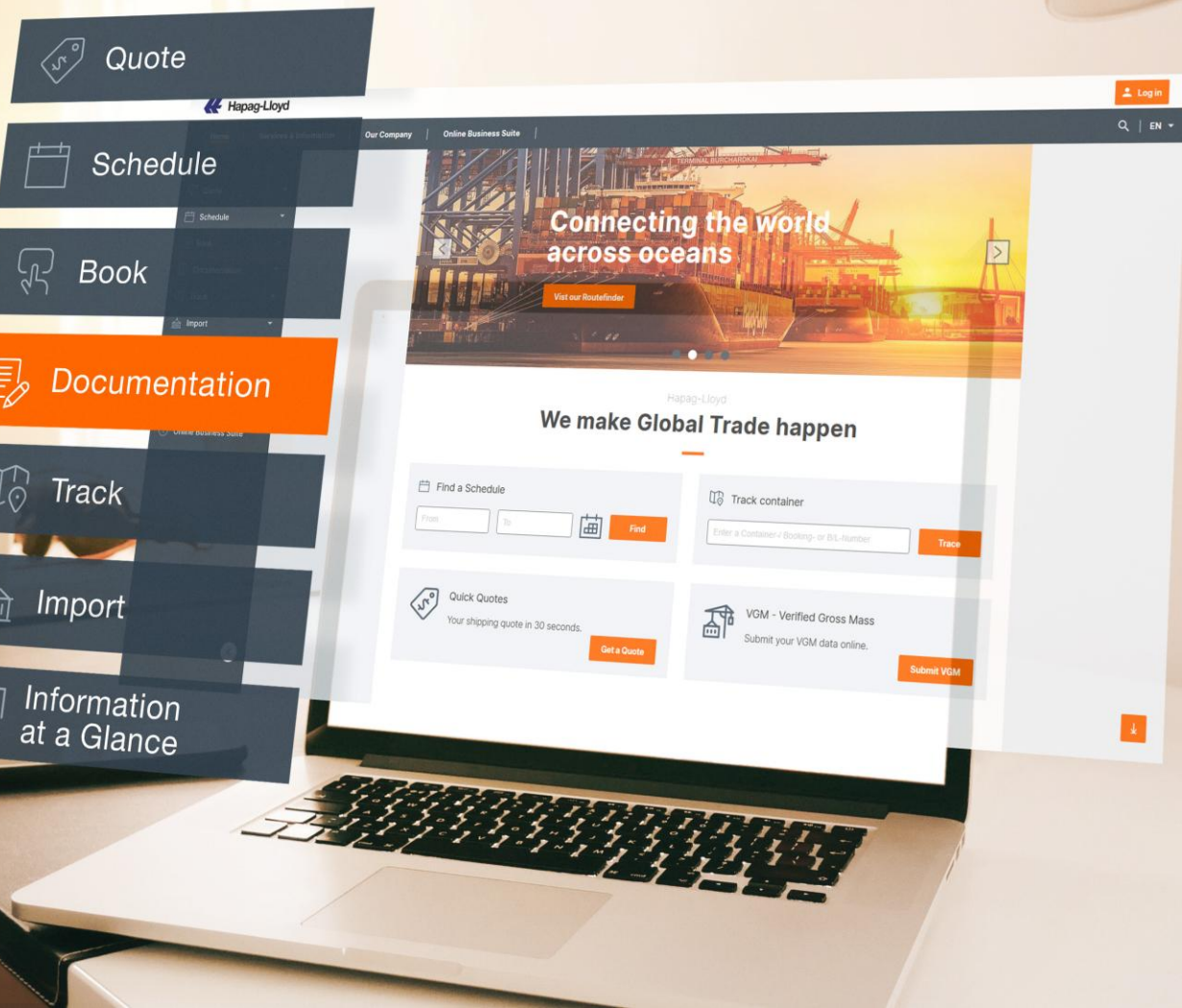
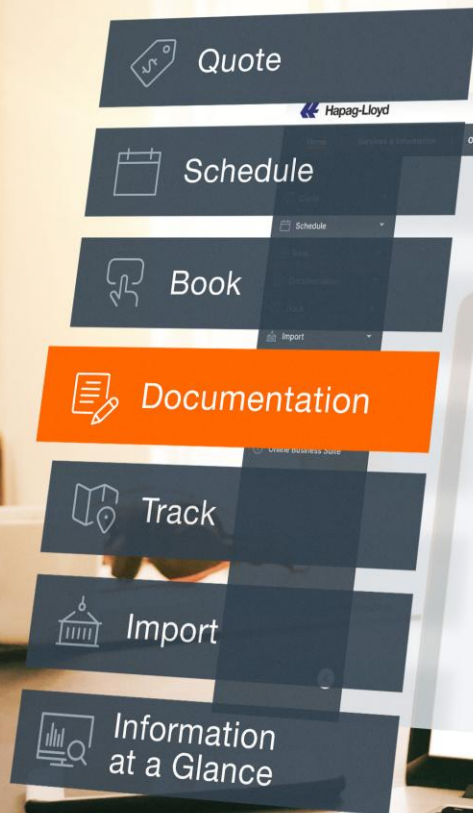
You can attach your SOC, DG, or OOG documents after selecting these options.

Web Booking Amendment



Once your request is received, a window like the one shown on the left will appear, and the “case” number used to track your revision will be displayed on the screen.

Once the necessary actions have been taken, our team will contact you via email.



Shipping Instruction

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



New Shipping Instructions

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.

Documentation > Shipping Instructions

Shipping Instructions eaSI Templates

Electronic-Advanced Shipping Instructions: eaSI online

Search for a specific booking by inserting a booking number or list all your relevant bookings directly by simply pressing FIND.

Please open your document with the **Adobe Reader version "DC 2022.003.20282"** or above to ensure a successful processing of your shipping instruction. If you face errors with not being allowed to edit the PDF, please use the link above to download the newest version from Adobe!

Important Note: By default your browser tries to open the PDF with a plug-in. Those plug-ins do not support the feature or the eaSI form. See our [User Guide](#) for further information.

Booking No.

Find **Clear**

	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
☐	12345678		2024-06-13	2024-06-09	YM WONDERLAND, FRIDA RUSS	LAE	1	0
☐	12345678		2024-07-16	2024-07-11	ZIM ATLANTIC, MERSIN EXPRESS, MINDORO	SAN JUAN, PUERTO RICO	1	0
☐	12345678		2024-07-16	2024-07-11	ZIM ATLANTIC, MERSIN EXPRESS, MINDORO	SAN JUAN, PUERTO RICO	0	0

Use New SI to Submit **Shipping Instruction Details** **Shipment Details** **webVGM** **Customs References** **Customs**

You can access our New Instruction Form from here.

New Shipping Instructions

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 displays the 'Shipping Instructions' application interface. On the left is a dark sidebar with navigation icons for Quote, Schedule, Book, Documentation, Finance, Track, Import, Navigator, Quality Promises, Digital Insights Dock, and Gemini Cooperation. The main content area is titled 'Shipping Instructions' with a sub-header 'About this app'. Below this are tabs for 'Shipping Instructions Form' (active) and 'Templates'. A search bar labeled 'Enter a Booking No.' contains a text input and a 'Find' button. A button labeled 'Include a Template' is highlighted by an orange callout bubble stating: 'Here you can use your instruction templates.' The form is divided into sections: 'Booking & BL No' with fields for 'Booking Number' and 'Select BL Number'; 'Addresses & References' which includes 'Shipper' and 'Consignee' fields (both highlighted with orange borders), and various optional reference fields like 'Shippers Reference', 'Freight Forwarders Reference', 'Forwarding Agent', 'TAX ID of Shipper', 'TAX ID of Consignee', 'Notify Address', and 'TAX ID of Notify'. An orange callout bubble points to the 'Shippers Reference' field with the text: 'You can write the reference numbers you want to appear on the invoice here.' The bottom of the form includes fields for 'Place of Receipt' and 'Place of Delivery'.

New Shipping Instructions

 Copy Container Details from Spreadsheet

Copy your instructions from an Excel or Word file.

Add a container.

 Copy Container Details from Spreadsheet

Copy or delete the cargo/container.

Required fields.

Containers and Cargo

Same description for whole SI ☐

1 Container and Cargo for HAMU 4588875

 Duplicate  Delete

Container No.

HAMU 4588875

e.g. HLCU1234567

Seal No.

Seal No. (optional)

Seal No. (optional)

☐ Add Seal No.

☒ Individual Descriptions for the Cargo Items of such Container

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

Cargo Item 1 of HAMU 4588875

No. of

Kind of Packages / UN Packing Code

Print the Kind of Packages on BL as

This field is required

This field is required

Default is selected Kind of Packages

Gross Weight

kg

Gross Volume (optional)

cbm

This field is required

This field is required

This field is required

Net Weight (optional)

kg

Net Volume (optional)

cbm

This field is required

This field is required

This field is required

HS Code

170250

ECICS chemical Code (optional)

Enter ECICS Code

Marks & Nos (optional)

Enter Marks and Numbers

Description

Enter Description

This field is required

ECICS chemical Code (optional)

Enter ECICS Code

Enter Marks and Numbers

Enter Description

This field is required

Enter Marks and Numbers

Enter Description

This field is required

Enter Marks and Numbers

Enter Description

This field is required

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This field is required

Enter Marks and Numbers

Enter Description

This field is required

Enter Marks and Numbers

Enter Description

This field is required

Enter Marks and Numbers

Enter Description

 Add Container

*Total amounts.

New Shipping Instructions – ICS2 / AMS / ACI

4

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) ⓘ
- Automated Manifest System (US)

ⓘ 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. Hapag-Lloyd's SCAC is HLCU, Hapag-Lloyd's CAN8000 is 9529 and Hapag-Lloyd's EORI is DE2742004.

References

EU Import Control System 2 filing

☐ I am, or represent, the cargo owner; no house Bills of Lading are required

☒ I am an NVOCC/Freight Forwarder and act as self-filer / supplementary declarant for house bill and seller and buyer data

☐ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

EORI No. Self Filer/Supplem. Declarant ⓘ UCR Number

US Automated Manifest System filing

☐ I am, or represent, the cargo owner; no house Bills of Lading are required

☒ I am an NVOCC/Freight Forwarder and act as self-filer for house bill data

☐ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

Self Filer SCAC Code

Canada Advanced Commercial Information filing

☒ I am, or represent, the cargo owner; no house Bills of Lading are required

☐ I am an NVOCC/Freight Forwarder and act as self-filer for house bill data

Under ICS2 (EU), AMS (U.S.), and ACI (Canada), cargo/shipment data must be reported electronically in specific formats and within specified timeframes prior to arrival.

You can find more detailed information on the following pages.

New Shipping Instructions – ICS2

EU Import Control System 2 filing

- ☒ I am, or represent, the cargo owner; no house Bills of Lading are required
- ☐ I am an NVOCC/Freight Forwarder and act as self-filer / supplementary declarant for house bill and seller and buyer data
- ☐ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

If the bill of lading (B/L) is issued directly with the shipper's (Seller) and consignee's (Buyer) information and no additional house bill of lading (House B/L) is required, no further declaration is necessary at this stage.

EU Import Control System 2 filing

- ☐ I am, or represent, the cargo owner; no house Bills of Lading are required
- ☒ I am an NVOCC/Freight Forwarder and act as self-filer / supplementary declarant for house bill and seller and buyer data
- ☐ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

EORI No. Self Filer/Supplem. Declarant



UCR Number

If the bill of lading has been issued with NVO (forwarder) information and the ICS2 declaration process will be managed by the customer, the relevant EORI number must be inserted in the "EORI No. Self Filer/Supplementary Declarant" field.

UCR (Unique Consignment Reference): A reference number that uniquely identifies a shipment worldwide; while not required, it is recommended to facilitate customs tracking.

EU Import Control System 2 filing

- ☐ I am, or represent, the cargo owner; no house Bills of Lading are required
- ☐ I am an NVOCC/Freight Forwarder and act as self-filer / supplementary declarant for house bill and seller and buyer data
- ☒ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

If the bill of lading has been issued with NVO (forwarder) details and Hapag-Lloyd is requested to submit the ICS2 declaration, the seller's and buyer's information must be entered in the relevant fields on the form.

New Shipping Instructions –AMS

US Automated Manifest System filing

- ☒ I am, or represent, the cargo owner; no house Bills of Lading are required
- ☐ I am an NVOCC/Freight Forwarder and act as self-filer for house bill data
- ☐ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

If the bill of lading is issued directly in the names of the shipper and the consignee and there is no house bill of lading (House B/L), no additional declaration is required.

US Automated Manifest System filing

- ☐ I am, or represent, the cargo owner; no house Bills of Lading are required
- ☒ I am an NVOCC/Freight Forwarder and act as self-filer for house bill data
- ☐ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

Self Filer SCAC Code

If the customer is to declare the House B/L data, the relevant SCAC code must be entered in the “Self Filer SCAC Code” field.

US Automated Manifest System filing

- ☐ I am, or represent, the cargo owner; no house Bills of Lading are required
- ☐ I am an NVOCC/Freight Forwarder and act as self-filer for house bill data
- ☒ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

If Hapag-Lloyd is requested to issue the House B/L, all necessary shipper and consignee information must be entered into the system in full.

New Shipping Instructions –ACI

Canada Advanced Commercial Information filing

- ☒ I am, or represent, the cargo owner; no house Bills of Lading are required
- ☐ I am an NVOCC/Freight Forwarder and act as self-filer for house bill data
- ☐ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

If the bill of lading is issued directly in the names of the shipper and the consignee and there is no house bill of lading (House B/L), no additional declaration is required.

Canada Advanced Commercial Information filing

- ☐ I am, or represent, the cargo owner; no house Bills of Lading are required
- ☒ I am an NVOCC/Freight Forwarder and act as self-filer for house bill data
- ☐ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf

Self filer CAN8000 code

If the customer is to declare the House B/L data, the relevant CAN code must be entered in the “Self Filer CAN8000 Code” field.

Canada Advanced Commercial Information filing

- ☐ I am, or represent, the cargo owner; no house Bills of Lading are required
- ☐ I am an NVOCC/Freight Forwarder and act as self-filer for house bill data
- ☒ I am a NVOCC/Freight Forwarder and ask Hapag-Lloyd to file house B/L data on my behalf



Since we have **not yet implemented** this feature for shipments to Canada, we kindly ask that you do not select this option.

New Shipping Instructions – House Bill Filling Form

True Shipper and Ultimate Consignee:

The names and full addresses of the actual seller and the final recipient of the goods must be entered in these fields.

Routing Information: You must select the points where the goods are received (Place of Receipt) and where they will be delivered (Place of Delivery). The information for the first and last countries will be automatically filled in based on these selections.

Matching Cargo Items: From the list below, select the containers and cargo items covered by the relevant House Bill and link them to the HBL.

The screenshot shows the 'House Bill 1' form. It includes sections for 'True Shipper' and 'Ultimate Consignee' with fields for names, addresses, TAX IDs, and EORI numbers. There is a 'Routing' section with 'Place of Receipt' and 'Place of Delivery' dropdowns, and 'First Country' and 'Last Country' text boxes. A 'Payment' section has a 'Method of Payment' dropdown. A 'Cargo Items to be included' section has checkboxes for 'Select all Cargo Items' and three specific container/cargo items. An 'Add House Bill' button is at the bottom. Orange callout boxes with arrows point to the 'True Shipper' and 'Ultimate Consignee' fields, the 'TAX ID' and 'EORI' fields, the 'Place of Receipt' and 'Place of Delivery' dropdowns, the 'First Country' and 'Last Country' text boxes, the 'Payment Method' dropdown, and the 'Cargo Items' checkboxes.

Tax and Identification Numbers (TAX ID & EORI): TAX ID and EORI numbers, which are critical for ICS2 and similar security regimes, must be entered in the appropriate fields for both the sender and the recipient.

Payment method: Please specify how you would like to make your payment.

A dropdown menu titled 'Method of Payment' with the following options: 'Select', 'Payment in cash', 'Payment by credit card', 'Payment by cheque', 'Other', 'Electronic funds transfer', 'Account holder with carrier', and 'Not pre-paid'.

New Shipping Instructions

Select your payment method.

Payment Terms & Payer Parties

Origin Port Charge	Sea Freight	Destination Port Charge	Prepaid Payer
☒ Prepaid (Origin)	☒ Prepaid (Origin)	☒ Prepaid (Origin)	Prepaid Payer
☐ Collect (Destination)	☐ Collect (Destination)	☐ Collect (Destination)	Booking Party
☐ Prepaid (Elsewhere)	☐ Prepaid (Elsewhere)	☐ Prepaid (Elsewhere)	Shipper
			Freight Forwarder
			As per contract / Rate Agreement
			Others

Select details such as document type and billing address.

Document Issuance

Number of Freight Original BLs	Number of Freight Copies (optional)
0	0
Number of Unfreight Original BLs	Number of Unfreight Copies (optional)
0	0
Freight payable at	Document Type
Origin	Original
Origin	Original
Destination	Sea Waybill
Elsewhere	Electronic (eBL)

Accept and submit the instructions.

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

Save as a template!

Preview here

Save as Template

Save as Draft

Preview before Submit

Submit >

Save it as a draft to finish later. Send the instruction

Shipping Instructions About this app

3 **Payment Terms & Payer Parties**

Origin Port Charge	Sea Freight	Destination Port Charge
☒ Prepaid (Origin)	☒ Prepaid (Origin)	☒ Prepaid (Origin)
☐ Collect (Destination)	☐ Collect (Destination)	☐ Collect (Destination)
☐ Prepaid (Elsewhere)	☐ Prepaid (Elsewhere)	☐ Prepaid (Elsewhere)

Prepaid Payer

4 **Document Issuance**

Number of Freight Original BLs	Number of Freight Copies (optional)
0	0
Number of Unfreight Original BLs	Number of Unfreight Copies (optional)
0	0
Freight payable at	Document Type
Origin	Original
Origin	Original
Destination	Sea Waybill
Elsewhere	Electronic (eBL)

5 **Comments**

Add a general comment if needed

General comment (optional)

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

Save as Template

Save as Draft

Preview before Submit

Submit >

BL Drafts

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

Choose your Bill
of Lading

Home

Services & Information

Our Company

Online Business Suite

Quote

Schedule

Book

Documentation

My Shipments

Verified Gross Mass (VGM)

Shipping Instructions

BL Draft Approval

Customs Status

Customs Reference

Cargo Claims

Invoice Dispute

Track

Import

Navigator

Quality Promises

Digital Insights Dock

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
HLCUBC	Released	2022-12-23	Sea Waybill		SSFO0131009	ZIM VANCOUVER	297567	USORF	TRMER
HLCUBC	Released	2022-12-23	Sea Waybill		TRIPLE CROWN	AS CLEOPATRA	294215	USORF	TRMER
HLCUBC	Approved	2022-12-23	Bill of Lading		SSFO0131008	SOUNION TRADER	605131	USORF	TRIZT
HLCUIZ	Open for review	2022-12-23	Sea Waybill			COSCO JAPAN	297647	TRIZT	BEANR
HLCUIZ	Correction sent	2022-12-23	Sea Waybill			XIN LOS ANGELES	294229	TRISK	SAJED
HLCUIZ	Correction sent	2022-12-23	Sea Waybill		DICLE GIDA	CROATIA	294750	TRMER	JOAQU
HLCUIZ	Released	2022-12-23	Sea Waybill		TEKSAN_2X40FROWOH+1X40H	SASKIA A	296996	TRGEM	MAPTM
HLCUIZ	Open for review	2022-12-23	Sea Waybill		PKA	SPARTEL TRADER	605138	TRIZT	USSAV

BL Drafts

oval [About this app](#)

< Back View original BL Draft Approve without Changes

1 **Addresses & References**

Shipper

Carrier's Reference

B/L No.

Consignee

Export References

Forwarding Agent

Notify Address

Consignee's Reference

Vessel(s) Voyage No.

Place of Receipt

Port of Loading

Place of Delivery

Port of Discharge

- 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)

Customer Load Reference

Cargo Item 1 of FANU 3136403 Delete cargo

No. of Outer Packing HS Code

Gross Weight kg MTQ Net Weight kg MTQ

Marks & Nos Description

+ Add Cargo Item

Total:

No. of Outer Packing Gross Weight kg MTQ

Total Number of Containers received by Carrier Packages received by Carrier

Movement Currency

Sea Waybill Amendment

Original

Sea Waybill

Electronic (eBL)

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

Document Issuance

Place of Issue

IZMIR

Date of Issue

2025-03-07

Number of Freight Original BLs

0

Number of Freight Copies (optional)

0

Number of Unfreight Original BLs

3

Number of Unfreight Copies (optional)

3

Document Type

Sea Waybill

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

Attachments

1 The attachment function should be used specifically to attach **legally required documents** (for example Letter of Indemnity (LOI)).
Correction **instructions painted on PDF drafts are not permitted and will be rejected.**

+ Add attachment
or drag and drop your file here

Accepted file types: .jpg, .png, .pdf

Maximum files size: 9 MB

Was there anything you could not express in the fields above?

Selection

No

You can detail your payment details by writing here.

(Example: ALL CHARGES PREPAID)

You can specify detailed requests, such as splitting or merging BLs, by selecting the “Yes” option.

Selection

Yes

1 Do not repeat or add any content below that you could already fill in above's form.

Remarks

View original BL Draft

Approve without Changes

Submit

Review your draft.

Approve BL without making changes.

Submit your revision request.

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

View original BL Draft

Approve without Changes

Submit

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, transfer costs, and **BL printing cost** ^(10\$)



 Quote

 Schedule

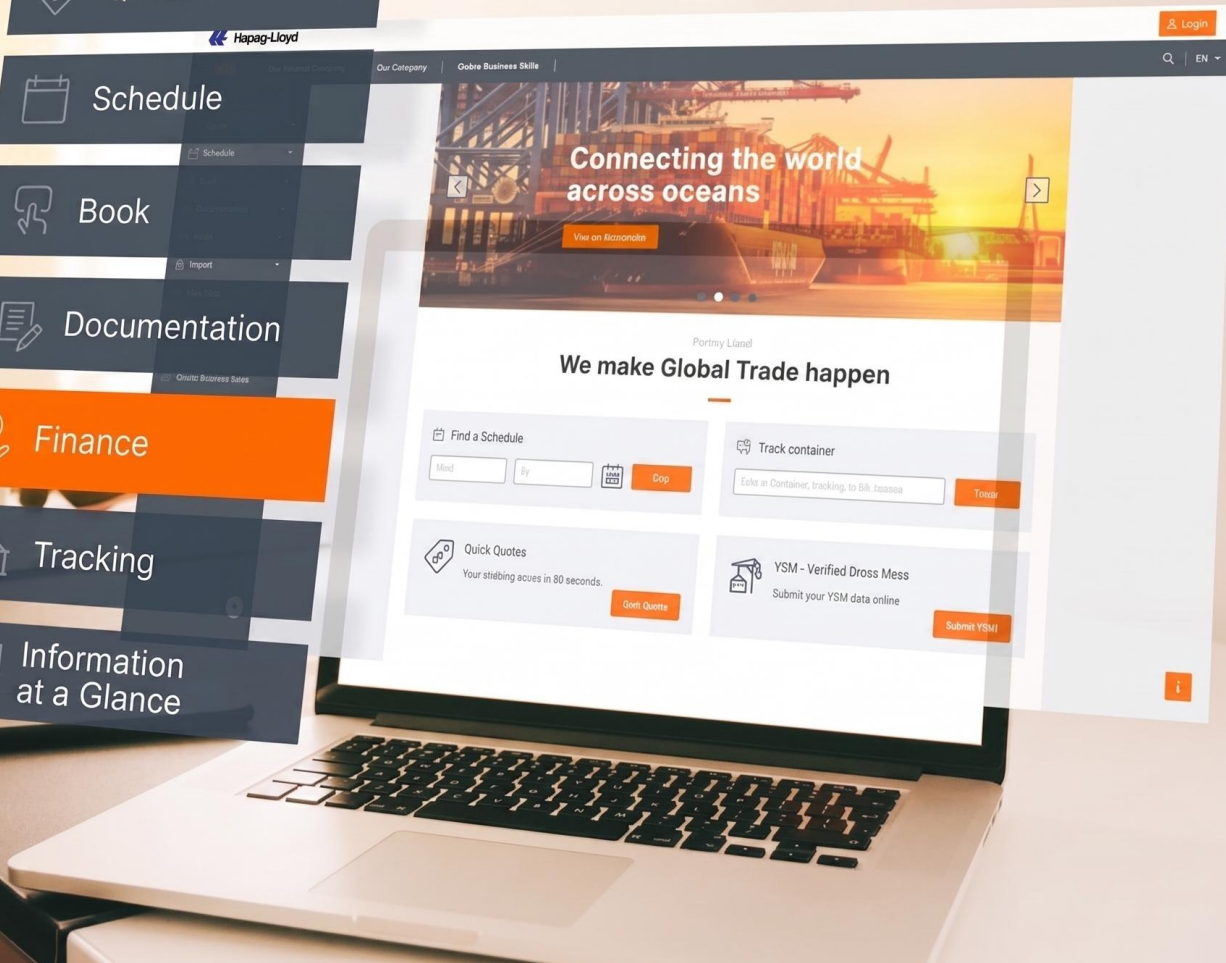
 Book

 Documentation

 Finance

 Tracking

 Information at a Glance



Statement of Account

Güncel bakiyenize çok daha hızlı ulaşın.



Statement of Account

*The information you have received includes details from the previous day.

With the Statement of Account, you can now request your open invoices and balance yourself through Online Business Suite.

1. Go to the Finance menu.
2. Select the Statement of Account.
3. If you have different collecting office, please select them. Your user account email address. (Document will be sent here.) If you wish, you can also add other email addresses as recipients.

The screenshot displays the 'Online Business Suite' interface. The top navigation bar includes links for Home, Services & Information, Our Company, and Online Business Suite. The left sidebar menu lists various options: Quote, Schedule, Book, Documentation, Finance (1), My Invoices, My Disputes, Statement of Account (2), Track, Import, Navigator, Quality Promises, Digital Insights Dock, and Gemini Cooperation. The main content area is titled 'My Invoices' and includes a sub-header 'Statement of Account'. Below this, there is a section for 'Collecting Office' (3) with a dropdown menu set to 'Turkey'. A section for 'Provide Recipient for Email' (4) includes a text input field for the 'Primary Email Address' and a button 'Add Receiver' (5). A 'Request Statement of Account' button is located at the bottom right.

 Quote

 Schedule

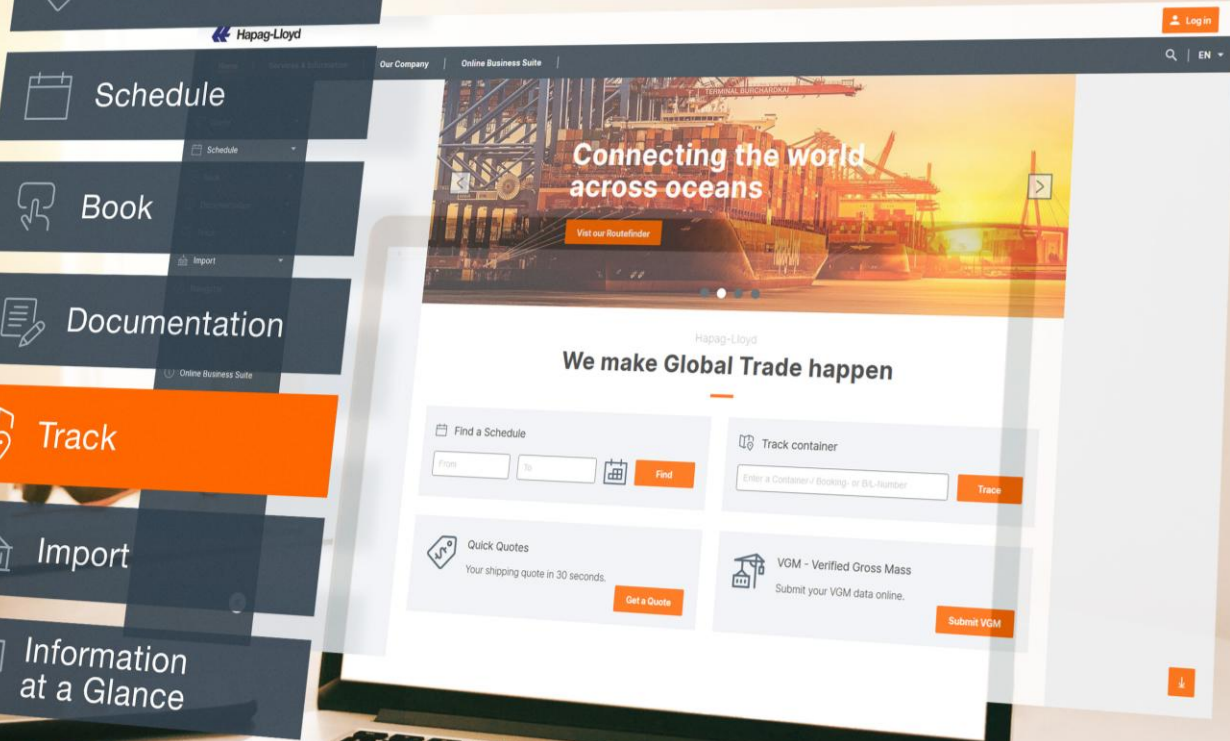
 Book

 Documentation

 Track

 Import

 Information at a Glance



My Compass

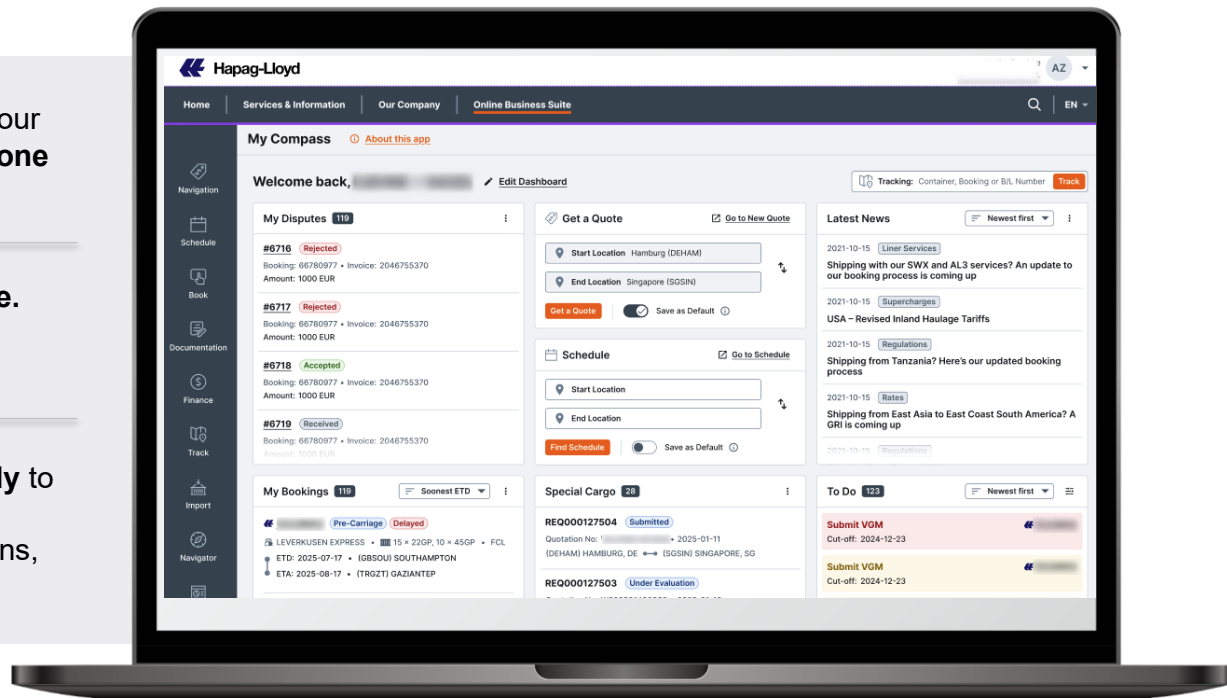
All your needs on a single page!

Stay up to date on all your reservations: get all the details about your shipments, real-time updates, and documents, and easily manage your reservations from one place.



My Compass

- 01 View your quotes, the latest updates, your reservations, and your to-do list **all on one page.**
- 02 **Customize the page however you like.** Arrange the sections you follow most frequently however you like.
- 03 **We'll be updating this page frequently** to make it easier for you to manage your reservations. If you have any suggestions, we'd love to hear from you.



My Compass

MY DASHBOARDS

My Dashboard

+ Add Dashboard

Create and switch between different interfaces.

Customize your interface.

- Add new features using "Add widget."
- Change the position of the features you've added by holding down on the top border.

+ Add Widget

✓ Save Changes

✕ Discard

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

My Compass [About this app](#)

My Dashboard

My Bookings 65

Booking No. Min. 4 digits...

TRAIGUEN • FCL/FCL
ETD: 2026-10-22 • (ALIAGA) TRALI

COSCO INDONESIA • FCL/FCL
ETD: 2026-10-25 • (ALIAGA) TRALI

MART MAERK • FCL/FCL
ETD: 2026-10-06 • (MERGIN MARBLE STUFFING) TRMDP

TRAIGUEN • FCL/FCL
ETD: 2026-10-01 • (ANTWERP) BEANR

Confirmed More actions
(ANTWERP) BEANR • ETA: 2026-11-04

Cancelled More actions
(ANTWERP) BEANR • ETA: 2026-11-11

Rejected More actions
(ANTWERP) BEANR • ETA: N/A

Cancelled More actions
(ENNORE) INENR • ETA: 2026-11-14

Cancelled More actions
(ALIAGA) TRALI • ETA: 2026-10-17

My Quotes 32

FAK • 20STD, 40HC, 40STD
TRALI (ALIAGA) → BEANR (ANTWERP)
Valid to: 2026-10-31

FAK • 20STD, 40HC, 40STD
TRALI (ALIAGA) → BEANR (ANTWERP)
Valid to: 2026-09-30

FAK • 20STD, 40HC, 40STD
TRALI (ALIAGA) → BEANR (ANTWERP)
Valid to: 2026-09-30

FAK • 20STD, 40HC, 40STD
TRALI (ALIAGA) → BEANR (ANTWERP)
Valid to: 2026-10-31

Schedule

Start City or Location code

End City or Location code

Start Date 28/09/2026

Open Schedule Lock Schedule

Get Quote

Start City or Location code

End City or Location code

Go to New Quote

My Docs

Document search Shipment or document number

Issued Download
Sea Waybill or Bill of Lading Copy
Shipment: Last changed: 2026-02-03

Issued Download
Booking Confirmation
Shipment: Last changed: 2026-09-11

Issued Download
Sea Waybill or Bill of Lading Copy
Shipment: Last changed: 2026-02-13

Issued Download
Booking Confirmation

My To-Dos

ALL 2 VGM 1 SI 1

Cut off: 2026-10-16 10:00 Submit SI

Cut off: 2026-10-19 10:00 Submit VGM

Return to Navigator

Edit Dashboard

Log in to Navigator

Filter and download your SWB

You can get an overview of your reservations, quotes, our latest updates, ship schedules, and documents all on a single page and access the relevant sections.

 Quote

 Schedule

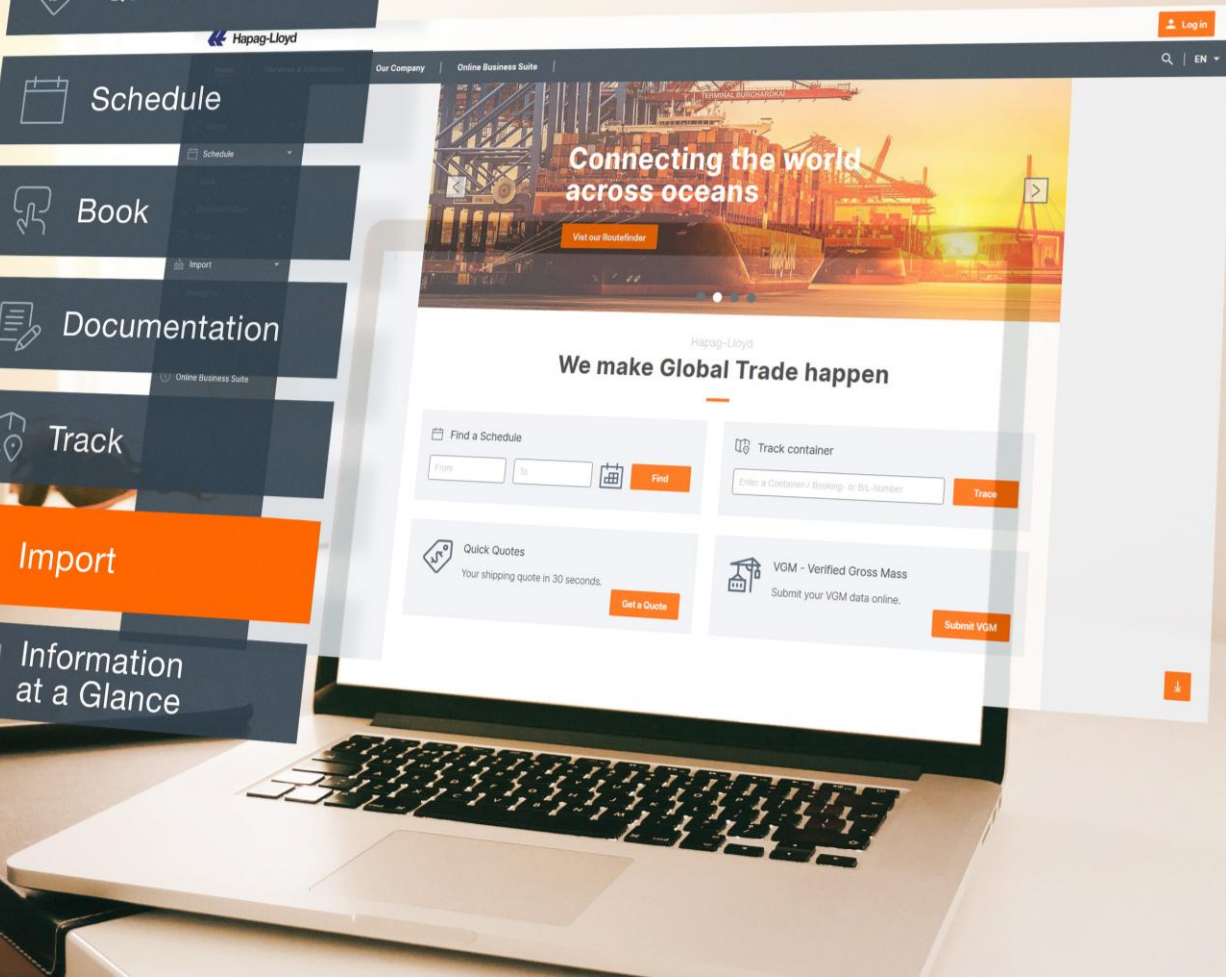
 Book

 Documentation

 Track

 Import

 Information at a Glance



On-Carriage Instructions

Organizing got easier.



On-Carriage Instructions – Booking Number

1. Log in to Online Business Suite.
2. Open the Import menu.
3. Select the “On-Carriage Instructions” option.
4. Insert your booking number.
5. You can view your booking details by clicking “Search”.

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 (highlighted with a red '1'). The left sidebar contains a menu with options: Quote, Schedule, Book, Documentation, Finance, Track, Import (highlighted with a red '2'), and Letter of Authority. Under the Import menu, the 'On-Carriage Instructions' option is selected (highlighted with a red '3'). The main content area is titled 'On Carriage Form' and features a section for 'Inland Haulage' with a description and buttons for 'Inland Tariffs' and 'Learn More'. Below this is a 'Submit On-Carriage Instructions' section with a form labeled 'Enter Booking No.' (highlighted with a red '4'). The form has a red border and a red 'Field is required.' message. A 'Search' button (highlighted with a red '5') is next to the input field. A red '1' is also present in a circle next to the 'Submit On-Carriage Instructions' title. The bottom of the page has a footer with links for Services & Information, Online Business Suite, Career, Press, and a contact link.

Click here to access our On-Carriage Instructions Form.

On-Carriage Instructions – Booking Details

1

Submit On-Carriage Instructions

Enter Booking No.

e.g. 12345678

2

Booking Details

Booking Details

Bill of Lading No. HLCU12604ARLT1	Booking No. HLCU12604ARLT1	Import Haulage Merchant Haulage	Mode of Transport -
Port of Loading Alaga (TRALI)	Port of Discharge Tema (GHTEM)	POD ETA 2026-06-18	End Location -

This booking is a Merchant Haulage Shipment.

... would like to add Inland On-Carriage for containers to be delivered to your door, please submit your ... using the form below.

Add-On of Inland On-Carriage to your Door

... and Mode of Transport to your final door destination. Subject to availability in your region.

Transport Type

This field is mandatory

Additional Inland Charges

Some locations are subject to additional inland fees. Please nominate the ... inland charges and review [Inland Tariffs](#) for guidance.

Invoice Receiver

This field is mandatory

3

Booking Number

Booking Details

Truck

Combined Rail

Combined Waterway

Consignee

Notify Party

Authorized Party

Other

3

Delivery Instructions

Delivery Date and Time

Please designate the containers these instructions are submitted for

☐ All Containers to be delivered within the same date and time

☐ Specify the delivery date and time per Container

Delivery Address

Please provide the address details of the final destination for your goods.

Company Name

Street Address / Number

Country

City

Postal / ZIP Code

Remarks (optional)

Delivery Contact Person

Please provide the contact information of the party receiving your goods.

First Name

Last Name

E-mail Address

Phone No.

Please select a delivery date and time.

Delivery address.

Contact information for the person responsible for delivery.

63

 Hapag-Lloyd

On-Carriage Instructions – Customs Broker Information & Document Upload

4 **Customs Information**

 **Required Customs Details**

Please provide name and phone no. of the person at customs.

First Name Last Name

Phone No. Cost of Goods Currency

**Customs Broker
Information**

(If applicable)

5 **Additional Documents**

 **Additional Documents**

Please provide additional documentation such as Letter of Authority, customs documents, etc.

 **Add attachments**
or drag and drop your files here

Accepted file types: .jpg, .png, .pdf
Maximum files size: 5 MB

Remarks (optional)

0 / 1000

**Click here to
upload your files.**

**Additional
Information and
Documents**

On-Carriage Instructions – Request Party

Information about the person filling out the form.

Additional contact information for uploading.
(Optional)

Click “Continue” to review a preview of your request.

The screenshot shows a web form titled 'Requesting Party' with a progress indicator '6' at the top left. The form contains the following fields and sections:

- Company Name:** A text input field with the placeholder 'PL TEST ACCOUNT'.
- E-mail Address:** A text input field with the placeholder 'E-MAIL ADDRESS@EXAMPLE.COM'.
- First Name:** A text input field with the placeholder 'FIRSTNAME'.
- Last Name:** A text input field with the placeholder 'LASTNAME'.
- Role:** A dropdown menu with the placeholder 'Select role...'.
- Remarks or additional contact e-mails for transport details (optional):** A large text area with a character count '0 / 1000' at the bottom right.
- Third Party (LOA attached) / Third Party (LOA on file) / Consignee:** A section with three radio button options. An orange box highlights this section with the text 'Always select the top option.'

At the bottom of the form, there is a progress indicator '7' and a 'Continue' button. Blue lines connect the instructional text boxes on the left to specific parts of the form: the first box points to the top of the form, the second box points to the 'Remarks' text area, and the third box points to the 'Continue' button.

On-Carriage Instructions – Privacy Consent

By checking the boxes, you confirm that your personal data will be deleted upon request and that the gross weight of the container complies with the limits.

Finally, you can submit the form to us by clicking here.

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

On Carriage Form [About this app](#)

Company Name HL TEST ACCOUNT	E-mail Address EISENBERG.MAL@GMAIL.COM
First Name EISENBERG	Last Name EISENBERG
Role Third Party (LOA attached)	
Remarks (optional) /	

Confirmation

- ☐ I hereby consent to the use of my personal information entered in this form solely for the purpose of processing my request and acknowledge that such data will be deleted upon completion of the processing. Further information can be found within our [Privacy Policy](#).
- ☐ I declare that the gross weight of my container(s) is in compliance with the applicable transport weight restrictions. Please contact Customer Support if the gross weight of your transport exceeds the allowed limits.

[Submit](#) [Back](#)

On-Carriage Instructions

On-Carriage Instructions

On Carriage Form [About this app](#)

On-Carriage Instructions Acknowledgement

✓ Thank you! Your On-Carriage Instructions have been successfully submitted.

Your On-Carriage Instructions

We will review your On-Carriage Instructions request and get back to you as soon as possible.
If you have any questions, please contact [Customer Service](#) and provide your On-Carriage Instructions Case Number.

Your On-Carriage Instructions Case Number is 

**Request tracking
number.(Case
Number)**

[Submit New On-Carriage Instructions](#)

Help us improve our On-Carriage Instructions solution

How would you rate your experience with this digital application?

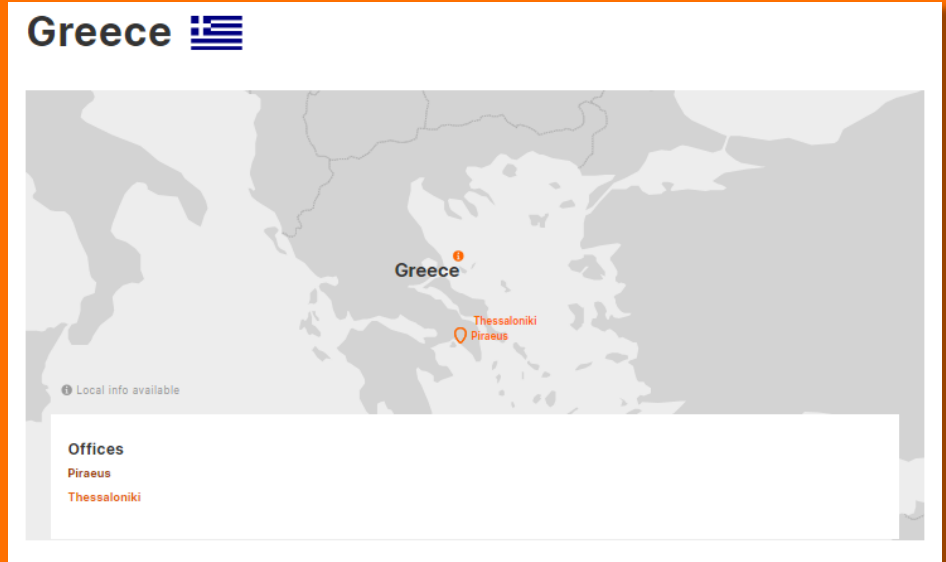


**You can see on the screen that
your request has been received.**

**We will get back to you within 4
business hours at the latest and
schedule the operation.**

Greece Local Page

Access more detailed information specific to Greece.



Greece Local Page

1

2

3

Europe

Greece

Thessaloniki

Local info available

Offices

Piraeus

Thessaloniki

Piraeus, Greece

Street Address

HAPAG-LOYD OVERSEAS TRANSPORT (HELLAS) S.A.
2, DEFTERAS MERARCHIAS STR.
GR-185 35 PIRAEUS
+30 2119906020

Opening Times

Mon - Fri 08:30 - 17:30

Function	Name	Phone
Customer Service	Customer Service	+30 211 9906020
Sales	Sales	+30 211 9906020

You can click here to go to our local page.

Greece Local Page

The screenshot shows the 'Greece' local page with a navigation bar at the top containing links for Greece, Import, Export, FAQ, Instruction Videos, and Invoice Dispute. The 'Greece' link is highlighted. Below the navigation bar, the page is divided into several sections:

- Local News:** A section with four news cards. The first card is titled 'Bulgaria: New features Available in My Invoices' and is dated May 6, 2026. The second card is titled 'Here's an update on THO/THD charges for North Europe' and is dated Apr 30, 2026. The third card is titled 'South Europe: Emergency Operations Charge (EOO/EOD) for...' and is dated Apr 28, 2026. The fourth card is titled 'Update on HHLA CTA Terminal Operations in Hamburg' and is dated Apr 27, 2026. Below the news cards are two buttons: 'View all Local News' and 'View all CustomerNEWS'.
- Weekly Newsletter:** A section with a map of the Persian Gulf and the text 'Stay Informed About Developments in the Persian Gulf'. It includes a link to 'Weekly Newsletter (Week 11) (968.4 KB, 15 Pages)'.
- Important Announcement!** A section with the heading '***BOOKING CHANGE FEE***' and the text 'Effective from April 1, 2025, 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.' It includes a link to 'Click here for the details. (159.4 KB, 1 Page)'.
- Instruction Steps to be Followed within the Scope of ICS2:** A section with the text 'When preparing your shipping instructions within the scope of ICS2, we kindly ask you to proceed as described in the following guide.' It includes a link to 'Click here for the details. (230.4 KB, 1 Page)'.
- External links:** A section at the bottom of the page.

Two orange arrows originate from the 'Greece' link in the navigation bar. One arrow points to the 'Export' section of the detailed view on the right. The other arrow points to the 'Important Announcement!' section of the detailed view on the right.

This screenshot shows the 'Export' section of the Hapag-Lloyd website. The navigation bar at the top is identical to the main page, with the 'Export' link highlighted. The 'Export' section contains a list of links, each preceded by a downward-pointing arrow:

- [Pre-Carriage Request](#)
- [BL Delivery Status](#)
- [Export Vessel Schedule](#)
- [Certificates](#)
- [Country Requirements and Restrictions](#)

This screenshot shows the 'Import' section of the Hapag-Lloyd website. The navigation bar at the top is identical to the main page, with the 'Import' link highlighted. The 'Import' section contains a list of links, each preceded by a downward-pointing arrow:

- [Import Assistant](#)
- [Import Vessel Schedule](#)
- [Delivery Order Status](#)
- [Import Empty Returns](#)
- [Deposit Tariff of Containers](#)
- [Bank Account Details](#)
- [Calculators](#)

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.