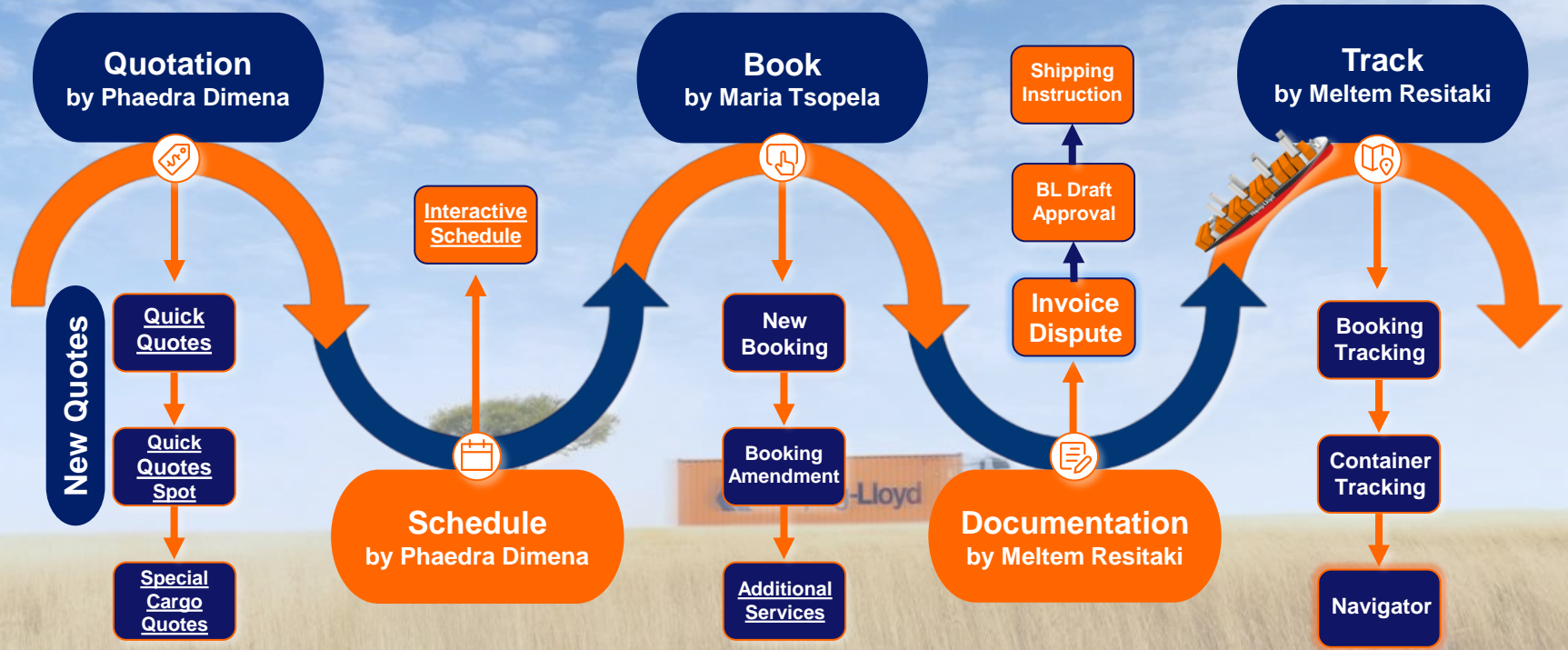


We will start very soon.
Thank you for waiting.

ΚΑΛΩΣ ΗΛΘΑΤΕ!







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

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. Select the **container type** you need. New Quotes provides pricing for standard **Dry and Reefer containers, NOR, and Overflow-Free Open Top** containers.
5. **'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.**
6. 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.
7. 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

☐ Delivered at your Door

☒ Received at Terminal/Ramp

☒ Delivered at Terminal/Ramp

Validity Date

Valid from

2024-12-17

Container and Commodity Details

Container Type

40' General Purpose High Cube

Container Quantity

1

Weight per Container

20000

Select units

☒ kg ☐ lb

☐ Include Alternative Container Sizes

☐ Dangerous Goods

Commodity

FAK - Freight all Kind

Search

☒ Dangerous Goods

IMO Class

Select IMO Class

UN Number

UN Number

Optional

Optional

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!](#)

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

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

4x40' 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.

Price Breakdown	Quick Quotes
Estimated Total	USD 956
Equipment and Loading guarantee	USD 0
Instant booking confirmation	USD 0
Fixed Ocean Freight (Surcharges valid at time of shipment)	USD -574
Rate validity up to 90 days	USD 0
Subject to Local Cancellation Rules	USD 0
+1 More than one booking per quote	USD 0
Learn More	

8

Hapag-Lloyd

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.

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

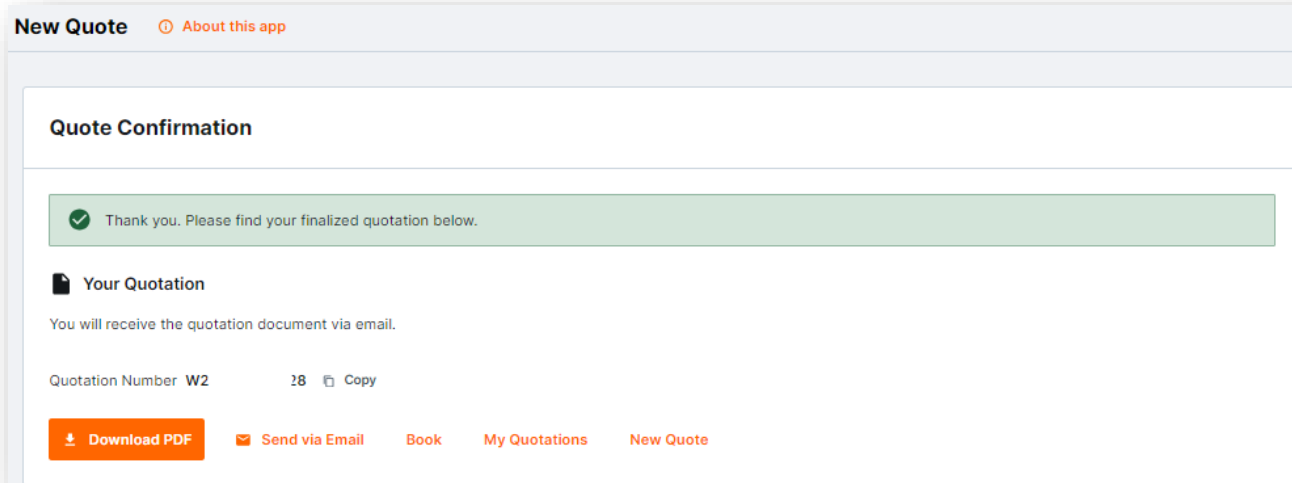
Quick Quotes

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

USD 1019
Total/Container

Get Quote

New Quotes



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'

New Quotes - Dangerous Goods *

Search

Routing

Start Location

ISTANBUL (TRIST)

End Location

JEBEL ALI (AEJEA)

Received at your Door

Received at Terminal/Ramp

Delivered at your Door

Delivered at Terminal/Ramp

Validity Date

Valid from

2024-12-16

Container and Commodity Details

Container Type

40' General Purpose High Cube

Container Quantity

1

Weight per Container

20000

kg

Select units

kg

lb

Include Alternative Container Sizes

Dangerous Goods

IMO Class (Optional)

UN Number (Optional)


Please provide the most restrictive UN number of your planned cargo. Dangerous Goods IMO Classes 1, 6.2 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.

Commodity

FAK - Freight all Kind

- Explosives (IMO Class 1) and Radioactive Materials (IMO Class 7) are ExcludedOffers are not available for these materials.
- For loading different IMO classes in the same container, please contact our sales team. If the same IMO class but with different UN numbers is requested, you must obtain separate quotes for each UN and check the **DGP charges**. The highest charge will be invoiced.
- The quote you receive will be treated as a **Quick Quotes** offer, with no guarantee of vessel or equipment availability.
- Approval of IMO cargo is subject to the final confirmation by our **head office** and the **vessel operator**.
- Do not arrange container pickup without receiving IMO approval.
- For DG cargo, you must fill in the related section during the **booking process**. Then, upload your **Booking Number**, **IMO form**, and **MSDS form** via the **Booking Amendment** section on our website. Otherwise, your bookings will not be considered as **Dangerous Goods**.

12

 Hapag-Lloyd

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

e.g. W2000000000000

Start Location

City or Location code

End Location

City or Location code

Container type

e.g. 40HC

Valid at

2024-04-11

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'FT DRY	1000 USD	2024-04-10	2024-04-30	2024-04-30
W2000000000000	Valid	(TRMER) MERSIN, TR	(SAJED) JEDDAH, SA	FAK	20'FT DRY	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'FT DRY	1000 USD	2024-04-09	2024-04-30	2024-04-23
W2000000000000	Valid	(TRMER) MERSIN, TR	(BHBAB) BAHRAIN, BH	FAK	20'FT DRY	1000 USD	2024-04-09	2024-04-30	2024-04-30
W2000000000000	Valid	(TRISTT) ISTANBUL, TR	(YEADE) ADEN, YE	FAK	20'FT DRY	1000 USD	2024-04-09	2024-04-30	2024-04-30
W2000000000000	Valid	(TRISTT) ISTANBUL, TR	(QAHMD) HAMAD, QA	FAK	20'FT DRY	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

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

Price Breakdown

Remarks and Info

Print

Review & Next Steps

Total Price Estimate

Estimated Total

Curr. 40HC

Estimated Total per Container USD 1430

Following surcharges are excluded:

• Destination Documentation Fee

• Document Charge

The price estimates provided are calculated using a specific exchange rate for currency conversion. Standard container weight is assumed, actual container weight may vary at the time of purchase. **Actual exchange rates may vary at the time of purchase**, and the estimated prices should be verified with relevant financial institutions or service providers.

Exchange rate as of 12 Dec 2024.

Freight Charges

Freight Charges

Curr. 40HC

Ocean Freight USD -100

The Ocean Freight includes the following assessorial charges:

Carrier Security Fee, Emergency Surcharge, Suez Canal Transit Charge

Marine Fuel Recovery included in Ocean Freight: 40'HC: USD 392.00

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. 40HC

Port Charges Origin EUR 68

VGM Handling Fee EUR 12

Terminal Handling Charge Orig. EUR 121

Terminal Security Charge Orig. EUR 20

Receiving, Handling, Delivery EUR 61

Sealing Charge at Origin EUR 6

Freight Surcharges

Curr. 40HC

Operations Cost Recovery USD 1000

Vessel Risk Surcharge USD 84

Emission Allowance USD 90

Import Surcharges

Curr. 40HC

Quick Quotes Spot

Commodity

FAK - Freight all Kind

ETD 27 Dec 2024

ETA 6 Feb 2025

From

PIRAEUS

PORT

To

JEBEL ALI

PORT

Estimated Transportation Days 41

USD 1430

/Container

Next

With the price breakdown, you can view the quotation details and print them.

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Hapag-Lloyd

Quick Quotes Spot

Search

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
115 0.86 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
Ship Green	USD 70
25% CO ₂ e Avoidance	
Emission Allowance Credit	USD -22.5
Live Position	USD 15

Ship Green

Popular ETS Discount

USD 70 /Container

Expected CO₂e Ocean-leg Emissions of Your Shipment: 115 0.86 tons CO₂e

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

See Benefits

Remove Edit

Live Position

Now

USD 15 /Container

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

See Benefits

Remove

Back

Quick Quotes Spot

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

USD 1493 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.

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Hapag-Lloyd

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:

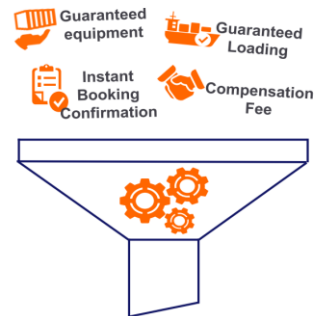
- QQ Spot is a one-time freight application that includes space and equipment approval for a specific vessel.
- Dry cargo – 20 STD, 40 STD, 40 HC, **20 RE, 40 RE** ve **40 NOR** equipments available. Not available for Special and DG cargos.
- Only **partial corrections** can be made for bookings made 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.](#)



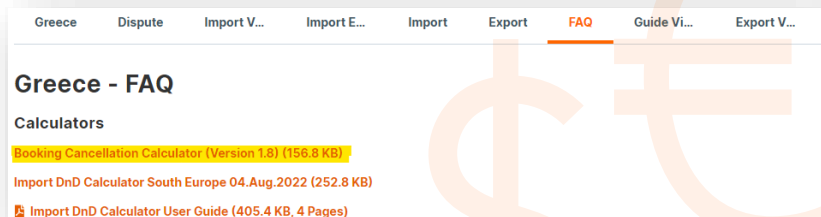
Quick Quotes Spot offer...

... 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 title. 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 section is titled 'INSERT YOUR CURRENT DATE & TIME AND ETA TO POL' and includes fields for 'Current Date & Time' (1.9.2023 08:00) and 'Insert Arrival Date Time (ETA to POL)' (4.9.2023 08:00). A table below shows the calculation: 'CURRENT DATE AND TIME' (1.9.2023 08:00), 'ETA' (4.9.2023 08:00), 'IF MORE THAN 3 DAYS TO ETA' (FREE), and 'WITHIN ETA - 3 DAYS' (75 USD PER CTR). The 'CANCELLATION FEE' is listed as 'FREE'. The final result is 'CHARGE' (75 USD PER CTR). A callout box states: 'YOU WILL SEE YOUR CANCELLATION FEE AS PER OUR TARIFF'.

The bottom screenshot is the 'BCF&Compensation Fee Calculator For QQS'. It also features the Hapag-Lloyd logo and title. The main input section is titled 'Select currency' and includes fields for 'Currency' (USD), 'QOS SEA' (QOS Pricing Guidelines (Lumpsum) + QOS Spot Premium), and 'MFR' (Marine Fuel Recovery (Only Positive Value)). A table below shows the calculation: 'BCF or Compensation' (Cancellation), 'Box (QTY)' (200), and 'Total BCF' (200). The final result is 'Total BCF' (200). A callout box states: 'See related fee as per tariff'.

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 *

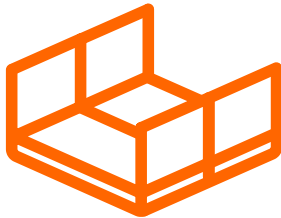
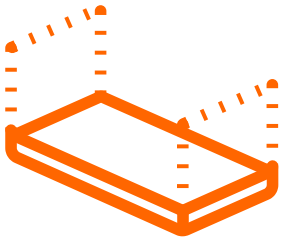
You can add additional Container / Cargo Entries below

[Add additional Container / Cargo Entry](#)



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

Estimated Time of Shipment *

dd.mm.yyyy - dd.mm.yyyy

Cargo and Container Details

Shipment Type

☒ Pre-Lashed ☐ Breakbulk


Select Container Type *


☐ Shippers Owned Container


Dimensions and Weight Of Cargo

☐ Inch / Pound ☒ cm / kg


Select Commodity *

 Quote


 Schedule

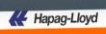
 Book

 Documentation

 Track

 Import

 Information at a Glance

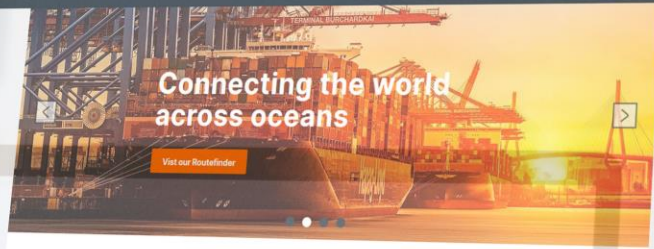


 Log in

[Our Company](#)


[Online Business Suite](#)

 | [EN](#) ▾



Hapag-Lloyd

We make Global Trade happen

 Find a Schedule

From To  [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](#)



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' web application interface. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. A left sidebar contains menu items: 'Quote', 'Schedule' (highlighted with a 'NEW' tag), '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 link 'About this app'. A message states: 'Dear Customer, we support the usage of via locations for a better steering of the Intra North American part of your routing (scroll up if you want to use them). Please note that only locations in North America can be inserted into the via search fields.' The search results are for 'MERSIN (TRMER) - SAVANNAH, GA (USSAV): From 01 October 2024'. It shows 'Total: 9 results' and 'Available sailings for your selection: 8'. A 'Download' button is present. A warning note states: 'Departure and arrival dates are based on local date / time and may be subject to change without prior notice.' The results are presented in a table with three rows, each showing a date range, terminal/ramp information, a 'DIRECT' label, and cut-off dates. Each row has a 'Show Details' button.

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

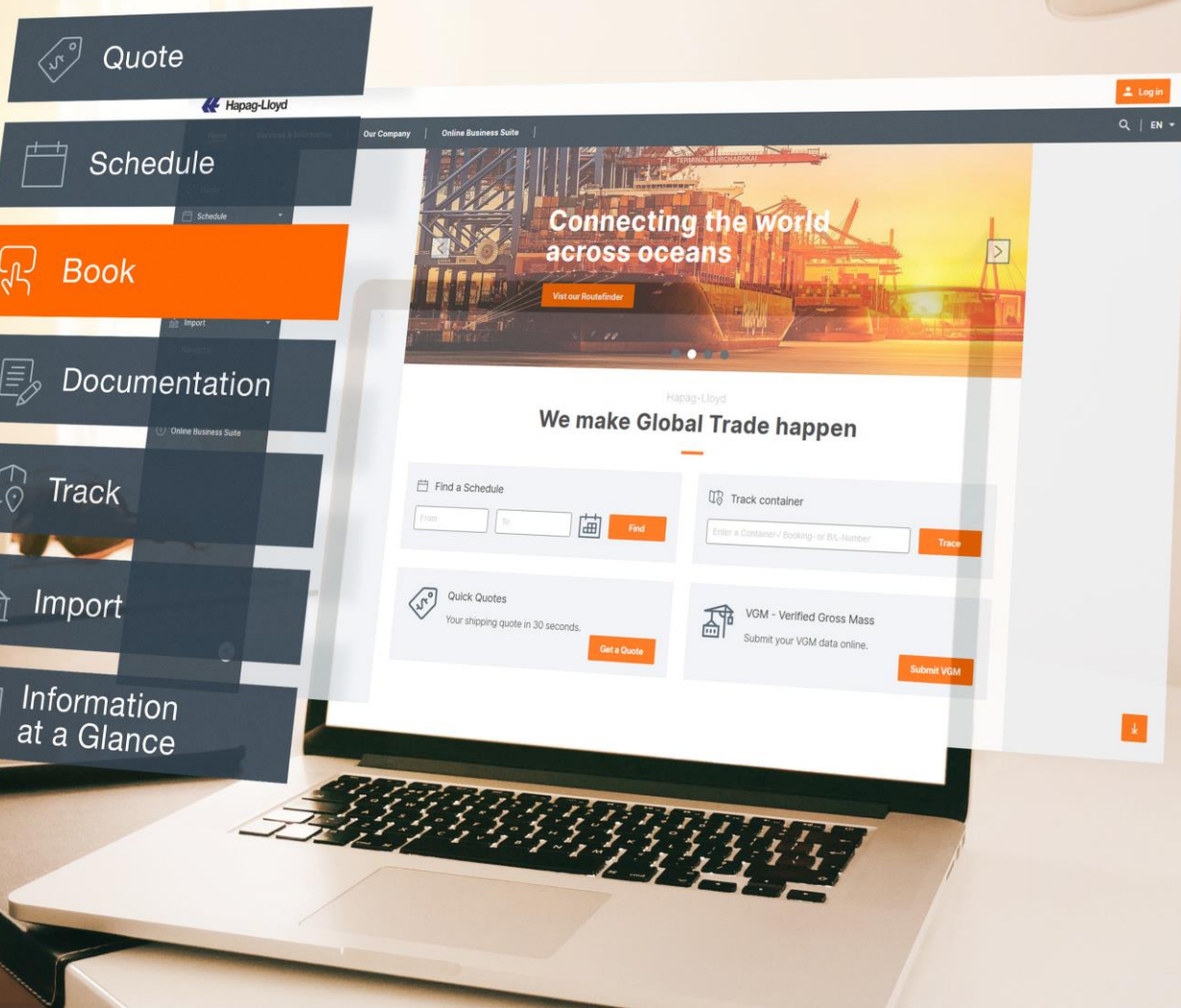
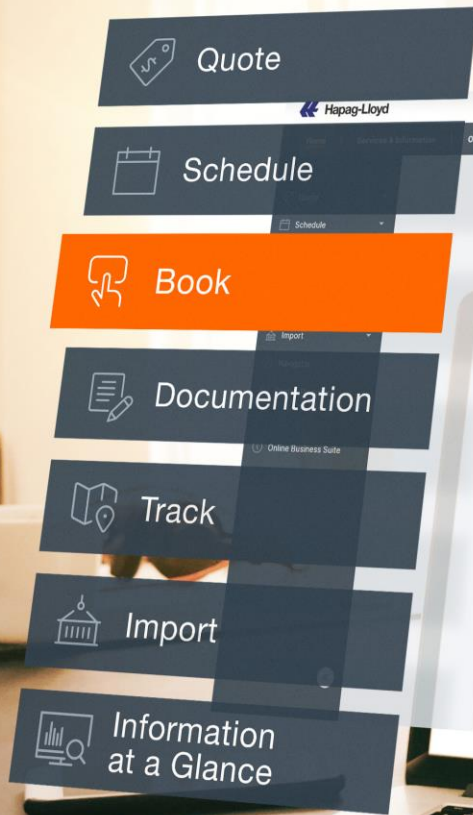
Name MERSIN INTERNATIONAL PORT
Street YENI MAHALLE ISMET INONU BUL.
Post Code 33050
City MERSIN
Country TURKEY
Subdivision ICEL

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



NEW Web Booking ^{BETA}

Get your bookings in a faster and easier way.

The screenshot displays the 'NEW Web Booking BETA' interface. At the top, a navigation bar includes links for Home, Services & Information, Our Company, and Online Business Suite. A search icon and language selector (EN) are also present. A left sidebar menu lists options: Quote, Schedule, Book, New Booking (selected), Booking Template, My Bookings, Booking Amendment, Additional Services, Documentation, and Track. The main content area is titled 'Book > New Booking' and features a prominent orange banner stating 'Booking - even easier. Click the button to try our NEW Web Booking BETA!' with a 'New Web Booking' button. Below this is the 'New Booking Request' form, which has a progress bar with steps: Contact & Reference (active), Contract & Quotation, Routing & Schedule, Cargo & Equipment, Customs & Remarks, Review & Complete, and Booking Received. The 'Contact & Reference' section contains fields for Customer (AMBER FREIGHT LOUIS), XX, and IZMIR. A 'Your contact' section on the right notes that contact data is pre-filled from web registration. A 'Next' button is located at the bottom right of the form, and a 'back' button is visible in the bottom right corner of the interface.



New Booking Page

1. Log in to Online Business Suite.
2. Open the "Booking" menu.
3. Click on the "Create Booking" option.
4. On the opened page, you can access our new interface through "Booking BETA" and our old booking interface through "Classic Booking."
5. Click here to explore the differences between the two interfaces.

The screenshot displays the Hapag-Lloyd Online Business Suite interface. At the top, a navigation bar includes links for Home, Services & Information, Our Company, and Online Business Suite (marked with a red '1'). Below this, a sidebar menu on the left contains options like Quote, Schedule, Book, Create Booking (marked with a red '2' and 'NEW'), Booking Template, My Bookings, Booking Amendment, Additional Services, Documentation, Finance, Track, Import, Navigator, Quality Promises, Digital Insights Dock, and Gemini Cooperation. The main content area is titled 'Create Booking BETA' and features two columns. The left column, 'Booking BETA', is highlighted with a red '3' and describes it as a 'Faster & easier way to book with Hapag-Lloyd'. It lists benefits and includes a red '4' next to a 'Go to Booking BETA' button. The right column, 'Classic Booking', describes it as covering 'all available booking scenarios' and includes a 'Go to Classic Booking' button. At the bottom, a red '5' points to a link: 'Still not sure which one to choose? You can find the detailed comparison [here](#).'.

Click here to create a reservation via New Booking !

New Web Booking^{BETA}

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 ⓘ

X **Confirm**

Schedule

Containers and Cargo

Review and Confirm

Feedback

New Web Booking ^{BETA}

Request Routing

1 Enter Quotation or Contract Number:
Quotation or Contract Number
Your quotation is VALID from 2024-08-06 to 2024-09-30

2 **Routing Details**

Start Location End Location Date of **3**

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

☒ Earliest departure
☐ Latest arrival

Via Locations

4 **Commodity Details**

Commodity
Available option is pre-selected

5 **Container Details**

Container Type Quantity
 6

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

	Quantity	Cargo weight per conta...	Select units
20' GENERAL PURPOSE CONT.	<input type="text" value="2"/>	17980 kg	<input checked="" type="radio"/> kg <input type="radio"/> m

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 ^{BETA}

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

Schedule

2

Earliest departure

3

Shortest Transit Time

Earliest Arrival

23 Mar 2024

21 days

5

13 Apr 2024

POL: MUNDRA, INMUN

POD: BARCELONA, ESBCH

IMX

DENEB

4

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 ^{BETA}

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		
30 Mar 2024	21 days	20 Apr 2024
POL: MUNDRA, INMUN		
POD: BARCELONA, ESBIN		
IMX UFS TAURUS QBEIMXW67		
CUT OFF DATES		
Continue		
Shortest Transit Time		
06 Apr 2024	21 days	27 Apr 2024
POL: MUNDRA, INMUN		
POD: BARCELONA, ESBIN		
IMX QIAN JIN 303 QBEIMXW68		
CUT OFF DATES		
Continue		
Shortest Transit Time		
13 Apr 2024	21 days	04 May 2024
POL: MUNDRA, INMUN		
POD: BARCELONA, ESBIN		
IMX TAI HANG 258 QBEIMXW69		
CUT OFF DATES		
Continue		
Shortest Transit Time		
20 Apr 2024	21 days	11 May 2024
POL: MUNDRA, INMUN		
POD: BARCELONA, ESBIN		
CUT OFF DATES		
Continue		

[Feedback](#)

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			
POD: BARCELONA, ESBIN			
IMX RANGE QBEIMXW67			
CUT OFF DATES			
Continue			
Sold out	24 Aug 2024	20 days	13 Sep 2024
POL: MUNDRA, INMUN			
POD: BARCELONA, ESBIN			
IMX PRO NEOLLOYD CAGLIARI QBEIMXW68			
CUT OFF DATES			
Continue			

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

New Web Booking ^{BETA}

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.

Containers and Cargo

Containers Pick-up

When do the empty containers need to be released from depot?

Containers Pick-up Date

2024-10-08


1

Weight units

Select unit for the following weight values

☒ Kilograms (kg)

☐ Pounds (lb)

 40' GENERAL PURPOSE CONT.
1 Container

Cargo Item # 1

Delete

Duplicate

Cargo Information

Cargo parameters and description

HS Code (optional)

Cargo description

Cargo Weight

XXX

kg

3

4

5


+ Add Cargo Item

6

7

Continue

35

 Hapag-Lloyd

New Web Booking^{BETA}

(Reefer)

2 40' REEFER CONT. (NO FOOD) AUTO PARTS-NON HAZ

Individual cargo description for each container ☐ Individual reefer settings for each container ☐

1 **2**

[Read more about cargo limitations that apply for this container types](#)

General Cargo Description for All Containers

3 **4** **5**

HS Code (optional) Cargo description Cargo Weight per container **14 300 kg**

Search HS code by number or keywo

Reefer Settings for All Containers

6 **7** **8**

Temperature

Temperature Setpoint °C °C °F

0.1 °C interval entry

Min: -35 °C Max: 30 °C

Ventilation

Fresh Air Exchange m3/h

5 m3/h interval entry

Min: 5 m3/h Max: 250 m3/h

Dehumidification ☒ ON

Max. Relative Humidity %

5 % interval entry

Min: 50 % Max: 95 %

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.

New Web Booking ^{BETA}

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

Request Routing

Rate Agreement No.
47864001

Export description
2024-04-01

Commodity
AUTO PARTS NON HAZ

Containers

2 x 20' GENERAL PURPOSE CONT.	Cargo Weight per container 15800 kg
1 x 40' HIGH CUBE	Cargo Weight per container 18000 kg
2 x 40' REEFER CONT. (NO FOOD)	Cargo Weight per container 14300 kg

Schedule

20 Apr 2024 21 May 2024

PO: MÜNCHEN, GERMANY PO: BARTOLOMA, CUBA

21 MAY 21:00PM 22 MAY 11:00PM 23 MAY 11:00PM

Containers and Cargo

Container Pick-up
Container Pick-up Date
2024-04-13

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 19 500 kg	Commodity AUTO PARTS NON HAZ
-----------------------------------	---	---------------------------------

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 NON HAZ
-----------------------------------	---	---------------------------------

Reefer Settings for All Containers

Temperature Setpoint -25 °C	Frost-At-Exchange 165 m/min	Min. Relative Humidity 70%
--------------------------------	--------------------------------	-------------------------------

Review and Confirm

Contact
JOE

Phone (optional)
0773333

Email
USER_JOE@MAIL.COM

Your customer reference number (optional)
Code / number

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 ^{BETA}

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


Request New Booking

Copy Booking Number

😊 Help us improve our service

How was your experience with the Web Booking BETA solution?


Additional Products



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

Feedback

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.)

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 Hapag-Lloyd

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.

The screenshot shows the 'Quick Quotes' interface. The 'Quick Quotes' tab is selected. The quotation number is W240402252483, expiring on 2024-04-30. The route is ISTANBUL to JEBEL ALI. The 'Live Position' option is highlighted with a red box, showing a fee of 15 USD / container. The 'Update Quotation' button is visible. The 'Freight Charges' table shows Ocean Freight at 508 USD. The 'Surcharges' section lists various fees.

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

Surcharges	Valid from	Valid to
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	2024-04-26	2024-04-30

The screenshot shows the 'Quick Quotes Spot' interface. The 'Quick Quotes Spot' tab is selected. The quotation number is W240402252483, expiring on 2024-04-30. The route is ISTANBUL to JEBEL ALI. The 'Live Position' option is highlighted with a red box, showing a fee of 15 USD / container. The 'Update Quotation' button is visible. The 'Freight Charges' table shows Ocean Freight at 508 USD. The 'Surcharges' section lists various fees.

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

Surcharges	Valid from	Valid to
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	2024-04-26	2024-04-30

Live Position

Quick Quotes [About this app](#)

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

ISTANBUL **JEBEL ALI**
DOOR • TRIST
Terminal / Ramp • AEJEA

Standard • FAK - Freight all Kind

[Edit request](#)
[Advanced Routing](#)

[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 0 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** RAMP

[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.
- Keyboard Icon**
Purchase your shipments in addition to the free time tariffs – easy, online, and at a reduced amount.

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 'Live Position' section of the Hapag-Lloyd website. The top navigation bar includes links for Home, Services & Information, Our Company, and Online Business Suite. A search bar and language selector (EN) are on the right. The left sidebar menu lists various services: Quote, Schedule, Book, Documentation, Track (highlighted with an orange bar), Vessel Tracker, Live Position (marked with a 'NEW' badge), Hapag-Lloyd LIVE, port, Navigator, Quality Promises, and Digital Insights Dock. The 'Track' section is expanded, showing options: by Booking, by Container, Subscription, and Vessel Tracker. The 'Live Position' option is selected, leading to a page with a search input field containing '15268497' and a 'Search' button. Below the search field is a map of the UK and surrounding regions, showing a red dashed line representing a shipping route from London to Peterborough. A callout box on the map states 'Container just left the port in London'. A legend on the left side of the map lists locations: Peterborough, UK; London Gateway, UK; Norfolk, VA; and Chicago, IL. A 'Feedback' button is visible on the right side of the map area.

Ship Green

Ship Green:

The easy way to
avoid emissions.



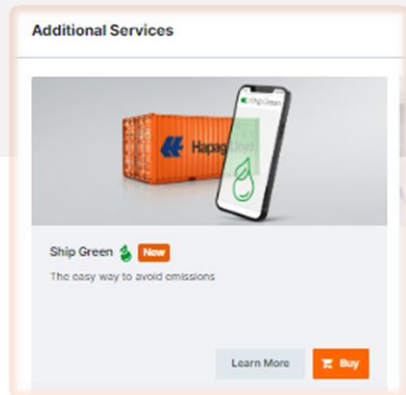
Ship Green



- 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

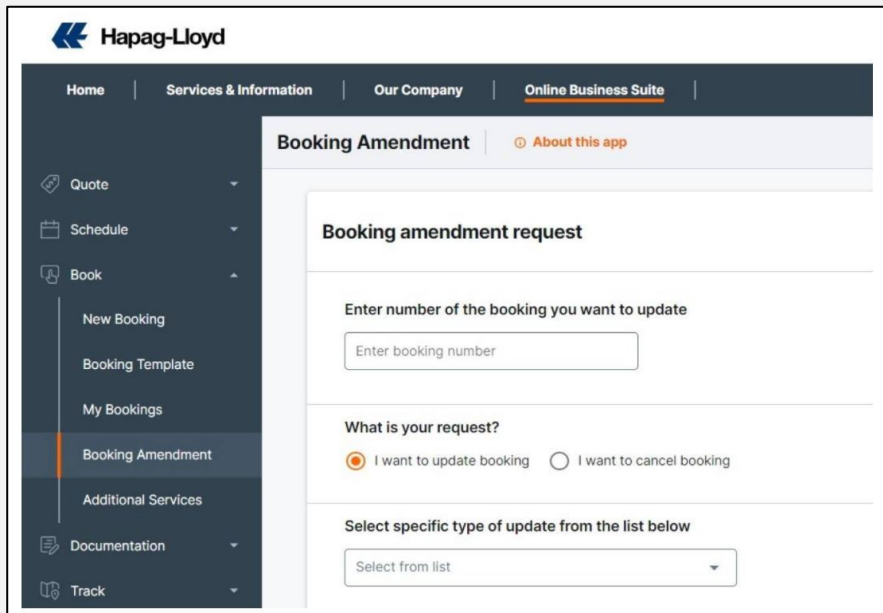


Booking Amendment

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. On the left, a dark sidebar contains a menu with 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 includes a link 'About this app'. Below this, the section 'Booking amendment request' contains three input fields: 'Enter number of the booking you want to update' with a text box labeled 'Enter booking number'; 'What is your request?' with two radio buttons, '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

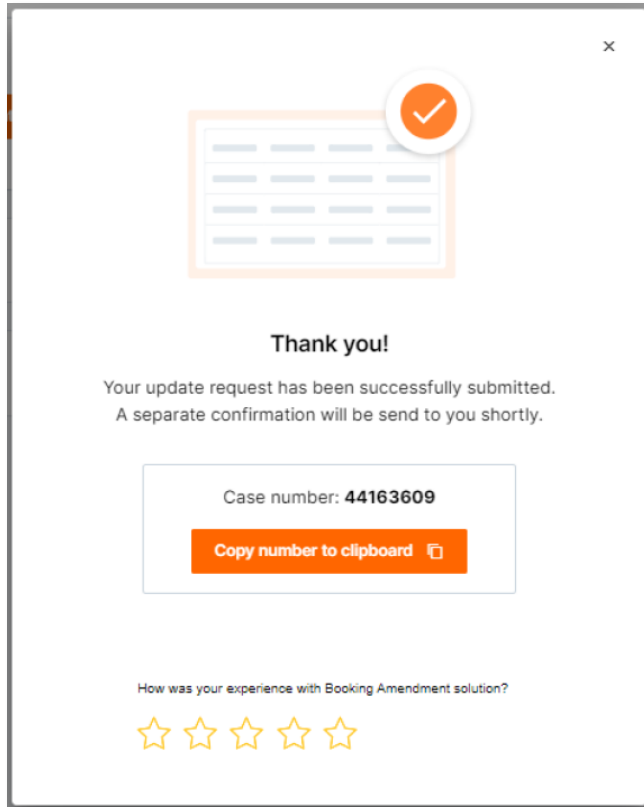
Continue

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

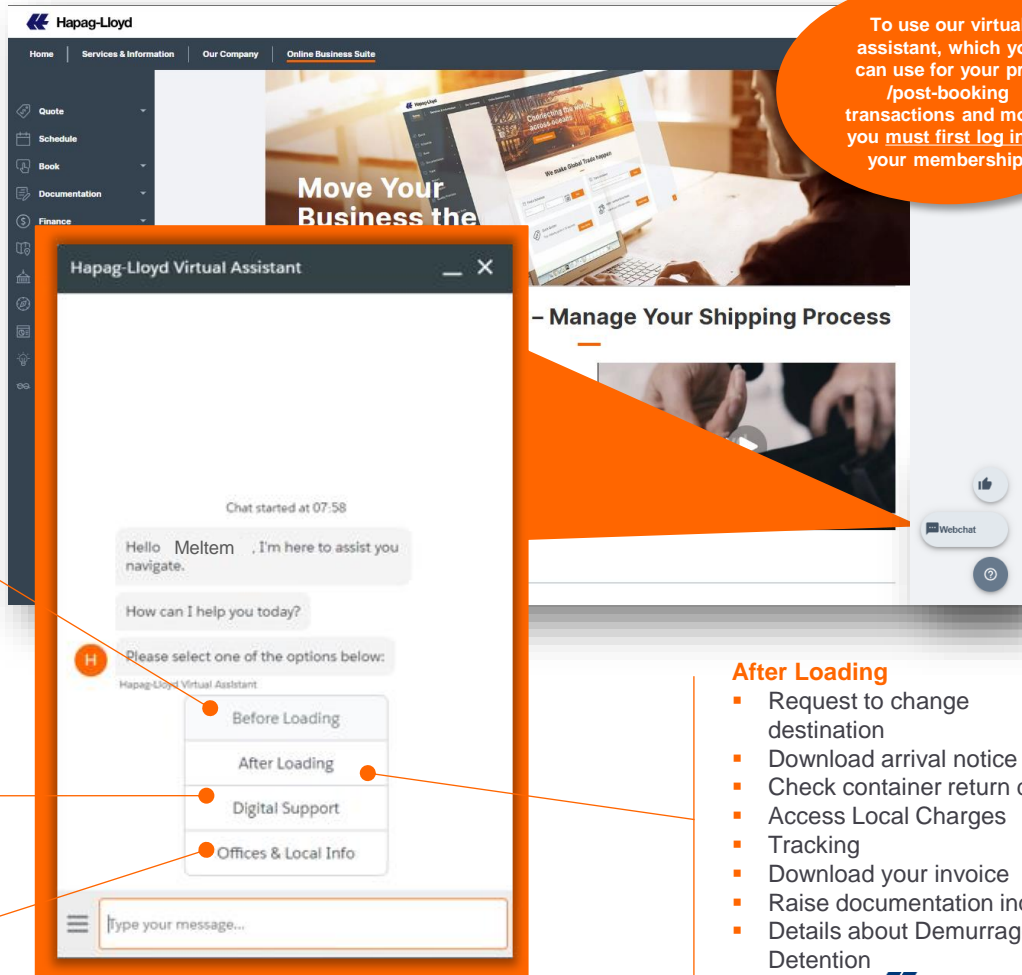
- Create quotes
- Make booking inquiries
- Check container release details
- Check deadline / Cut-Offs
- Ask for deadline extension
- Access Local Charges
- Submit VGM
- Look over the vessel schedule
- Raise documentation inquiries

Digital Support

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

Offices & Local Info

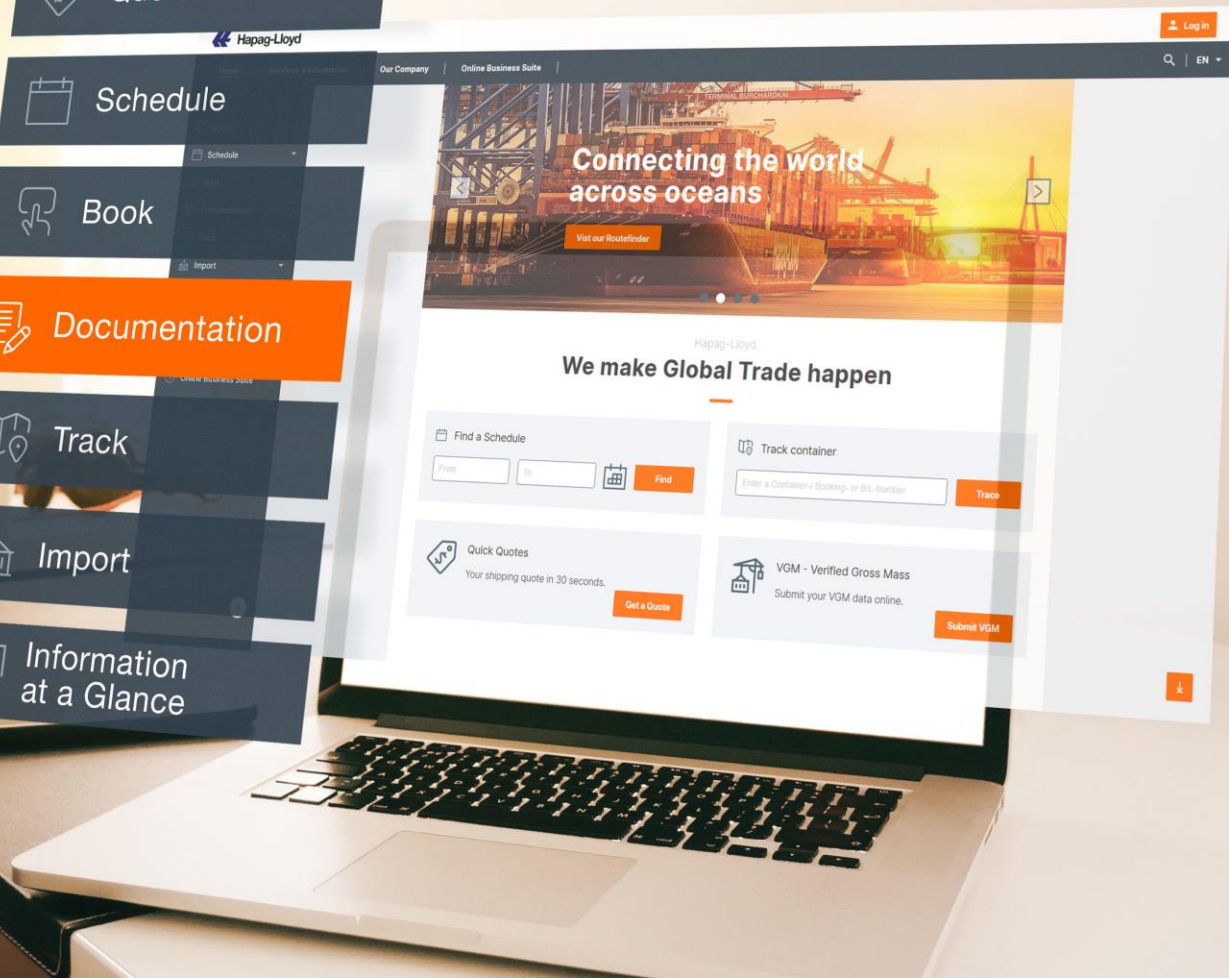
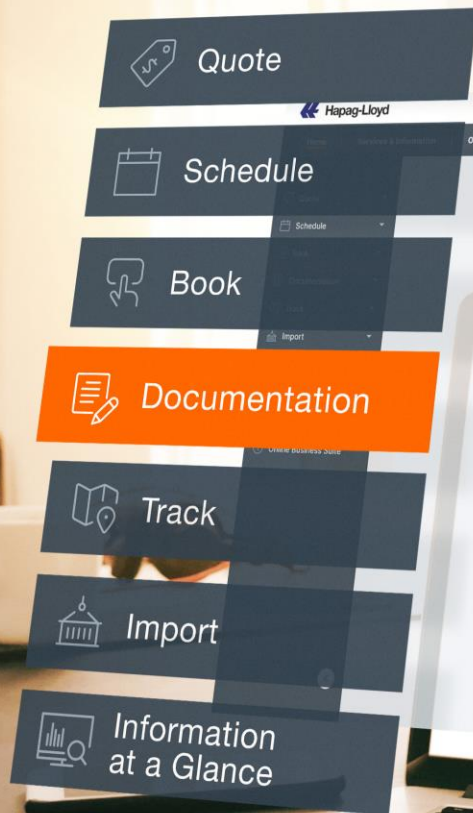
- General information about offices
- Local page access according to customers access



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, 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

You can write the reference numbers you want to appear on the invoice here. With our updated instruction form, your instruction processes are now much easier and faster.

As you can see in the image, the boxes highlighted in **orange** are mandatory, while the **green** ones can be filled in optionally.

The screenshot shows the 'Shipping Instructions' form in a web application. On the left is a dark sidebar with navigation links: 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, and Digital Insights Dock. The main content area is titled 'Shipping Instructions' and includes a link 'About this app'. A section titled 'Addresses & References' contains several input fields. Two fields, 'Shipper' and 'Consignee', are highlighted with orange borders. Several other fields have green underlines, indicating they are optional. An orange callout bubble points to the 'Shipper' field with the text: 'You can write the reference numbers you want to appear on the invoice here.' The form also includes fields for 'Booking Number' (24201269), 'Shippers Reference (optional)', 'Freight Forwarders Reference (optional)', 'Forwarding Agent (optional)', 'Consignee's Reference (optional)', 'Place of Receipt', 'Place of Delivery', 'Vessel(s)' (AS CLAUDIA), 'Voyage No.' (418S), 'Port of Loading' (ISTANBUL), and 'Port of Discharge' (MARIEL). A button 'Add additional Notify Address' is also present.

Shipping Instructions [About this app](#)

1

Addresses & References

Shipper

Booking Number
24201269

Shippers Reference (optional)

TAX ID for Shipper (optional)

Freight Forwarders Reference (optional)

☐ To Order Consignee not yet specified

Consignee

Forwarding Agent (optional)

TAX ID for Consignee (optional)

Consignee's Reference (optional)

Notify Address (optional)

Place of Receipt

TAX ID for Notify (optional)

Place of Delivery

[Add additional Notify Address](#)

Vessel(s) Voyage No.
AS CLAUDIA 418S

Port of Loading
ISTANBUL

Port of Discharge
MARIEL

You can write the reference numbers you want to appear on the invoice here.

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.

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) ⓘ
- 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.

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 ⓘ	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 HLB 9145442	

Entry of True Shipper / Consignee Details

New Online Shipping Instruction

Select 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

Choose details such as document type and payment party.



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

Approve and submit the instruction.



Confirmation

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

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)

6

Confirmation

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

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
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.
Consignee	Export References	
Notify Address	Forwarding Agent	
	Consignee's Reference	
Vessel(s)	Voyage No.	Place of Receipt
MAERSK SEMBAWANG	349N	
Port of Loading	Place of Delivery	
ALIAGA, TURKEY	KAMP-LINTFORT	
Port of Discharge		
ANTWERPEN, BELGIUM		

- 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)
FANU 3136403	40HC	1085314		

Customer Load Reference

Cargo Item 1 of FANU 3136403

Delete cargo

No. of	Outer Packing	HS Code
1589	PACKAGES	choose HS Code

Gross Weight	Gross Volume	Net Weight	Net Volume
9840 kg	MTQ	kg	MTQ

Marks & Nos	Description
Enter Marks and Numbers here	CARPET

1 Add Cargo Item

Total:

No. of	Outer Packing	Gross Weight	Gross Volume
1589	PACKAGES	9840 kg	NaN MTQ

Total Number of Containers received by Carrier	Packages received by Carrier
2	3207
Movement	Currency
FCL/FCL	USD

Origin
Destination
Elsewhere

Convert to Sea Waybill.

Original
Sea Waybill
Electronic (eBL)

You can write your requests here for options that are not available, such as BL splitting requests.

3

Document Issuance

Place of Issue MERSIN, TURKEY	Date of Issue 2023-12-22
Freight payable at Origin	
Document Type Sea Waybill	
Number of Freight Original BLs 0	Number of Freight Copies 0
Number of Unfreight Original BLs 0	Number of Unfreight Copies 3

4

Comments

Add a general comment if needed

General comment

5

Confirmation

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

[View original BL Draft](#)

[Approve without Changes](#)

[Submit Changes](#)

Electornic 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.

The screenshot shows the 'My Disputes' section of the Online Business Suite. The interface includes a sidebar with navigation options and a main content area with a filter bar and a table of disputes.

Filter Bar:

- Dispute No. (dropdown)
- Search e.g. 12345678
- Dispute Status (dropdown)
- User Role (dropdown)
- Dispute Creation Date (date range: 2024/07/04 - 2024/10/02)
- Reset Filters

Table of Disputes:

Dispute No. ↓	Dispute Status	Invoice No.	Booking No.	Your Reference	Invoice Amount	Dispute Creation Date
3651397	Accepted	2052385472	22889928	C2401503640	EUR 220.00	2024-10-01
3649010	Accepted	2052385475	29845919	C2401503267	EUR 220.00	2024-09-30
3642539	Rejected	2052385222	14169372	C2400119800	EUR 1963.50	2024-09-25
3639955	Accepted	2052378190	32443467	C2400932303	EUR 654.50	2024-09-24
3635743	In Review	2052341625	20824965		EUR 595.00	2024-09-20
3629413	Rejected	2052368580	11141183	C2401608366	USD 13493.41	2024-09-17



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 navigation bar containing "About this app". The interface is divided into two main sections: "Invoice" and "Dispute".


Invoice Section:


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


Dispute Section:


- Header: "Dispute" with a step indicator "2".
- Section Header: "Dispute Type" with a document icon.
- Text: "Select the type of dispute."
- Info icon and text: "If you have multiple dispute reasons, select one of the types below and provide more details in the Dispute Description section."
- Section Header: "Dispute Type".
- Radio button options:
 - ☐ 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" with a document icon.
- Text: "Provide a detailed reasoning for the incorrect invoice."
- Form field: "Dispute Description" with a large text input box.
- Text: "0 / 1000" at the bottom right of the input box.


[Click here for more details.](#)


 Quote


 Schedule


 Book

 Documentation

 Track

 Import

 Information at a Glance

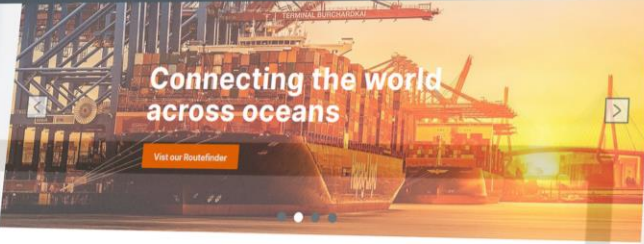


Log in

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

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

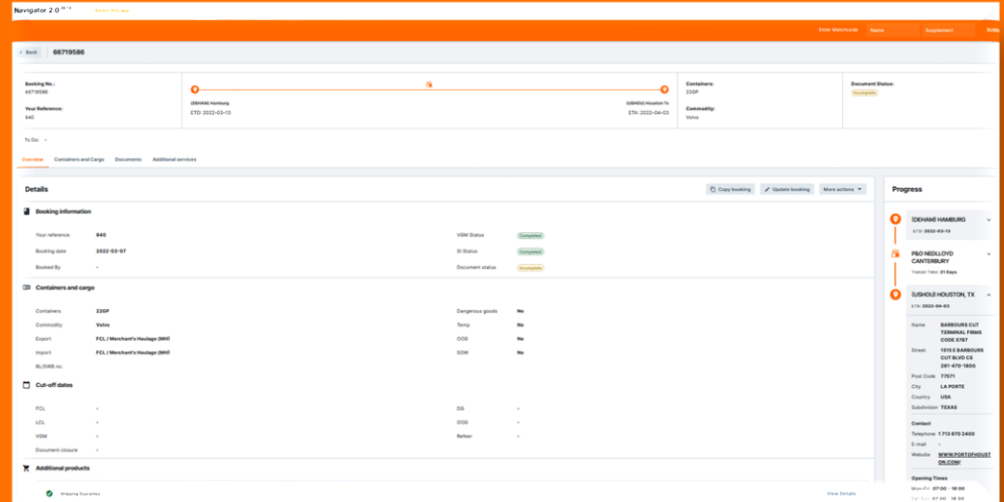
Submit your VGM data online.

Submit VGM

Navigator

Track your reservations in detail!

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.



You can get detailed information about the Navigator here.



Hapag-Lloyd Navigator 2.0 Shipment Details View

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

- Top Summary:** Includes 'Booking No. 11', 'Your Reference DI', 'Route: (TRMER) Mersin ETD: 2022-05-02 to (KRPUS) Busan ETA: 2022-06-02', 'Containers 45GP', 'Commodity T', and 'Document Status Completed'.
- Tabs:** 'Overview' (selected), 'Containers and Cargo', 'Documents', and 'Additional Services'.
- Details Section (7):**
 - Booking Information:** Fields for 'Your reference', 'Booking date' (2022-04-25), 'Booked By', 'VGM Status' (Completed), 'SI Status' (Completed), and 'Document status' (Completed).
 - Containers and Cargo:** Fields for 'Containers' (45GP), 'Commodity' (T), 'Export' (FCL / Merchant's Haulage (MH)), 'Import' (FCL / Merchant's Haulage (MH)), 'Dangerous goods' (No), 'Temp' (No), 'OOG' (No), 'SOW' (No), and 'BL/SWB no.' (HLCU2).
 - Cut-off Dates:** Fields for 'FCL', 'OOG', 'Reefer', 'DG', 'VGM', and 'Document closure'.
 - Additional Services:** A 'Shipping Guarantee' checkbox is checked.
- Progress Section (10):** A vertical timeline showing the shipment's progress from 'Mersin' to 'Busan'.
- More Actions (9):** A dropdown menu with options like 'Copy Booking', 'Update Booking', and 'More Actions'.

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

Booking/Container Tracking

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



Tracking

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.

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.

(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

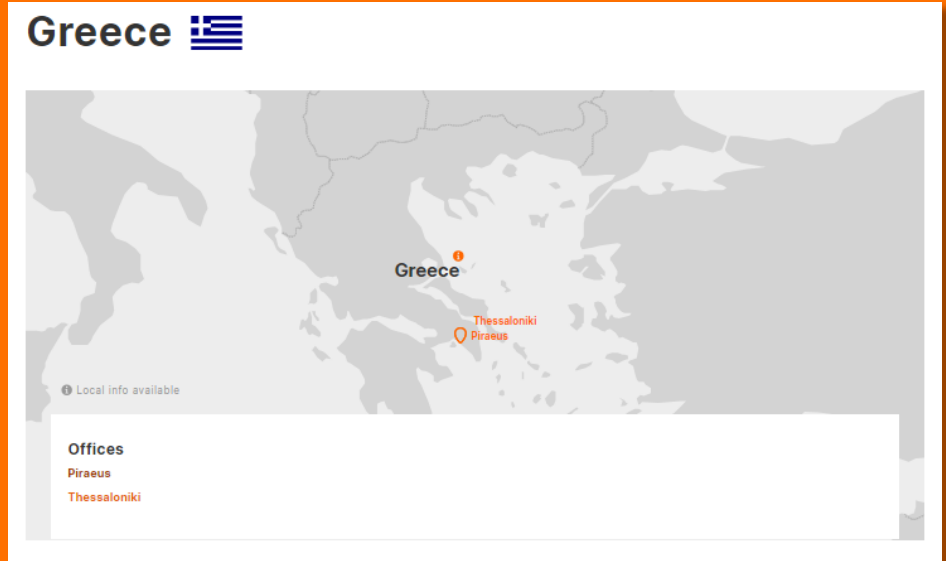
Last Movement

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

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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

Ανθεώρηση του Booking (Booking Amendment)

BL Draft Approval Guide // Ανθεώρηση/Έγκριση Φορτωτικής

BL Draft Approval Guide // Ανθεώρηση/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.

Other departments are not able to assist and transfer you, so we ask for your attention to progress in this way.

Thank you!



We Care your feedbacks!



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.