

Hapag-Lloyd Navigator

Step-by-step user guide

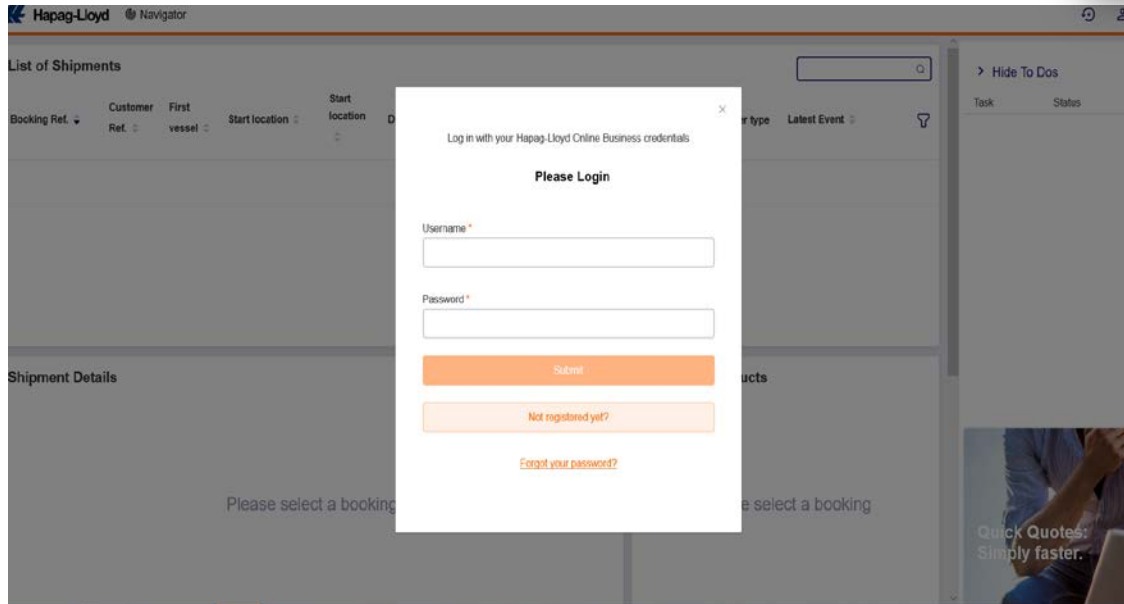
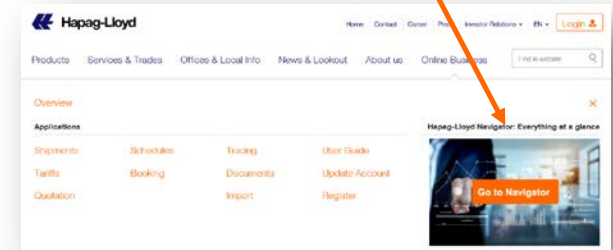


How to start? Log-In, etc.

Follow the **link** → <https://www.hapag-loyd.com/en/online-business.html>

Click on → <https://www.hapag-loyd.com/en/landingpage/hapag-loyd-navigator.html>

Enter your individual **log-in credentials** (same as Online Business):



Key Features

One screen

View all your shipment information on one single screen.



Real-time data 24/7

Check the live status of your shipments and bookings at any time.



Important documents

Have all your important shipment-related documents in one place.



Mobile Availability

Keep track of your shipments on the go with your mobile device.



Additional features

Alerts on outstanding items

- VGM cut-off submission
- Shipping Instruction submission
- Expiring rates for your online quotations (**Quick Quotes**)



Easy navigation to online pages

Have direct links to supporting features in the **Hapag-Lloyd Online Business** available.



Functionality overview

1 List of shipments → Customized view based on selection of columns

2 Shipment details → End to end routing information displayed for the selected shipment with links to Vessel tracing web page

3 Related Documents → See all the documents here with links to Online Business page to download documents based on special agreements with the carrier

4 Cargo Details → Information on container and cargo for the selected shipment

5 To Do → Outstanding items pending for customer's action in general for all shipments

6 Additional products → News on other products customers could purchase for their shipments

7 Quality promises → Click to open Quality promises web page

8 News feed → An integrated news feed to look into Hapag-Lloyd interesting stories. Click to open the news-insights web page

9 Self-service links → links to other online products pages

The screenshot displays the Hapag-Lloyd Navigator interface for Booking Ref. 40209907. The interface is divided into several sections:

- List of Shipments (1):** A table listing shipments with columns for Booking Ref., Customer Ref., First vessel, Start location, Start location name, Departure, Line, Vessel, and Arrival. The table includes entries for HANSA HOHNBURG, CHANOE VESSELS/STD, and others.
- Shipment Details (2):** A timeline showing the route from VNSON (12.03.2020) to ESVLC (11.04.2020) via INCRES (3105) and SGSH (14.03.2020). It includes details for Booking Ref., Customer Reference, Bill of Lading No., and Latest Event.
- Additional Products (6):** A section for purchasing additional services like Cargo insurance, Additional Freight, and Shipping Guarantee.
- Related Documents (3):** A table listing documents such as Arrival Notice, Bill of Lading, and Invoices with their status and last changed dates.
- Cargo Details (4):** A table showing container information including Container No., Type, Packages, Weight, and Cell No. Unit.
- To Do (5):** A list of pending actions for various shipment documents.
- Quality Promises (7):** A section for quality assurance, currently showing "Coming soon".
- News Feed (8):** A section for news, currently showing "Number one for quality".
- Self-service Links (9):** A section for additional services, currently showing "Not available".

List of Shipments – A flexible view on all your shipments

Arrange your records:
Sorting by any column

Download: Extract the list of shipments into a CSV file

Sophisticated search function: Search starting with first few characters in all columns

Create your own view:
Select or de-select columns
(your selection is saved for next log-in)

The screenshot displays the 'List of Shipments' interface. At the top left, there is a 'List of Shipments' header with a download icon. Below it is a table with the following columns: Booking Ref. (with an upward arrow), Customer Ref., Start location LOCODE, End location LOCODE, Arrival, and Latest Event. The table contains eight rows of shipment data. To the right of the table is a search bar labeled 'Search shipments' with a magnifying glass icon and a filter icon. Below the search bar is a column selection menu with a list of columns and checkboxes. The 'Reset to default' button is at the bottom of the menu.

Booking Ref. ↑	Customer Ref.	Start location LOCODE	End location LOCODE	Arrival	Latest Event
44208817	RV DESTINATION	VNSGN	CRCAL	17.04.2020	Discharged at KRPUS
44210092		VNSGN	INTUT	11.04.2020	Scheduled
44210899		VNSGN	EGDAM	03.04.2020	Gate out empty at VNSGN
44210956	MD1 247638	VNSGN	SAJED	05.04.2020	Scheduled
44533719	6/12 FULL	VNSGN	NLRMT	07.01.2020	Arrived
44539558	REVISED NEXT MV	VNSGN	SAJED	25.03.2020	Discharged at SGSIN
44872000		VNSGN	CAMTR	16.02.2020	Arrived
44875409		VNSGN	ITGOA	25.03.2020	Loaded at SGSIN

- Booking Ref.
- Customer Ref.
- First vessel
- Start location LOCODE
- Start location name
- Departure
- End location LOCODE
- End location name
- Arrival
- Container type
- Latest Event
- HL LIVE

Reset to default

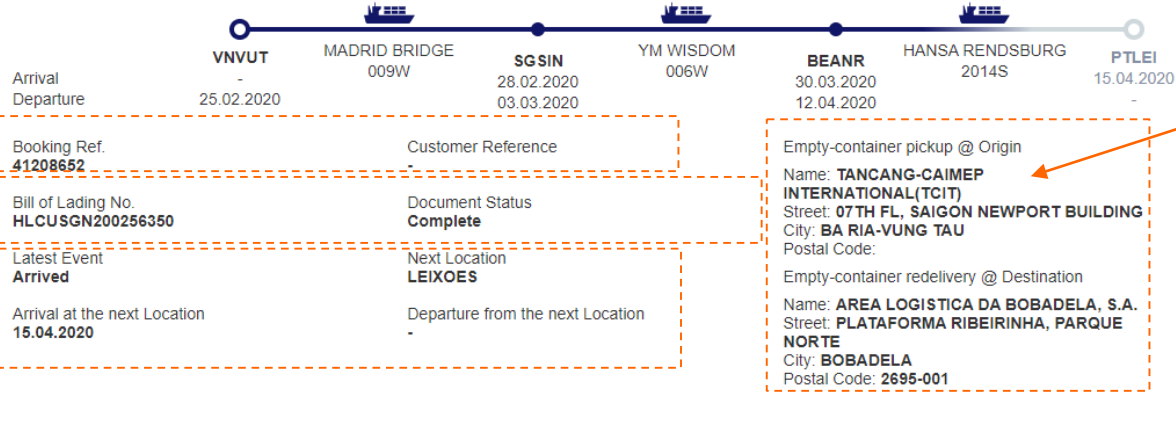
Shipment Details – Routing details of a selected shipment

Details at a glance:
Get shipment details for a particular booking

The latest dates: get planned and actual arrival and departure days

Jump to more vessel details: clicking on the vessel directs you to the vessel tracing

Shipment Details



Reference nos.: Our and your shipment's reference numbers

Documentation details: Shipping document number(s) and status

What is next: Info on the next events

Empty container depot : See the depot information for pickup and redelivery of empty containers

Additional Products – you can purchase for your shipments

See our additional product offering: See what is available and get offers of our additional products based on your selected shipment

What our products are about: get a short description about the product offered

Click to buy: based on the circumstances of your shipment and the scope of our product you can enter to buy it directly from here

Additional Products

Cargo Insurance ⓘ	Coming soon
Additional Freetime ⓘ	Buy now
Shipping Guarantee ⓘ	Buy now

Related Documents – Access your shipment-related documents

All documents at one place:
see related documents for your shipment and get access to download pages (limited access only):

- Quotations
- Sea Waybill
- Invoices
- Bill of Lading
- Booking confirmation (WIP)
- Arrival Notice (WIP)
- Delivery Order (WIP)

Type	Status	Number	Last changed	
Arrival Notice	COMPLETE	HLCUEUR1910BAER7	Nov 9, 2019 12:33:39 AM	
Booking Confirmation	COMPLETE	44862458	Oct 29, 2019 2:38:28 AM	
Bill of Lading	COMPLETE	HLCUEUR1910BAER7	Nov 20, 2019 12:31:21 PM	
Delivery Order	OTHER	HLCUEUR1910BLTM5	Dec 23, 2019 3:31:54 AM	
Invoice	OTHER	2135618102	Nov 5, 2019 2:39:38 AM	
Webquotation	OTHER	W1910SGN30221	Jan 17, 2020 6:20:23 PM	

Cargo Details – Container & cargo details as manifested for your shipment

Detailed Container & commodity overview: see detailed cargo information

Arrange in the order you wish to see: Sort by selected columns

Cargo Details				
Container No. ⌵	Type ⌵	Packages	Weight	Cargo Description ⌵
DFSU 7097262	45GP	7	24,211 kg	DIAMOND TOP LINER
TEMU 7576919	45GP	7	24,353 kg	DIAMOND TOP LINER

To Do – Alerts on outstanding items

To Do		3	☰
Submit SI Documents	17.04.2020 40214979	1	
Submit SI Documents	17.04.2020 40879625	2	
Submit VGM Documents	18.04.2020 44880376		
Rate Expiry Quotations	16.04.2020 7 Quotations >		
Submit SI Documents	24.04.2020 44879649		

➔ Download the list of task into a CSV file

➔ View list of pending tasks with Shipment nos. & dates of submission each marked with different **colour-coding** indicating priorities.

➔ **Priorities:**

- Dead-line passed – Red with !
- Urgent – Red
- Yellow – Normal
- No colour-coding – Low

To Do		4	☰
Submit VGM Documents			
Submit VGM Documents			
Submit VGM Documents			
Submit SI Documents			
Submit SI Documents			
Submit SI Documents			
Submit SI Documents			

Filters

Show tasks:

- Submit SI
- Submit VGM
- Rate Expiry
- SELECT ALL

Show priorities:

- Surpassed deadline
- High
- Medium
- Low
- SELECT ALL

➔ Filter the list by following the below steps to adjust the tasks that you see in To-Dos:

- Click on the Filter icon. By default all the tasks and priorities are selected by default.
- Unselect/select the task and/or priorities.
- Click on SELECT ALL to select all the tasks/priorities.

Feedback options



Click on 'Leave Feedback' to provide feedback at any point of time from any tile.

Specific feedback
I'd like to give feedback on a specific part of this page.

Generic feedback
I'd like to give general feedback on the entire website.

Click on the particular category to provide feedback. To provide 'Specific feedback', click on the feature about which you need to share your feedback and to provide feedback on the overall experience of the tool, click on 'General feedback'.

What do you think c

What would you like to share with us?

Provide your comments

How likely are you to recommend us to your friends and colleagues?

0 1 2 3 4 5 6 7 8 9 10
Not very likely Very likely

Email (optional)
testuser@hlag.com

Powered by Usabila

Fill in the feedback form and click on Submit.

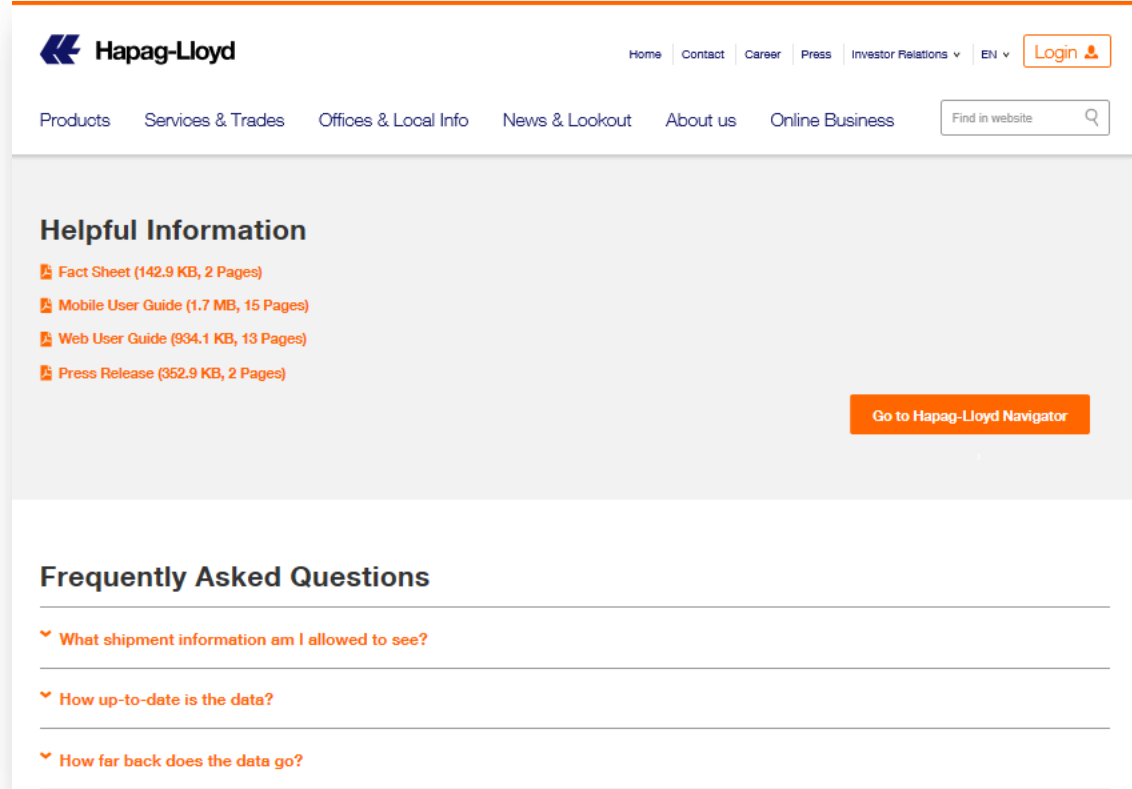
You may provide feedback as many no. of times as you want.

Reference Documents

Documents & FAQ for reference:

Click on <https://www.hapag-loyd.com/en/landingpage/hapag-loyd-navigator.html> for referential documents available for customer's ready use.

- One-pager/Flyer (Fact sheet)
- Mobile User Guide
- Web User Guide
- Frequently Asked Questions



The screenshot displays the Hapag-Lloyd website's navigation and content. At the top, the Hapag-Lloyd logo is on the left, and navigation links for Home, Contact, Career, Press, Investor Relations, and EN are on the right. A 'Login' button is also present. Below the navigation, there are links for Products, Services & Trades, Offices & Local Info, News & Lookout, About us, and Online Business, along with a search bar labeled 'Find in website'. The main content area features a 'Helpful Information' section with four links: 'Fact Sheet (142.9 KB, 2 Pages)', 'Mobile User Guide (1.7 MB, 15 Pages)', 'Web User Guide (934.1 KB, 13 Pages)', and 'Press Release (352.9 KB, 2 Pages)'. An orange button labeled 'Go to Hapag-Lloyd Navigator' is positioned to the right of these links. Below this, a 'Frequently Asked Questions' section is visible, with three expandable questions: 'What shipment information am I allowed to see?', 'How up-to-date is the data?', and 'How far back does the data go?'.

Thank you for your interest.

Please login to HL Navigator
& experience the benefits.

There is a lot more to come...

