

Getting started with Hapag-Lloyd

Additional Free Time, Ship Green, Shipping Guarantee, Live Position, HL Live, Cargo Shield



 Hapag-Lloyd

Your complementary tools instantly

It is Hapag-Lloyd's digital service that allows you to purchase additional freetime days for import containers, with discounts on standard or contractual rates. Available globally, it enables you to quickly and easily buy up to 10 extra days online.



ADDITIONAL FREETIME 



SHIPPING GUARANTEE 

Shipping Guarantee allows you to secure the shipment of your cargo even during peak demand periods, preventing rollovers and ensuring on-time departures. Available worldwide, it can be easily purchased after making your booking via Web Booking or Hapag-Lloyd Navigator, regardless of the channel used. Check online purchase options after submitting your booking or contact your local representative for more information.

Ship Green is a Hapag-Lloyd service that enables up to 100% reduction of emissions on the ocean leg of shipments through the use of biodiesel. It operates under the Book and Claim model, applying the reduction regardless of vessel or route. It is available globally for various container types and booking channels.



SHIP GREEN 

Your complementary tools instantly

Live Position allows you to track dry containers in real time throughout the entire journey, providing full visibility regardless of the transport mode. It uses smart technology to show the exact location, updated ETA, and distance traveled. Improve your planning and control of your supply chain from Hapag-Lloyd's online platform.



 **LIVE POSITION**



HL LIVE 

Hapag-Lloyd LIVE is our real-time monitoring technology for refrigerated containers, offering precise data on temperature, gases, and global positioning of your shipment. We provide two tailored solutions to your needs: HL LIVE Basic, ideal for perishable products such as dairy, pharmaceuticals, or frozen goods; and HL LIVE Plus, designed for cargo requiring controlled atmosphere or cold treatment.

Cargo Shield is an additional protection extension to the Bill of Lading (B/L), offering three coverage levels and flexible online contracting. It provides transparent pricing, self-management, and fast claims processing. Coverage includes risks to the cargo such as theft, damage, war, piracy, and fire, facilitating a swift and efficient claims handling process.



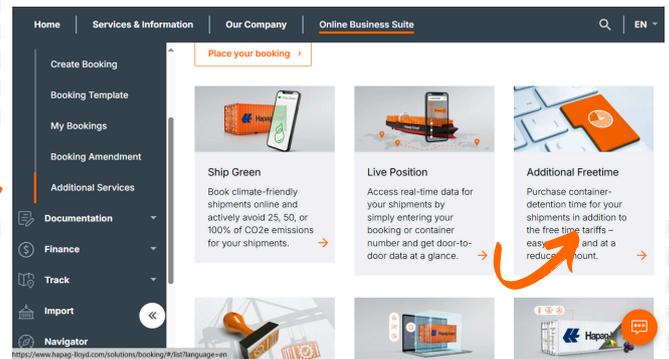
 **CARGO SHIELD**

Additional Freetime



How to purchase additional free time for a booking with Hapag-Lloyd

1. Go to <https://www.hapag-lloyd.com>
2. Click on the Bookings option
3. Select Additional Services
4. Click on the Additional Freetime image



5. Log in with your username and password.

TIP: If you don't have login credentials yet, you can register by selecting the "Not yet registered" option. Our team will confirm the creation of your account on our website within a few hours.

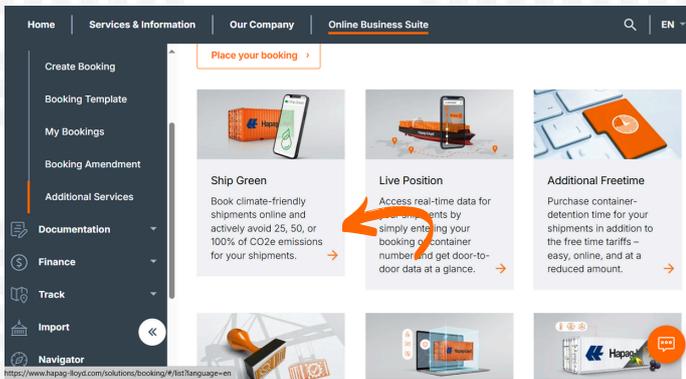
6. Enter the booking number for which you want to purchase additional free time and click on Open.

TIP: Additional free time can only be purchased for the destination port, and the purchase must be made no later than 24 hours before the vessel's arrival.

7. Select the free time package you wish to purchase, review the information and total charges, and accept the Terms and Conditions.

TIP: If everything is correct, proceed with the purchase of Additional Freetime. The system will confirm the successful purchase of the product.

Ship Green

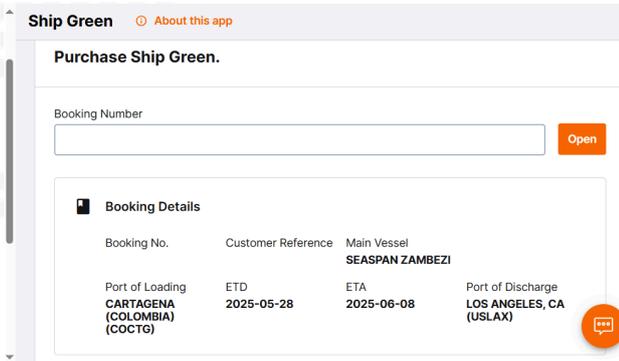
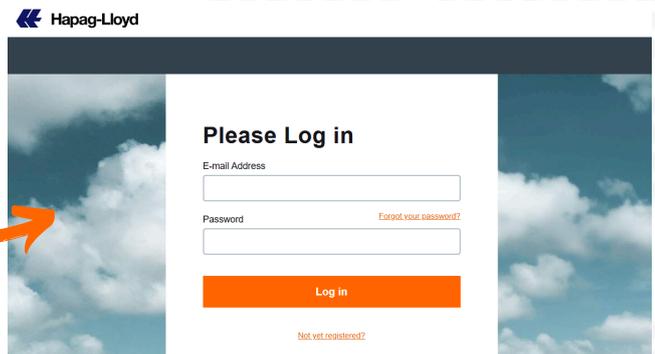


How to purchase Ship Green for a booking with Hapag-Lloyd

1. Go to <https://www.hapag-lloyd.com>
2. Click on the Bookings option
3. Select Additional Services
4. Click on the Ship Green image

5. Log in with your username and password.

TIP: If you don't have login credentials yet, you can register by selecting the "Not yet registered" option. Our team will confirm the creation of your account on our website within a few hours.

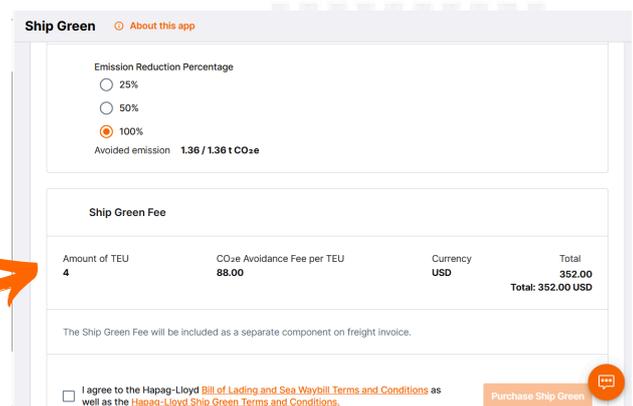


6. Enter the booking number for which you want to purchase Ship Green and click on Open.

TIP: Ship Green can be purchased for all your confirmed dry bookings with Hapag-Lloyd, up until the vessel's departure from the port of origin.

7. Review the shipment information and the CO₂ emissions it generates. Select the emission reduction percentage you wish to contribute and its corresponding value. Accept the Terms and Conditions. If everything is correct, proceed with the purchase of Ship Green.

TIP: Each quarter, you will receive Ship Green Declaration detailing your contributions and the emissions reductions achieved for the shipments where the product was purchased.

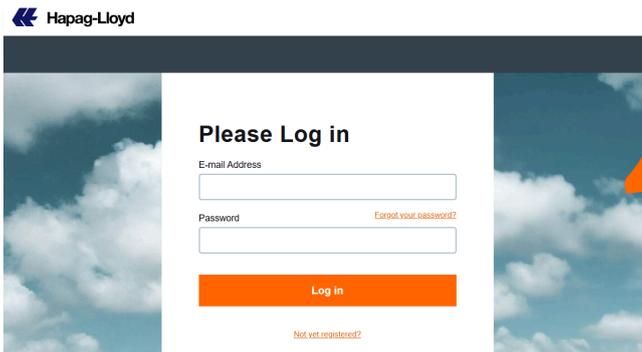
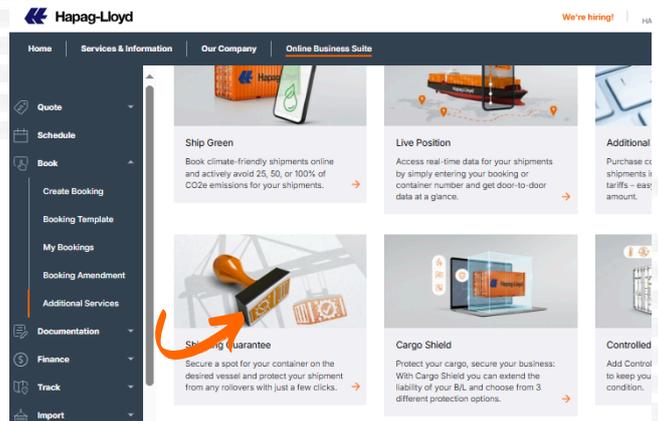


Shipping Guarantee



How to purchase Shipping Guarantee for a booking with Hapag-Lloyd

1. Go to <https://www.hapag-lloyd.com>
2. Click on the Bookings option
3. Select Additional Services
4. Click on the Shipping Guarantee image

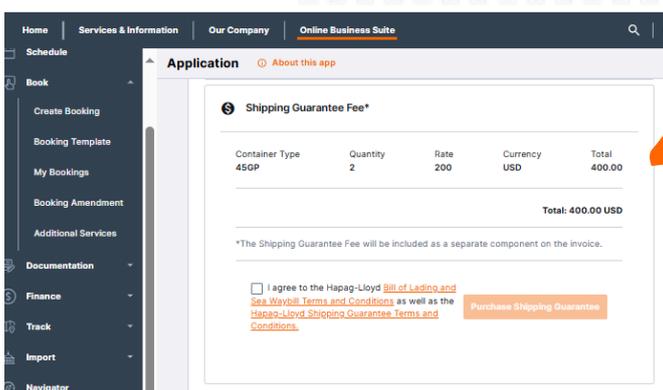
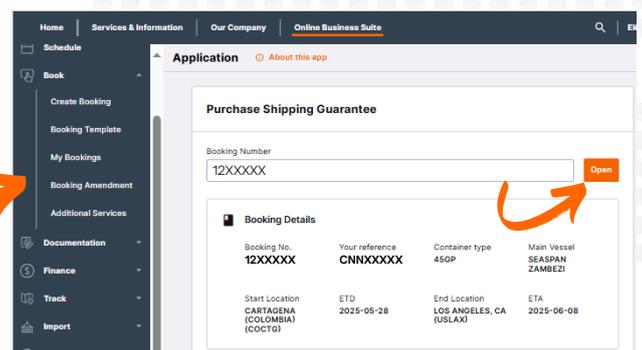


5. Log in with your username and password.

TIP: If you don't have login credentials yet, you can register by selecting the "Not yet registered" option. Our team will confirm the creation of your account on our website within a few hours.

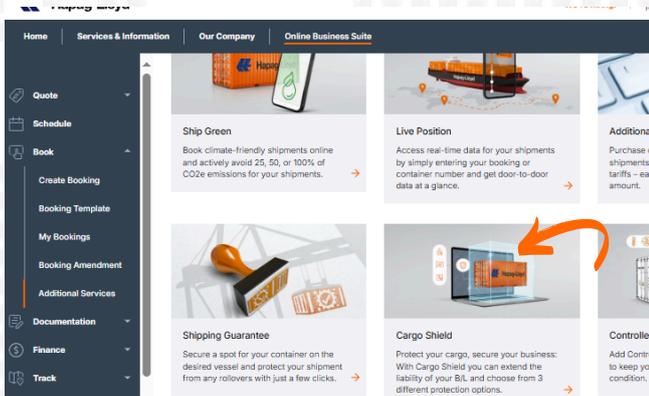
6. Enter the booking number for which you wish to purchase the shipping guarantee and click Open.

TIP: You can purchase Ship Green for all your dry bookings already confirmed by Hapag-Lloyd and up until the vessel's departure from the origin port.



7. Verify the shipment information and accept the Terms and Conditions. If everything is correct, proceed with the purchase of the Shipping Guarantee.

Cargo Shield

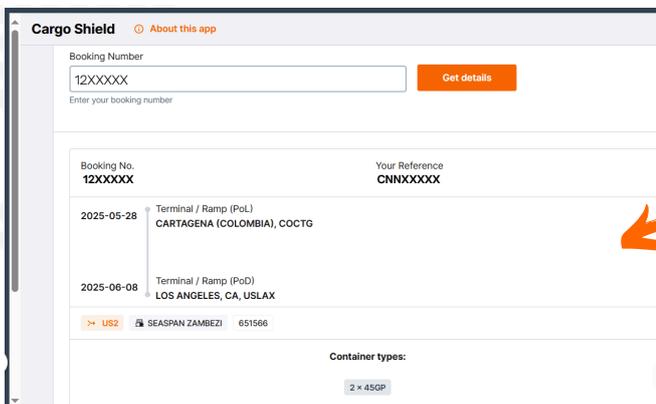
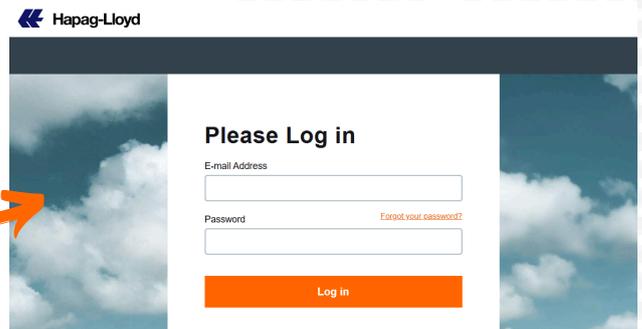


How to purchase Cargo Shield for your booking with Hapag-Lloyd.

1. Go to <https://www.hapag-lloyd.com>
2. Click on the Bookings option
3. Select Additional Services
4. Click on the Cargo Shield image

5. Log in with your username and password.

TIP: If you don't have login credentials yet, you can register by selecting the "Not yet registered" option. Our team will confirm the creation of your account on our website within a few hours.

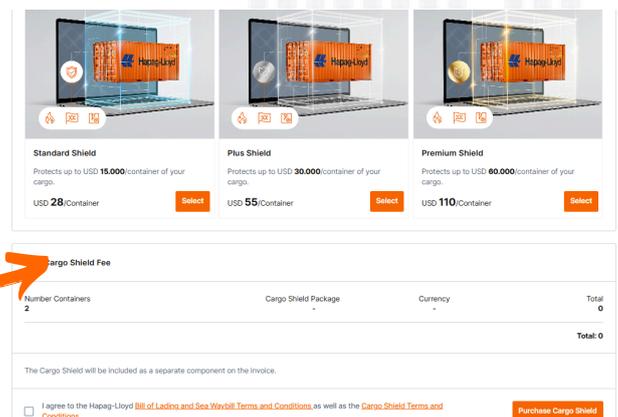


6. Enter the booking number for which you want to purchase cargo shielding and click Open.

TIP: Cargo Shield applies to all units associated with the booking; partial activation of the product is not possible.

7. Review the information for the three types of Cargo Shield, select the one that best suits your needs, accept the terms and conditions, and protect your shipment with Hapag-Lloyd.

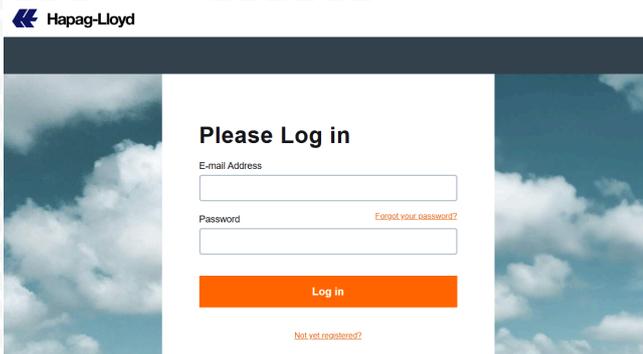
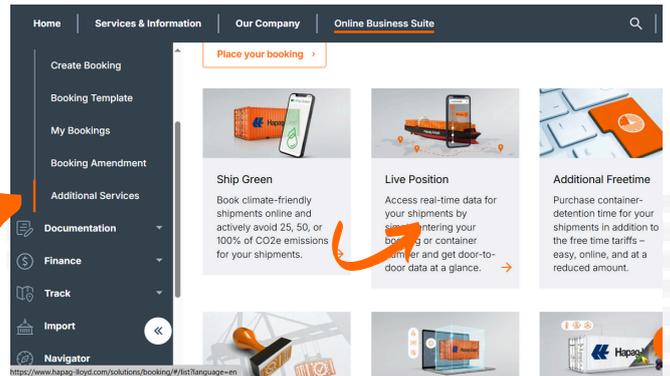
TIP: If additional space is added to the booking, Cargo Shield will also apply to the additional containers. The service is charged per unit. You can purchase Cargo Shield up to 24 hours before the vessel's departure.



Live Position

How to purchase the container tracking service for your dry container with Hapag-Lloyd.

1. Go to <https://www.hapag-lloyd.com>
2. Click on the Bookings option
3. Select Additional Services
4. Click on the Live Position image

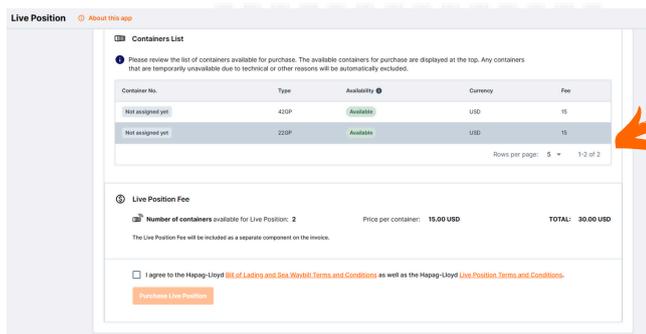
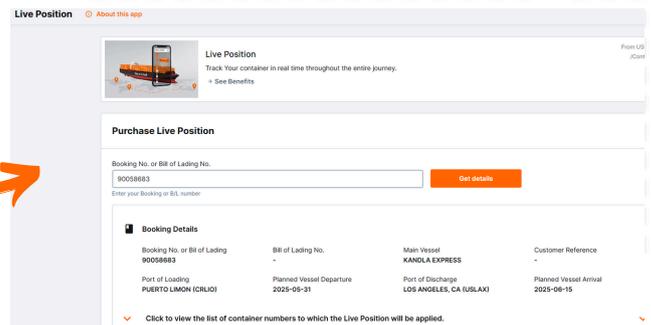


5. Log in with your username and password.

TIP: If you don't have login credentials yet, you can register by selecting the "Not yet registered" option. Our team will confirm the creation of your account on our website within a few hours.

6. Enter the booking number for which you want to purchase Live Position.

TIP: You can purchase Live Position for all your confirmed dry bookings with Hapag-Lloyd before the vessel's departure from origin.



7. Verify the information of the units associated with the booking and accept the Terms and Conditions. If everything is in order, proceed with the purchase of Live Position.

HL Live



How to purchase Smart Monitoring for your Reefer container with Hapag-Lloyd.

Search

Terminal / Ramp (PoL) Buenaventura

via: Lazaro Cardenas, Mic

Terminal / Ramp (PoD) Puerto Quetzal

Estimated Transit Time 16 days

20RE, 40RE

FAK - Freight all Kind

DEPARTURES

2025-06-01 2025-06-01

QUICK QUOTES USD 2770

QUICK QUOTES SPOT

Quick Quotes

Valid 2025-05-27 to 2025-06-30

Ocean Freight (all in one document)

USD 2185 /Container 20RE

USD 2770 /Container 40RE

Select

Price Breakdown Remarks

1. Log in with your username at <https://www.hapag-lloyd.com>
2. Generate a new quote
3. Select the offer of your choice
4. Continue to the additional services section

5. Select the Hapag-Lloyd LIVE service.

TIP: This technology allows you to view real-time information about the unit's temperature and location.

Search Offer Selection Additional Services Review & Next Steps

Hapag-Lloyd LIVE Popular

Smart reefer remote monitoring - Providing you with full visibility.

from USD 50 /Container

See Benefits Add

Ship Green

Expected CO₂e Ocean-leg Emissions of Your Shipment: 1.24 tons CO₂e

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

from USD 28 /Container

See Benefits Add

6. The options for Hapag-Lloyd Live Plus and Hapag-Lloyd Live Basic will be enabled. Please remember that the PLUS service is used only for Controlled Atmosphere units, whereas the Basic service is for regular units.

TIP: With Hapag-Lloyd Live PLUS, in addition to viewing temperature and location, you can also monitor humidity, CO₂, and O₂ levels.

Hapag-Lloyd LIVE

New Quote

Search

Terminal / Ramp (PoL) Buenaventura

via: Lazaro Cardenas, Mic

Terminal / Ramp (PoD) Puerto Quetzal

Estimated Transit Time 16 days

CO₂e Emissions 1.241 CO₂e

Valid from 2025-05-27

Valid to 2025-06-30

Expiring 2025-06-25

20RE, 40RE

FAK - Freight all Kind

Hapag-Lloyd Live Plus

Advanced monitoring option for goods requiring a controlled atmosphere

USD 80 /Container 20RE

USD 80 /Container 40RE

Select

Temperature Set Point

Actual Supply Air

Actual Return Air

Show More

Hapag-Lloyd Live Basic

Temperature control monitoring for sensitive goods

USD 50 /Container 20RE

USD 50 /Container 40RE

Select

Temperature Set Point

Actual Supply Air

Actual Return Air

Apply

7. Verify the quote information and accept the Terms and Conditions. If everything is in order, proceed with generating the quote.

TIP: The HL LIVE service for refrigerated units can only be added when generating the quote or the booking; it is not possible to add it after the booking has been created.

Search Offer Selection Additional Services Review & Next Steps

Quick Quotes

Terminal / Ramp (PoL) Buenaventura

via: Lazaro Cardenas, Mic

Terminal / Ramp (PoD) Puerto Quetzal

Estimated Transit Time 16 days

CO₂e Emissions 1.241 CO₂e

Valid from 2025-05-27

Valid to 2025-06-30

Expiring 2025-06-25

20RE, 40RE

FAK - Freight all Kind

Additional Services

Additional Services	Curr.	20RE	40RE
Hapag-Lloyd LIVE Basic	USD	50	50
Total	Curr.	2096	3670
Total per Container	USD	2996	3670

Confirmation

I accept the Quick Quotes Terms and Conditions

I accept the Hapag-Lloyd LIVE Terms and Conditions

Back Quick Quotes Validity 2025-05-27 - 2025-06-30 USD 2996 USD 3670 Total/20RE Total/40RE Get Quote

WWW.HAPAG-LLOYD.COM

