

My Bookings

Welcome to Hapag Lloyd's [My Bookings](#) solution.

My Bookings is a digital tool that allows customers to efficiently track and manage their shipments. It provides real-time status updates on bookings (confirmed, cancelled, under review, etc.), enables searches using commercial references such as quotations or contracts, and offers access to detailed booking information, including container details. Designed for convenience, **My Bookings** ensures seamless shipment monitoring with just a few clicks.

This guide is designed to introduce you in our tool.

1. Login and start Navigation.

- Access to My Bookings through the direct link provided in your email.
- Use your Hapag-Lloyd credentials to log in

Please Log in

E-mail Address

Password [Forgot your password?](#)

Log in

2. Go trough the list of bookings

- You can go through the shipments and use the filters to limit the information displayed, using Start/End location, Date Range and status about bookings.
- Status:
 - **Submitted**: Booking was created and sent to the system to be reviewed
 - **Under Review**: Booking was received, and it is being reviewed by our Customer Service teams
 - **Confirmed**: Booking is confirmed
 - **Cancelled**: Booking is cancelled

Application [Read more](#)

New Booking Booking No.

Date Range: Start Location: End Location:

Status:

Booking No.	Status	Quotation / Contract No.	Your Reference No.	Requested at (UTC) ↓	Start Location	ETD	End Location	ETA	Main Vessel	Voyage Number
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3. Use the filters to search a specific booking

- **Booking Number:**
 - You can type a number, after the first 4 digits will show some results from your list.
 - You can paste a number to check the details.
 - The latest 10 bookings searched will be save in the menu displayed.
- **Quotation / Contract Number:**
 - You can type the number of your contracts and quotations to find the bookings related to them, a list of bookings will be displayed.
- **Your Reference Number:**
 - You can type your reference, and with the first 4 digits will show results, if this is in capital letters, you need to write in the same way.

The image shows a search interface for bookings. At the top left is an orange button labeled "New Booking". To its right is a search bar with a magnifying glass icon and the placeholder text "e.g. 12345678". A dropdown menu is open below the search bar, listing three search criteria: "Booking No.", "Quotation / Contract No.", and "Your Reference No.". Below the search bar, there are two input fields: "End Location" and "City or Location Code".

4. Check the possible actions on your bookings

- Check the dots next to the booking number in the list, and some options will be displayed, only for new bookings
 - **Re-book:** To copy the information from that booking and use it to create a new one (will redirect you to create a new booking)
 - **Amend:** Will redirect you to Booking Amendment selecting the update request
 - **Cancel:** Will redirect you to Booking Amendment selecting the cancel request

719	:	Confirmed	
285	:	Under review	Re-Book, Amend, Cancel
762	:	Under review	Re-Book, Amend, Cancel
669	:	Under review	

5. Booking Details

- After clicking on a specific booking from the list or search menu, you will be redirected to view its details:
 - **Status** will be shown in the top next to the booking number
 - **Details** about the routing as Port of Loading/Discharge, transit time, vessel details, etc.
 - **Booking Details:**
 - When was requested and information about quotation/contract
 - Container and Cargo details
 - Optional Information
 - The options to be redirected **to amend or cancel** the booking

Application Read more

[Back to List](#) Under review

Booking No.	2025-04-04 20 days	2025-04-25	Commodity 080390
Your Reference	Terminal / Ramp (PoL) POSORJA, ECPSJ	Terminal / Ramp (PoD) LONDON GATEWAY PORT, OBLGP	Containers 1 x 4SRT
➤ SWX 🚢 CARTAGENA EXPRESS 5207N			

Booking Details

Requested at 2025-03-29 22:48	Quotation / Contract No. 	Quotation Validity Period 2015-10-01 - 3205-10-03
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Container and Cargo Details

1 x 40' REEFER CONTAINER

Container 1

Reefer Settings		
Temperature Setpoint 13.3 °C	Fresh Air Exchange 25 m3/h	Max. Relative Humidity OFF

Cargo #1		
HS Code 080390 - Bananas, including plant...	Cargo description BANANAS	Cargo Weight per container 20 960.5 kg

Optional Booking Information

Reference number
Your customer's reference number

✎ Amend Booking ✖ Cancel Booking

Frequently Asked Questions (FAQ)

1. What is “My Bookings”?

My Bookings is a digital tool that allows you to track and manage your shipments in real-time. You can check booking statuses, search using commercial references, and view detailed booking information, including container details.

2. How can I access My Bookings?

During the pilot phase, My Bookings is available only via a dedicated link. In the future, it will be accessible under the Book menu in our Online Business Suite.

3. What information can I find in My Bookings?

You can view the status of your bookings (confirmed, cancelled, under review, etc.), search using quotations or contracts, and check container details and other relevant booking information.

4. How often is My Bookings updated?

The tool provides real-time updates, ensuring you always have the latest information on your shipments.

5. How can I provide feedback?

We highly value your feedback! You can share your thoughts, report issues, or make suggestions using the feedback button located on the My Bookings webpage.