

Mark your calendars - from April 3, 2023, your shipping handling process in North America* will become simpler

Simplify, Strengthen, and Invest are the three cornerstones of our Strategy 2023. With this in mind, we work hard towards reducing complexity to improve your experience and become your number one for quality. Therefore, thanks to your valuable feedback, we have simplified our shipment handling process through our [website](#). From **April 3, 2023**, you will receive your Online Bill of Lading draft amendments in 2 working hours after placing your request on our website. Here are your advantages:

- **Ease of Use:** Correct your drafts in a few clicks and see all your documents in one place. Ongoing amendments can be saved and finished later, with no special software requirements
- **Faster Response Time:** Benefit from instant review and faster turnaround times
- **High Data Quality:** Amending the BL draft directly in the document reduces chances of errors

Please keep in mind:

1. In case that the Original BLs have already been released, please surrender them to your nearest counter before sending in any amendments
2. A draft amendment that requires destination approval will take slightly longer to process, due to manifest limitation and the MTD Amendment Fee – please review [Local Charges / Service Fees here](#)
3. Some draft amendments or changes may be restricted according to the Hapag-Lloyd documentation guidelines
4. Any manual amendment sent via email will take minimum 8 working hours to process with no guaranteed commitment
5. Approvals are required for Original BLs only and should be accompanied by release instructions

To learn more, watch our step-by-step video tutorial [BL Draft Approval web solution](#) and log on to our [BL Draft Approval](#). In addition, you can sign up to attend a Digital Coffee event [here](#).

Remember that the status of your amendments can be tracked on our website. In case a delay is expected, our correction team will contact you immediately by email, and that means that you do not need to do any follow-ups at your end. If you should require additional information or have questions, please feel free to reach out to our customer service team at your [location](#), who will guide you based on your individual situation.

* The scope of Region North America for this process includes USA (excluding Long Beach) and Canada.

Best regards,