Hapag-Lloyd

Region Asia Export Customer Journey

Need assistance? Chat with us!



Explore these tools without signing in

- Interactive Schedule
- News Portal
- Offices & Local Info
- Tracing by Container
- Tracing by Booking
- Vessel Tracing
- Tariffs
- Rate of Exchange

I'm new! Where do I start?

Register with us

Unlock our full range of digital services and information with our Online Business Suite

Where can I view my rates?

01 RATES

- New Quote
- My Quotes
- Special Cargo Quotes
- Letter of Authority (FMC)

How do I place my booking?

02 BOOKINGS

- Create Booking
- My Bookings
- Booking Amendment
- Additional Services

03 DOCUMENT

- My Shipments
- Verified Gross Mass (VGM)
- Web Shipping Instructions
- BL Drafts
- Customs Status
- Customs Reference
- Cargo Claims
- Electronic Bill of Lading

Where do I submit my shipping instructions?

Where can I download my invoice?

04 INVOICES

- My Invoices
- My Disputes
- Statement of Account

Where is the latest status of my container?

05 SHIPMENT UPDATES

- Customer Notification
- Live Position
- HL Live

How do I clear my cargo?

06 IMPORTS

- Import Overview
- D&D Calculator
- On-Carriage Instructions
- Letter of Authority

Always stay up to date

Get updates about services, rates and surcharges, plus stories about Hapag-Lloyd, our customers and the industry. Subscribe to our newsletter.

For more details, visit your local Hapag-Lloyd website

CHINA: China

JAPAN: Japan

KOREA: Korea

OCEANIA: Australia, New Zealand

SOUTHEAST ASIA: Cambodia, Indonesia, Malaysia, Singapore, Thailand, Vietnam

Hapag-Lloyd

● Available N/A Not available

Can't find what you need? Explore our local webforms.

Digital Self-Service

Submit information digitally through simple, guided webforms.

Always Available

Access the webform 24/7, with ease.

Webform	Australia	New Zealand	China	Japan	Korea	Malaysia	Singapore	Thailand	Vietnam	Cambodia	Indonesia
OOG Application	●	●	N/A	●	●	●	●	●	●	●	●
Arrival Notice Form	●	●	N/A	●	●	●	●	●	●	N/A	N/A
Digital Training Request	N/A	N/A	N/A	●	●	●	●	●	●	●	●
Smart Locker / Counter Appointment	N/A	N/A	●	N/A	●	●	●	●	N/A	N/A	●
D&D Calculator (Local form)	N/A	N/A	N/A	N/A	●	●	●	●	●	●	●
Remittance Input	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	●	●	N/A
Delivery Order Release Request	N/A	N/A	N/A	N/A	N/A	N/A	N/A	●	●	●	N/A
MT Pick Up Depot Change Request	N/A	N/A	N/A	N/A	N/A	N/A	N/A	●	●	N/A	N/A
Inland CY Cut-off Calculator	N/A	N/A	N/A	N/A	N/A	N/A	N/A	●	N/A	N/A	N/A
Cleaning & Repair Request	N/A	N/A	N/A	N/A	N/A	N/A	●	N/A	N/A	N/A	N/A
Detention Charge Payer Change Request	N/A	N/A	N/A	●	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Import Delivery Application Form	N/A	N/A	N/A	●	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Import Manifest Amendment	N/A	N/A	N/A	●	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Request for New Seal	N/A	N/A	N/A	N/A	N/A	N/A	N/A	●	N/A	N/A	N/A
Tick Consol Manifest Form	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	●
CY Gate In Application	N/A	N/A	●	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Documentation Release Form	●	●	●	N/A	N/A	●	●	●	●	●	●
Reefer PTI Form	N/A	N/A	●	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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