

■ **Singapore – Submission of Shipping Instruction 36 Hours Cut-Off prior to Vessel ETA**

September 21, 2012

Dear Customer,

We would like to inform you that the cut-off time for the submission of Shipping Instruction (SI) related to 24 hours customs filing destinations has now been changed from 48 hours to 36 hours, as per following schedule:

**Effective from October 1, 2012: ENS (export shipments to EU countries) & CCAM (export shipments to CHINA)**

**Effective from October 8, 2012: AMS, ACI & MX-SAT (export shipments to USA, Canada and Mexico)**

Please be advised of the following SI cut-off time framework:

- SI cut-off time: 36 hours prior to vessel ETA
- SI cut-off window: 08:00 hrs to 20:00 hrs (Monday – Saturday)
- Doc Centre in India: 08:00 hrs to 20:00 hrs (Monday – Saturday)
- Enquiries to local customer service team: 08.30 hrs – 17.30 hrs (Monday to Friday)
- No SI cut-off on Sunday & Public Holiday. If cut-off time falls on a Sunday, it will be advanced to 20.00 hrs on the previous day, i.e. Saturday. Accordingly for Public Holiday, it will be advanced to the previous day at 20.00 hrs.

In offering an extended SI cut-off time, we wish to highlight the importance of data accuracy to ensure that the respective manifesting and loading of cargo can take place timely in accordance to customs filing requirement. *Examples of accurate data include (but not limited to) SCAC/ACI codes, House Bill details, H.S. Codes, Container number and Container seals, mismatch of DG details etc.*

Customers are expected to assume the responsibility of 'No Doc –No Load' caused by inaccurate, missing or late data. In addition, all surcharges on late submission or amendment remain unchanged.

For further information please contact your local Hapag-Lloyd sales representative.

Kind regards,

Hapag-Lloyd Pte Ltd (Singapore Division)  
as agent of Hapag-Lloyd AG