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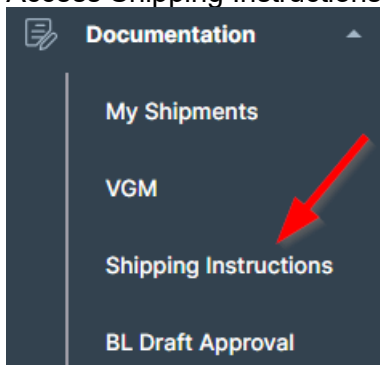
Shipping Instructions – User Guide

Welcome to Hapag-Lloyd’s Shipping Instructions web-based solution! This platform enables you to submit your shipping instructions online, ensuring smooth creation of Bills of Lading (B/L) and accurate processing of your shipment documentation.

This guide is for customers shipping cargo globally who need to submit shipping instructions for their bookings.

Login and Navigation

- Access Shipping Instructions from the Hapag-Lloyd website.



- Log in with your Hapag-Lloyd credentials.

Please Log in

E-mail Address

Password [Forgot your password?](#)

Log in

- Enter your Booking Number in the search field or select from the list and click on “Use New SI to Submit”.

Shipping Instructions

Search for a specific booking by inserting a booking number or list all your relevant bookings directly by simply pressing FIND.

To learn more about our new SI solution, please refer to our [User Guide](#)

Booking No.

Find **Clear**

Booking No.	Customer Reference	Vessel Departure	Document Closure	Vessels	Port of Discharge, End of Transport	No. of Shipping Instructions (received at Hapag-Lloyd)
<input type="text"/>		2025-06-01	2025-05-30	MADRID EXPRESS	JEBEL ALI	0

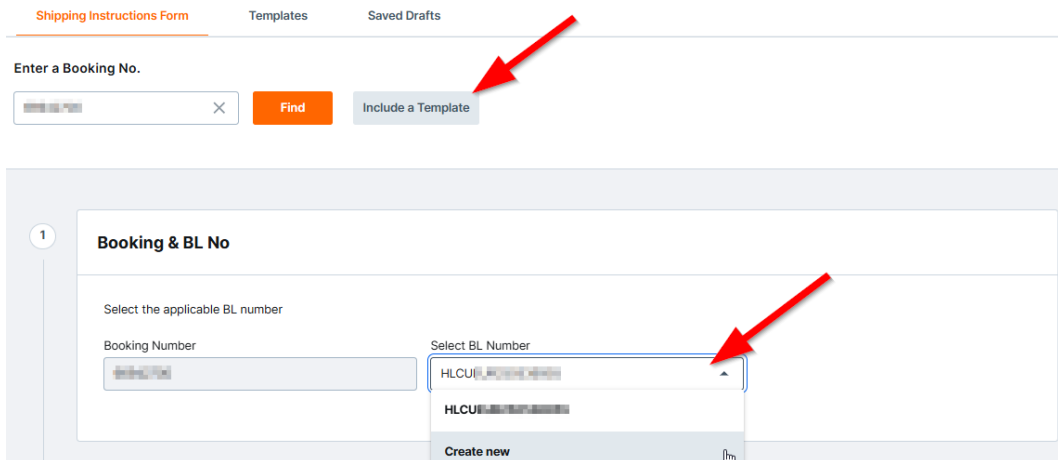
Use New SI to Submit **Shipping Instruction Details** **Shipment Details** **webVGM** **Customs References** **Customs**

Creating Shipping Instructions

1. Booking & B/L Number

- Your B/L number will be generated from booking request or a new one will be given upon document creation.

- Optionally, you can choose to include a previously created template or continue from a saved draft.



2. Addresses & References

- Fill in all mandatory details for Shipper, Consignee, and Notify Parties:
- Shipper: Full name, address, email, and phone number.
- Shipper's Reference (optional).
- TAX ID of Shipper: Mandatory for correct assignment and definition of responsibilities.
- Consignee: Full name, address, email, and phone number of the recipient.
- TAX ID of Consignee: Mandatory for correct assignment and definition of responsibilities.
- Consignee's Reference (optional).
- Notify Address (optional): Party to be informed at arrival, Notify 2 and 3 can be added.
- Forwarding Agent and TAX ID of Forwarding Agent (if applicable).
- Place of Receipt: Location where the carrier takes possession of the cargo.
- Vessel Name and Voyage Number: For each leg of transport.
- Port of Loading and Port of Discharge.
- Place of Delivery.
- Additional Notify parties (2) can be added.

2

Addresses & References

1 Details required for processing of your Shipping Instruction

- To guarantee seamless processing of your SI, **email and phone number** are needed for the **Shipper, Consignee** and all **Notify Parties**. If there is not enough space in the six address lines of the parties, please add them into the freetext comment in the last section.
- For **any imports to the European Union** subject to the ICS2 ENS filing, the same applies also to the parties of **Seller and Buyer**.
- For a timely processing of your Shipping Instruction, please also add the **Tax IDs for all parties** where it is available. Specifically for **US and Canada exports**, SIs will be rejected in case of missing Tax IDs for Consignee of Notify Parties.

<p>Shipper</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Shippers Reference (optional)</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>TAX ID of Shipper</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Freight Forwarders Reference (optional)</p> <input style="width: 95%; height: 25px;" type="text"/>
<p><input type="checkbox"/> To Order i Consignee not yet specified</p> <p>Consignee</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Forwarding Agent (optional)</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>TAX ID of Consignee</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>TAX ID of Forwarding Agent</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>Notify Address (optional)</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Consignee's Reference (optional)</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>TAX ID of Notify</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Place of Receipt</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>+ Add additional Notify Address</p>	<p>Place of Delivery</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>Vessel(s)</p> <input style="width: 95%; height: 25px;" type="text" value="MADRID EXPRESS"/>	<p>Voyage No.</p> <input style="width: 95%; height: 25px;" type="text" value="QBE2519E"/>
<p>Port of Loading</p> <input style="width: 95%; height: 25px;" type="text" value="ISTANBUL"/>	
<p>Port of Discharge</p> <input style="width: 95%; height: 25px;" type="text" value="JEBEL ALI"/>	

3. Containers and Cargo

- Apply same description for whole SI (HS Code, Description and Marks & Numbers will be unique for all containers and cargoes) or enter individual container descriptions.
- Container No.: Each container's identifier should be input here.
- Seal Number(s): Multiple seals can be added.
- Cargo Items include:
 - Kind of Packages / UN Packing Code
 - Kind of Packages on B/L
 - Gross Weight, Net Weight, Gross Volume, Net Volume
 - HS Code (mandatory for customs)
 - Marks & Numbers (optional)
 - Detailed Cargo Description
- Totals will be calculated automatically for:
 - Number of containers
 - Packages
 - Total Gross/Net Weight
 - Total Gross/Net Volume
- Add, duplicate, or delete containers and cargo items as needed.

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Containers and Cargo

Same description for whole SI

1 Container and Cargo for CPSU 4005364

 Duplicate 

Container No.

CPSU 4005364

e.g. HLCU 1234567

Seal No.

Seal No. (optional)

Seal No. (optional)

 Add Seal No.

Individual Descriptions for the Cargo Items of such Container

Same Description for the whole Container (Marks & Numbers and HS Code will be included)

Cargo Item 1 of CPSU 4005364

No. of

1

Kind of Packages / UN Packing Code

AA | IBC, rigid plastic

Print the Kind of Packages on BL as

IBC, RIGID PLASTIC

Gross Weight

16000

kg

Gross Volume (optional)

10

cbm

Net Weight (optional)

kg

Net Volume (optional)

cbm

HS Code

520900


Marks & Nos (optional)

Enter Marks and Numbers

Description

COTTON

 Add Cargo Item

 Duplicate Cargo Item

Total:

No. of

1

Outer Packing

IBC, RIGID PLASTIC

Gross Weight

16000

kg

Gross Volume

10

cbm

Total Number of Containers received by Carrier

1

Packages received by Carrier

1

Total Gross Weight

32000

kg

Total Net Weight

0

kg

Total Gross Volume


20

cbm

Total Net Volume

0

cbm

 Add Container

4. Payment Terms & Payer Parties

- Origin Port, Sea Freight, Destination Port, and Origin/Destination Haulage (if applicable) charges can be set as:
 - Prepaid (Origin)
 - Collect (Collect)
 - Prepaid (Elsewhere)
- Enter Prepaid Payer and/or Collect Payer.
- For Elsewhere, manually provide Name and Address of Payer.

4

Payment Terms & Payer Parties

Origin Port Charge <input checked="" type="radio"/> Prepaid (Origin) <input type="radio"/> Collect (Destination) <input type="radio"/> Prepaid (Elsewhere)	Sea Freight <input type="radio"/> Prepaid (Origin) <input type="radio"/> Collect (Destination) <input checked="" type="radio"/> Prepaid (Elsewhere)	Destination Port Charge <input type="radio"/> Prepaid (Origin) <input checked="" type="radio"/> Collect (Destination) <input type="radio"/> Prepaid (Elsewhere)
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Prepaid Payer

Name and Address of Elsewhere Payer

Collect Payer

5. Document Issuance

- Number of Freight Original B/Ls.
- Number of Freight Copies.
- Number of Unfreight Original B/Ls.
- Number of Unfreight Copies.
- Document Type: Original, Sea Waybill, or eBL.
 - If eBL, provider needs to be informed.
- Invoice Reference (optional)
- Send first B/L draft to: Specify email which will receive the BL draft copy after shipping instruction is processed.

5

Document Issuance

Number of Freight Original BLs <input type="text" value="0"/>	Number of Freight Copies (optional) <input type="text" value="0"/>
Number of Unfreight Original BLs <input type="text" value="0"/>	Number of Unfreight Copies (optional) <input type="text" value="0"/>

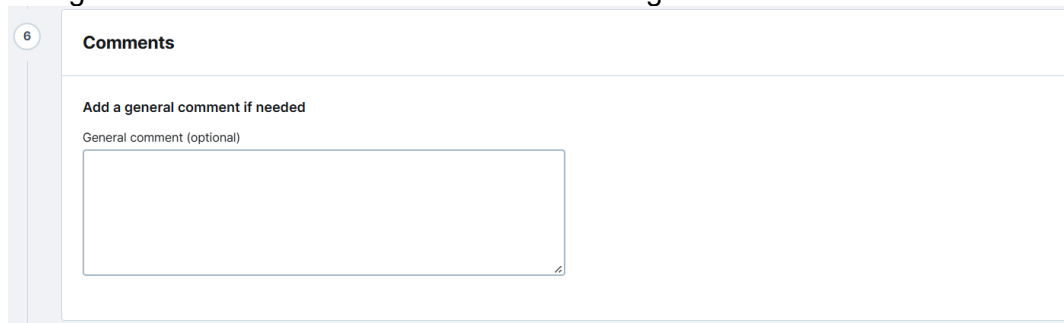
Document Type

Invoice Reference (optional)

Send first BL draft to (email):

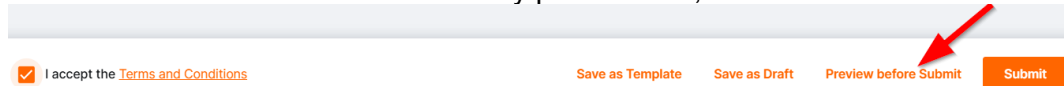
6. Comments

- Add general comments or instructions for handling the SI.

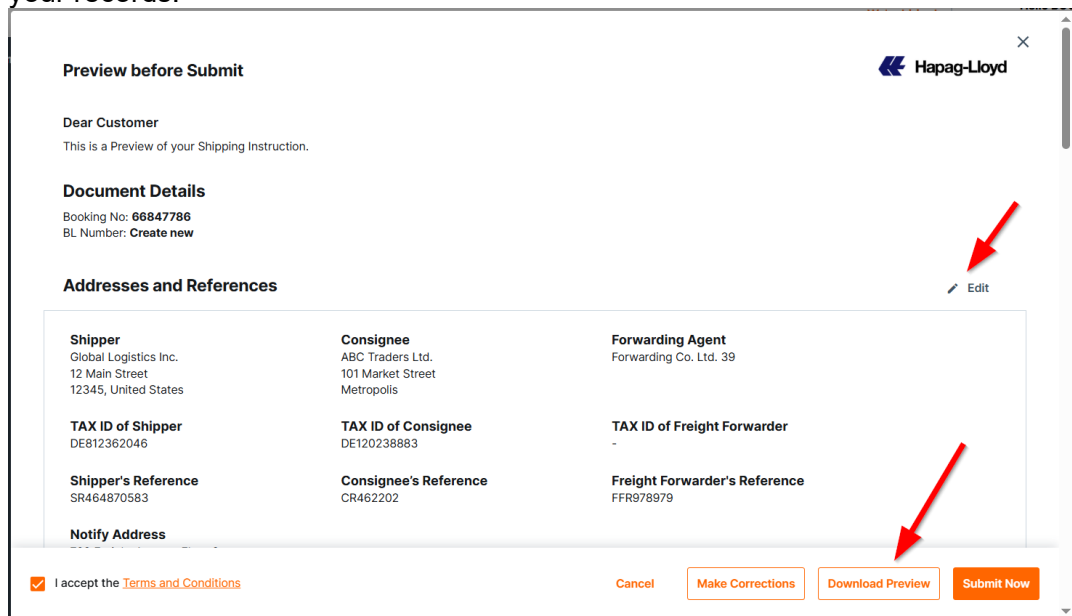


7. Preview SI and Submit

- The Shipping Instructions solution includes a new feature called **Preview Before Submit**. This allows you to review all the information you have entered in a clear and consolidated format before final submission.
 - This function can be used at any point in time; it's fixed on the bottom bar.



- A pop-up window will appear showing all the details you entered, organized by section (e.g., Addresses and References, Containers, Payment, etc.).
- If you notice something that needs to be changed, click Edit in the preview. You will be redirected directly to that specific section in the form for correction.
- It is also possible to click Download Preview to save the preview as a PDF for your records.



Preview before Submit

Dear Customer
This is a Preview of your Shipping Instruction.

Document Details
Booking No: **66847786**
BL Number: [Create new](#)

Addresses and References

Shipper Global Logistics Inc. 12 Main Street 12345, United States	Consignee ABC Traders Ltd. 101 Market Street Metropolis	Forwarding Agent Forwarding Co. Ltd. 39
TAX ID of Shipper DE812362046	TAX ID of Consignee DE120238883	TAX ID of Freight Forwarder -
Shipper's Reference SR464870583	Consignee's Reference CR462202	Freight Forwarder's Reference FFR978979

Notify Address

I accept the [Terms and Conditions](#)


[Cancel](#) [Make Corrections](#) [Download Preview](#) [Submit Now](#)

- Read and accept Terms and Conditions.
- Click Submit.

After Submission


- You will see an on-screen confirmation with a summary of your submission.
- This can be saved or printed for your records.
- As part of our quality promises, we ensure accurate and timely delivery of your BL draft for the shipping instruction within 2 business hours.

Thank You!


 **Your Shipping Instruction has been successfully sent to us.**

Hapag-Lloyd will now check your Shipping Instruction. You will receive the first draft of your BL after we have worked on your Shipping Instruction.

We ensure accurate and timely delivery of your **BL draft** for the Shipping Instruction **within 2 business hours for 80% of the cases.**
There is no need to call or mail us within the next 2 hours to request your draft.


 **Document Details**

Booking No	66847786	Document Status	SI Sent
Date of Submission	2025-08-18	Time of Submission	08:54:38 UTC

 **Back to Shipping Instruction**

You can continue with another Shipping Instruction.

[Back to Shipping Instruction](#)


 **Send Confirmation of SI via E-mail to additional people**

A confirmation of your submitted SI was automatically sent to **HAPAG.TESTUSER+24@GMAIL.COM**, but you can send this to up to three additional colleagues if needed.

E-mail Address


To inform more people about the SI, provide other e-mail(s) separated by a comma.

[Send via E-mail](#)

 **Technical Reference**


In case that any technical issue happens or you face delays (more than 8 hours) with receiving your initial draft, please reach out to us with the following ID:
349E0E978BAC415DA10BFA4003A966FA

Copy Reference ID

 **Save as Template**

You can save the SI that you just submitted as template.

[Save as Template](#)

 **Help us improve our Shipping Instruction solution**

Frequently Asked Questions (FAQ)

General

Q: What is the Shipping Instructions solution?

A: It is Hapag-Lloyd's online platform to submit shipping instructions, which are required for creating your Bill of Lading (B/L). It ensures your shipment documentation is processed accurately and efficiently.

Q: Who can use Shipping Instructions?

A: All Hapag-Lloyd customers with a valid booking can use the solution to submit their shipping instructions.

Q: Do I need to install any software?

A: No. Shipping Instructions is a cloud-based solution and works in any modern web browser.

Q: Can I use it on my mobile device?

A: Yes. The platform is responsive and accessible on most mobile devices with internet access.

Process & Functionality

Q: How do I start a Shipping Instruction?

A: Log in, enter your booking number, and click Find. You can also choose to use a saved template.

Q: Can I preview my input before submission?

A: Yes. With the Preview Before Submit feature, you can review all your entered details in a clear summary view. You can also edit sections directly from the preview and download it as a PDF.

Q: What happens after I submit my Shipping Instruction?

A: You will see an on-screen confirmation with a summary of your submission, which can be saved or printed. The first draft of the B/L will then be created.

Q: Can I make corrections after submitting?

A: Yes, but only through Hapag-Lloyd's BLDA solution, once the first B/L draft has been created.

Q: Can I save my progress and continue later?

A: Yes. The Save function allows you to store your Shipping Instruction as a draft. You can return at any time to complete and submit it. Saved drafts are accessible directly from the Saved Drafts tab in the application, but are also prompted when reopening the shipment.

Document Issuance

Q: How many Bills of Lading can I request?

A: You can specify the number of freighted originals, freighted copies, unfreighted originals, and unfreighted copies directly in the Document Issuance section.

Q: What document types are available?

A: You can choose between Original Bill of Lading, Sea Waybill or electronic BL (eBL).

Support

Q: What if I encounter a technical problem?

A: Contact your local Hapag-Lloyd customer service. For system errors, please share also the displayed transaction ID.

Q: How will I know about updates to the solution?

A: Updates will be communicated via the Shipping Instructions platform, customer newsletters, and the Hapag-Lloyd website.