

ODEX GUIDE

Please address all your Customer Service related queries to:

✉ UAE@SERVICE.HLAG.COM

Connect with us using your case ID or shipment number at:

☎ +971 600 521 300

Counter Address & Timings

Counter Location - Hapag-Lloyd Middle East Building - Ground Floor

Export Counter – 08:30 hrs. to 15:00 hrs.

(Collection of Export Original Bill of Lading, Telex release, Switch Bill of Lading)

Import Counter – 08:30 hrs. to 16:00 hrs.

(Submission of fully endorsed Original Bill of Lading)

Sea Way Bill Delivery Order – Kindly upload your documents on the ODEX portal.

Sea Way Bill Export Release – Once you get a payment receipt from ODEX, kindly send an email to uae@service.hlag.com

ODEX Invoice & Payment

To Register – Open <https://ae.odexglobal.com> and click on “register now”. Provide your company details, address, users and click on submit. Login credentials will be shared on your registered email address.

To learn how to navigate the platform click <https://www.youtube.com/watch?v=9N3jcRCekqE>

Payment options and confirmation turn time:

- Online Transfer – 6 working hours.
- Cash (Al Fardhan exchange) – 1 working hour. (additional charge of AED 25 implemented from the exchange company. Cash limit of AED 15k per transfer)
- Credit Card option – Instant payment confirmation (Additional 3% charge of the total transfer amount.
- Internet Banking – Instant payment confirmation (Additional charges of AED 25 applicable however no limit for set for payment transfer)
- E-Van top up - Instant payment confirmation (No additional charges however sufficient balance in the customers account is needed)
- Once payment is done, please send payment details and ODEX reference number to uae.recon@odex.co to get a payment receipt.

In case of any technical assistance, please contact the ODEX support team ☎ +971 4383 9651



<https://ae.odexglobal.com>