

CustomerInfo

USA – Personal Effects Tip Sheet

March 7, 2019

Dear Customer,

We are pleased that Hapag-Lloyd was chosen as the carrier for your personal effects/household goods.

We provide the following simple tips and information about shipping your important goods with Hapag-Lloyd AG (Hapag-Lloyd).

Tip No. 1

– What is a Bill of Lading or Sea Waybill? These are important documents which, depending on the circumstances, may act as a receipt, document of title and/or contract of carriage for your goods. It is suggested that you familiarize yourself with the terms and conditions of Hapag-Lloyd's Bill of Lading or Sea Waybill, which are binding on you and may be found on our website under [“terms & conditions of transport”](#).

Tip No. 2 – Know importing requirements. The U.S. 10+2 security initiative requires several key elements to be submitted to U.S. Customs 24 hours prior to loading. Know who is filing your 10 required elements.

Tip No. 3 - Is a logistics firm handling the importation of your cargo? Many logistics companies specialize in the handling of household goods and personal effects. Those companies have long standing good relationships within the marine transportation environment. Among other things, ensure you have an arrangement to be listed as a notify party on the bill of lading in order to receive updates about your household goods, or personal effects.

Tip No. 4 – What is an arrival notice? An arrival notice is a document generated by Hapag-Lloyd prior to vessel arrival at the port of intended discharge for the goods. It provides important information such as the ETA (estimated time of arrival), vessel and voyage, port of discharge and any owed charges just to name a few. In order to save time, any pending issues concerning your goods should be resolved prior to the vessel's arrival. The lack of receiving an arrival notice does not absolve you or any other party to the Bill of Lading or Sea Waybill from any responsibility as to free time for the goods at the terminal or otherwise.

Tip No. 5 – Are you aware of U.S. Customs rules and regulations regarding importation of cargo? A licensed Customs House Broker specializes in making entry for U.S. Customs clearance. That party is familiar with all rules and regulations including the handling of cargo which may be on a government hold.

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Tip No. 6 – U.S. government hold or exam. An ocean carrier such as Hapag-Lloyd has no control with the type and duration of a government hold. Any costs arising from an inspection are for the account of the goods. Household goods do experience government holds and examinations. Special care should be given in documenting all contents of a household goods container to assist U.S. Customs as may be necessary.

Tip No. 7 – Free time: Marine terminals, ocean carriers, and railroads all have established free time within their respective tariff. Exceeding this free time may cause charges to accrue on your account.

Tip No. 8 – Port storage, rail storage, line demurrage and per diem are not the same charge. Each is unique and specifically defined within published tariff rules. Please speak with a customer service staff member at Hapag-Lloyd for any questions on these potential charges.

Tip No. 9 – Shipping containerized household goods: Ocean containers are built as an economical and efficient means of transport. They are not equipped with ramps, lifts or additional doors. Thus, careful consideration should be given to the way in which the goods are to be removed from a container in the event delivery is at the customer's door. If your container is to be delivered to a residence, Hapag-Lloyd will assist in reviewing the booking to help determine if the transport can be done within free time and other applicable limitations. Speak with a Hapag-Lloyd customer service representative for more details.

These basic tips are just a few of the many items involved in the international transportation of goods to/from the U.S. Moving is stressful and it is our goal to assist you in that process as best possible.

Disclaimer: This communication is for general informational purposes only and (i) should not be construed as legally binding on Hapag-Lloyd or as providing legal advice on any subject matter and (ii) cannot serve as the basis for the imposition of any warranty, express or implied on Hapag-Lloyd. Nothing contained herein shall alter or modify the applicability and enforceability of the terms and conditions of Hapag-Lloyd's Bill of Lading, Sea Waybill, Tariff or otherwise, all of which are reserved.

For further information please contact your local Hapag-Lloyd office.

Kind regards,

Hapag-Lloyd (America) Inc.
as agent of Hapag-Lloyd AG