

Web Booking Manual

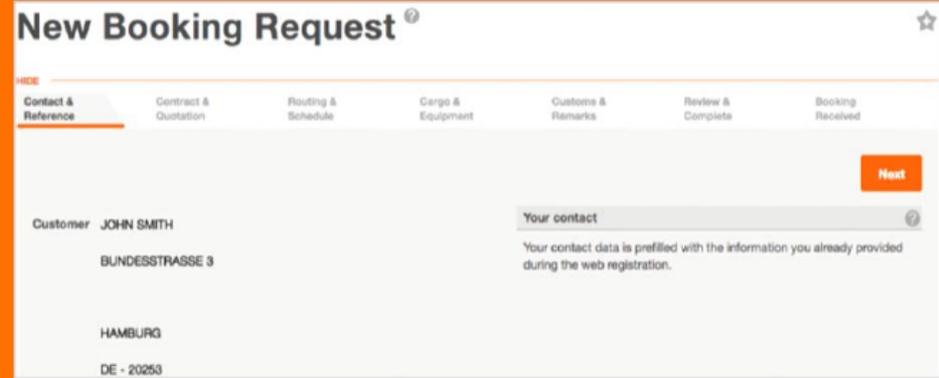


Hapag-Lloyd

Web Booking

Your guided Booking Request

Start your booking request with one click, streamline your operations with the intuitive wizard, and manage your bookings all in one place.



The screenshot shows a web form titled "New Booking Request" with a star icon in the top right corner. Below the title is a progress bar with six steps: "Contact & Reference" (highlighted in orange), "Contract & Quotation", "Routing & Schedule", "Cargo & Equipment", "Customs & Remarks", and "Review & Complete". A "Booking Received" label is positioned at the end of the progress bar. A "Next" button is located on the right side of the form. The main content area displays the following information:

- Customer: JOHN SMITH
- BUNDESSTRASSE 3
- HAMBURG
- DE - 20253

On the right side, there is a section titled "Your contact" with a help icon. Below it, a message states: "Your contact data is prefilled with the information you already provided during the web registration."

www.hapag-lloyd.com/en/online-business/booking/new-request.html



Web Booking

Key Features

- **Less typing** - data prefilled based on Hapag-Lloyd quotation number
- Update booking to send updates to an existing booking.
- **Start now – complete later**“ your input is saved with each new screen and saved as a draft when you leave
- Data Verification prior to submission supports higher data quality which leads to **faster Booking Confirmation**
- Book reefer, Out of Gauge and hazardous cargo with all necessary data
- **Instant Booking Number** upon submission of your booking request
- **Complete transparency** of all Bookings status throughout your organization with the online Booking List

Did you know?
You can re-use data through “copy booking” and “template function” for repetitive cargo and frequent routes

New Booking Request ®

Customer [dropdown]
Your contact [dropdown]
Your contact data is prefilled with the information you already provided during the web registration.
Customer Reference [input]
Contact* [input: DIGITAL_HMLL]
Phone [input]
Notification E-mail* [input: HMLLDIGITAL@GMAIL.COM]

Place your booking now!

Web Booking

Send your Quote via E-Mail

E-Mail

Language



- After take your quotation, click **Book** from My Quotations page or directly end of quotation page and start your guided booking request.
- Start your booking request with one click, streamline your operations with the intuitive wizard and manage your bookings all in one place.

Web Booking - Contact & Reference

- **Customer Reference**
The Customer Reference is not mandatory but would allow for easy identification of the individual booking request at any time e.g. via the List of Requests.
- **Contact**
Fill in the name of the person responsible for the booking request.
- **Notification E-mail:**
Please provide an e-mail address to which you wish to receive the booking confirmation and future correspondence regarding the status of your booking.

New Booking Request [?]

Contract & Reference | Contract & Quotation | Routing & Schedule | Cargo & Equipment | Customs & Remarks | Review & Complete | Booking Received

Customer

Customer Reference

Contact*

Phone

Notification E-mail*

Your contact
Your contact data is prefilled with the information you already provided during the web registration.

Insert your relevant reference. Your prefilled contact information can be changed

Click on "Next"

Next

Web Booking - Contract & Quotation

1. Quotation / Contract No.

Quotation directly imported from Quick Quotes. The validity of the quotation is really important for your booking request.

2. Valid to

The validity of the contract / quotation. It's important to complete it using valid quotations.

3. Contractual Party

Address of the party for which the booking request will be placed.

4. Routing as per Quotation.

The Routing will be displayed as per Quotation. Routing options automatically pulled from your Quick Quote.

5. Select Routing → Click on it.

New Booking Request [?]

Contract & Reference | **Contract & Quotation** | Routing & Schedule | Cargo & Equipment | Customs & Remarks | Review & Complete | Booking Received

1 Quotation / Contract No.* W2111MEF Clear Previous Next

Base for Freight Charges [?]
The freight basis is either a quotation or a (service-) contract you hold with Hapag-Lloyd.
A Hapag-Lloyd quotation number has the format W1209RTM00001 or Q1209RTM00001, a (service-) contract has the format S19ABC001 or 4682727.
If you have neither a contract nor a quotation with Hapag-Lloyd, please use **Quick Quote** or contact your local **Hapag-Lloyd Sales Office**.

2 **Validity** [?]

Quotation / Contract No.* W2111MEF **Contractual Party** [Redacted]
Valid to 2021-12-31 [Redacted]

3

In your quotation the following **4** and equipment definitions have been made. If your Quotation has expired or its details are not fitting with your request, please contact your local **Hapag-Lloyd Sales Office**.

Routing as per Quotation [?]

Select a routing from the following alternatives. The listed container types are defined in your quotation.

Export haulage, Mode of Transport	Start of Transport, Port of Loading	Service	Port of Discharge, End of Transport	Mode of Transport, Import haulage	Commodity	Ctr. Type 1	Ctr. Type 2	Ctr. Type 3
<input checked="" type="radio"/> Terminal	ISTANBUL	GEM	HAMAD	Terminal	FAK	20' STD	40' STD	40' HC

5 Select Routing

Web Booking - Routing & Schedule - Part 1

1. Start location / End location / Via 1, Via 2

Where your transport begins and finishes and where your transport moves via.

Since your booking request is based QQ, this information will be automatically shown.

2. Start date / End date

The date range selected from start to finish.

For Carrier's haulage this will identify the loading/delivery date at door.

For Merchant's haulage this will show the delivery / collection date at the terminal.

The date is preset with the current date, but you can amend it.

3. Received/Delivered at your door (CH), Received/Delivered at container terminal (MH)

Who is responsible for haulage arrangements at origin/destination. Considering that your booking request is based on a Quick Quote, this information will be automatically shown.

4. Look-up Schedule

Schedules based upon your booking parameters.

Note: Looking up the schedule is mandatory before proceeding with the creation of your booking request.

New Booking Request [?]

Contact & Reference

Contract & Quotation

Routing & Schedule

Cargo & Equipment

Customs & Remarks

Review & Complete

Booking Received

The transport and routing is based on your quotation and cannot be changed.

Please press Look-up Schedule to find matching vessels / voyages.

Your preferred sailing might not be shown on our website due to the ongoing "vessel Phase In / Phase Out Program" in the trade North Europe from / to Centre case please contact your local Hapag-Lloyd booking office and we will find a solution fitting your needs.

Container positioning dates can be filled when defining cargo and equipment.

1

Start Location* TRIST|ISTANBUL

2021-11-01

Received at your door (CH)

Via 1 ...

(e.g. 2013-09-23)

Received at container terminal (MH)

Via 2 ...

End Location* QAHMD|HAMAD

(e.g. 2013-09-23)

Delivered at your door (CH)

Delivered at container terminal (MH)

4

Look-up Schedule

Clear

Web Booking: Routing & Schedule page - Part 2

1. Choose your Routing from our Interactive Schedule.

2. Click "Routing Details".
Selected routing will be shown at bottom. You can also see cut-off dates if you click "Closings and Terminal Details" button.

3. Click "Select for Booking".

Connection: ISTANBUL - HAMAD Period: 2021-11-01 -

Port of Loading	Transshipments	Vessels / Services	Port of Discharge	Transit Time (days)
<input checked="" type="radio"/> ISTANBUL TR 2021-11-05	0	COLOMBO EXPRESS / 2139E / GEM	HAMAD QA 2021-11-24	19
<input type="radio"/> ISTANBUL TR 2021-11-08	0	FRANKFURT EXPRESS / 2140E / GEM	HAMAD QA 2021-11-29	21
<input type="radio"/> ISTANBUL TR 2021-11-15	0	XIN LOS ANGELES / 152E / GEM	HAMAD QA 2021-12-06	21
<input type="radio"/> ISTANBUL TR 2021-11-22	0	CMA CGM CONGO / 08MAAE1MA / GEM	HAMAD QA 2021-12-13	21
<input type="radio"/> ISTANBUL TR 2021-11-29	0	TYNDALL / 2143E / GEM	HAMAD QA 2021-12-20	21
<input type="radio"/> ISTANBUL TR 2021-11-05	1	COLOMBO EXPRESS / 2139E / GEM FRANKFURT EXPRESS / 2140E / GEM	HAMAD QA 2021-11-29	24

2 Routing Details **3** Select for Booking

Routing Details

Location	Arrival	Departure	Vessel / Mode of transport	Voyage	Service
<input type="radio"/> ISTANBUL		2021-11-05	COLOMBO EXPRESS	2139E	GEM
<input type="radio"/> HAMAD		2021-11-24			

Vessel Details Vessel Tracing Closings and Terminal Details

Terminal details

Terminal	Opening Times	Acceptance
Terminal Name: KUMPORT LIMAN HIZMETLERI	Mon - Fri 00:01 - 23:59	<input type="checkbox"/> FCL
VE LOJISTIK SANAYE TIC.A.S.	Saturday 00:01 - 23:59	<input type="checkbox"/> LCL
Street: MARMARA MAH LIMAN CD. NO 43	Sunday 00:01 - 23:59	<input type="checkbox"/> LCL/FCL
Post code / City: 34824 ISTANBUL		
Remark:		
Arrival: 2021-11-05 Time 08:00		
Departure: 2021-11-06 Time 08:00		

Booking Closure	Document Closure	Cut Off Dates
DG 2021-11-01 Time 12:00	Date 2021-11-01 Time 15:00	VGM 2021-11-02 Time 14:00
		FCL 2021-11-02 Time 15:00
		Reefer 2021-11-02 Time 15:00
		DO 2021-11-01 Time 12:00
		DOO/PLATS 2021-11-01 Time 12:00
		LCL 2021-11-02 Time 10:00

Web Booking: Cargo & Equipment - Part 1 (CH)

1. Container Type

Select up to 4 different container types and up to 10 containers.

Where your booking request is based on a quotation this information will be limited to show as defined by the quotation.

2. Export Positioning Address

For Carrier's haulage (CH) the name and address of the company where the container is to be positioned is required.

3. Export Positioning Date

This section is relevant only if the export haulage of your booking request is defined as Carriers Haulage (Received at your door).

"Pick up of full container" is not relevant and can be left blank.

New Booking Request [?]

Contact & Reference Contract & Quotation Routing & Schedule **Cargo & Equipment** Customs & Remarks Review & Complete Booking Received

Previous

1 Container Type [?]

Select up to 4 different container types and up to 10 containers. Or select 1 container type and up to 250 Containers if the same cargo details are applicable for all containers.

Qty*	Container Type*
<input type="text"/>	...

2 Export Positioning Address [?]

For the container positioning please provide the company name with street address as accurately as possible. This will enable us to find matching entries in our address catalogue.

Company name and full address*

3 Export Positioning Date [?]

If you need different positionings for containers you can adjust the individual dates and times below, after clicking on "Assign Details".

If you need additional time for stuffing, please provide a pick up date and time (extra charges may be incurred).

Positioning

Pick up of full container

Loading Reference

Web Booking: Cargo & Equipment - Part 2

1. Cargo Description / HS Code (Harmonized System Code)

By entering the Cargo Description/HS code here it will be assumed to be the same for all containers and copied across all containers booked. If you have more than one cargo this information can be provided later.

2. Booking Contact

Details of the person(s) to be contacted upon arrival at the positioning/pick up address (only applicable for carrier haulage (Received at your door)).

3. Click on **Assign Details** to proceed.

Cargo ?

Please make sure the commodity is covered by your Quotation or Contract. If your booking includes commodities other than the quoted ones, different rates may apply - please contact your local **Hapag-Lloyd Sales Office**.

If your containers will contain different cargoes, you can specify the individual descriptions below, after clicking on 'Assign Details'.

1

Description

HS Code

Please assign the relevant details to your requested containers, e.g. weight and cargo per container. Then you can adjust e.g. the individual positioning dates, if needed.

Booking Contact (to confirm positioning) ?

Name **2**

Phone

Please enter who should be contacted in context with the positioning of the equipment.

3

Feedback

You may save the current status of your booking request as template for further booking requests.

Web Booking: Cargo & Equipment - Part 3

4. Cargo weight and its unit

If you have more than one cargo, you can provide correct details for each one.

5. Click on Next.

Equipment and Cargo

Please provide the information for cargo and equipment.
If possible, please also provide the Harmonized System Code (HS Code) for your cargo as this simplifies the subsequent documentation process. HS Code are mandatory for US business due to filing regulations.
Positioning dates/times remain subject to haulage / equipment availability, a booking confirmation will be issued to affirm your request has been successful.

4

Container 1

Container Type	22GP	Cargo Description*	HS Code	Cargo Weight *	Unit *	DG Details
Positioning*	<input type="text" value=""/>					
Pick up	<input type="text" value=""/>					
Loading Reference	<input type="text" value=""/>					

Container 2

Container Type	42GP	Cargo Description*	HS Code	Cargo Weight *	Unit *	DG Details
Positioning*	<input type="text" value=""/>					
Pick up	<input type="text" value=""/>					
Loading Reference	<input type="text" value=""/>					

Please note that additional charges may apply for extra stuffing time (e.g. Positioning Origin Charge).

5

You may save the current status of your booking request as template for further booking requests.

Web Booking: Customs & Remarks

1. **Customs reference** (where applicable) – Not relevant for shipment ex Italy.
2. **Bill of Lading Numbers**
If you want to define this later after the booking process, select “Not needed with booking confirmation”.
If you wish to receive the Original Bill of Lading Numbers with the booking confirmation, you may enter the quantity here (Not including the quantity of copies). Therefore, select the option “Original Bill of Lading (OBL) numbers”.
3. **Remarks**
Any additional remarks. This box can be used to provide any other instructions not already covered
4. Click on **Next**.

New Booking Request

Contract & Reference | Contract & Quotation | Routing & Schedule | Cargo & Equipment | **Customs & Remarks** | Review & Complete | Booking Received

Previous Next

1 Customs References

Type	Reference / ID
...	
...	
...	
...	
...	

2 Bill of Lading Numbers

You may receive the bill of lading numbers with the booking confirmation. How many do you need?

Not needed with booking confirmation

No. of Bill of lading numbers:

3 Export Customs Filing

Export customs filing performed by third party. Performed by (address):

4 Remarks (optional Shipper/Consignee address)

Please enter here any remarks you wish our Customer Service to take into account. You can also specify Shipper and Consignee addresses here.

Clear Previous Next

Web Booking: Review & Complete

Contact and Reference

Customer: WANGZU LOGICA
WA BELFORS 2228

Customer Reference: Contact* DIGITAL_HUB

Phone: Mailing Address** HAMBURG@GLOBAL.COM

CA: 212492
E: - 2281

[Edit Contact and Reference](#)

Contact and Questions

Questions (Contact No*) 9227MR1192

Mail No: 2228-08-24

WA BELFORS 2228

CA: 212492
E: - 2281

[Edit Contact and Questions](#)

Booking and Schedule

If you want to change the booking, you first need to change the Contract or the Question above.

Received at your door (D) Delivered at your door (D)

Received at container terminal (M) Delivered at container terminal (M)

Location	Arrival	Departure	Asset / Mode of Transport	Voyage No.	Service
PROVA		2024-02-04	TRUCK		
VENOS	2024-08-05	2024-08-06	SARINIS EPANT	4086	ADK
FRANZOS	2024-02-12	2024-02-15	ULJAN EXPRESS	022	WZL
HONG KONG	2024-08-09	2024-08-11	CTN LAHR	102N	NDK
DWARD-VE	2024-02-17				

[Edit Schedule](#)

Cargo and Transport

Export Process/Address: CA_HL

Container Type: 22GP Cargo Description: HK Code: Cargo Weight: 12000 (kg) 2228000

Position#: 2024-07-02 10:30 VACUUMET 2228 10

Roll-up: Loading Reference: [Edit Cargo and Transport](#)

Container Remarks

Type: Reference / ID

Bill of Lading/Particulars

If you, have any? [Edit Bill of Lading/Particulars](#)

Export Customs Filing

Export customs filing performed by third party: Performed by (job/brand)

Remarks (optional) Shipper/Consignee address: [Edit Customs and Remarks](#)

Bill of Lading Mandates

If you, have any? [Edit Bill of Lading Mandates](#)

Export Customs Filing

Export customs filing performed by third party: Performed by (job/brand)

Remarks (optional) Shipper/Consignee address: [Edit Customs and Remarks](#)

Complete your request

By clicking on 'Submit Booking', you acknowledge that you have accepted the Hapag-Lloyd Bill of Lading or Sea Waybill Terms and Conditions respectively and agree to accept a legally binding booking request.

[Review](#) [Submit Booking](#)

[Copy Data into Request](#)

- On the Review & Complete tab the information you have entered has been summarized which will allow for the details to be reviewed before submitting your booking request. If any of the details are incorrect you can select the respective tab and amend before submitting. If you have chosen to amend any details under their respective tabs, you can do so by selecting the Edit button.

Submit Booking

Select 'Submit Booking' to send your booking request to Hapag-Lloyd. This will be followed by confirmation of receipt along with your booking reference. These details can also be reviewed at the 'Booking Received' tab. If you do not want to submit your booking request at this stage, it will be stored under the 'List of Requests' page and can be located at the top of the table with all other non-completed booking requests. From here you have the option to complete at a later date.

Web Booking – Booking Received

1. Your **Booking reference number** is immediately provided

2. The **Booking Confirmation** will be sent to the email address provided

Once received booking no.
You can:

3. **Check out Shipping Guarantee**

4. **Buy Additional Freetime**

New Booking Request [?]

Thank you for your booking with Hapag-Lloyd.

Your booking number is: **1**

Booking number 70368509 **Booking date** 2021-11-02

You will receive your Booking Confirmation at the following e-mail address:

AC@GMAIL.COM **2**

In case of any questions please contact your responsible [Hapag-Lloyd Office](#). You can check the status of your request on the [List of Requests](#). Or you may just create a [new booking request](#).

Check out Shipping Guarantee

With our new Shipping Guarantee you can secure the preferred main voyage for your container. Avoid disruptions in your supply chain and enjoy peace of mind with [Shipping Guarantee](#).

Check Out Shipping Guarantee **3**

Buy Additional Freetime

Need more time? Check out our [Additional Freetime](#) packages!

Buy Additional Freetime **4**

New Booking Amendment Beta Feature Now Available

* The feature is under the "Book" Menu in the Business suite, & can be accessed via the Navigator as well

* Its a simple to use web form which the customers can use to send their update or cancel request with very minimal effort.

1. Key in the Shipment number,
2. Select the update or cancel radio button
3. Select the appropriate reason
4. Type in the description
5. Check the contact email and click Submit.

Home | Services & Information | Our Company | Online Business Suite

Booking Amendment ^{BETA} | [About this app](#)

Booking amendment request

Enter number of the booking you want to update

What is your request?

I want to update booking I want to cancel booking

Select specific type of update from the list below

Add any necessary details

Start typing request details

New Booking Amendment Beta Feature Now Available

- The request will be sent to sales force to create a case and customer will get an "on screen notification" of his case number & an email with his request description.

- The case will be routed to respective GSC or Area SV as routing defined in the sales force.

The screenshot displays the Hapag-Lloyd booking management interface. At the top, there is a 'List of Shipments' table with columns for Booking Ref., Customer Ref., Shipping Guarantee, Additional Freight, Cargo Insurance, First vessel, Start location LOCODE, and Start location name. The table lists several shipments, some with 'Buy now' buttons. Below the table, the 'Shipment Details' section is visible, featuring a 'Booking Amendment Beta' banner with the text 'Only available for selected countries' and two buttons: 'Update Booking' and 'Cancel Booking'. A timeline shows the shipment route from DEHAM (31.05.2020) to GBLGP (02.06.2020) via CHARLESTON EXPRESS 07E. Below the timeline, there are three sections: 'OVERVIEW', 'CONTAINER PICK UP/REDELIVERY', and 'CUT OFF DATES', each containing relevant booking information.

Booking Ref.	Customer Ref.	Shipping Guarantee	Additional Freight	Cargo Insurance	First vessel	Start location LOCODE	Start location name
		-	✓ Purchased	-	CHARLSTONE EXPRESS	DEHAM	HAMBURG
		-	✓ Purchased	-	CHARLSTONE EXPRESS	DEHAM	HAMBURG
	COPY 2.0	-	Buy now	-	CHARLSTONE EXPRESS	DEHAM	HAMBURG
		-	✓ Purchased	-	CHARLSTONE EXPRESS	DEHAM	HAMBURG
	COPY 2.0	-	Buy now	-	CHARLSTONE EXPRESS	DEHAM	HAMBURG
		-	✓ Purchased	-	CHARLSTONE EXPRESS	DEHAM	HAMBURG
	COPY 2.0	-	Buy now	-	CHARLSTONE EXPRESS	DEHAM	HAMBURG
		-	✓ Purchased	-	CHARLSTONE EXPRESS	DEHAM	HAMBURG
	COPY 2.0	-	Buy now	-	CHARLSTONE EXPRESS	DEHAM	HAMBURG

Booking Amendment Beta
Only available for selected countries

[Update Booking](#) [Cancel Booking](#)

Arrival: DEHAM - 31.05.2020
Departure: CHARLESTON EXPRESS 07E
Destination: GBLGP - 02.06.2020

OVERVIEW	CONTAINER PICK UP/REDELIVERY	CUT OFF DATES
Booking Ref. Customer Reference Bill of Lading No.	Booking Ref. Empty-container redelivery @ Destination	Shipping instruction closing 16.04.2020 12:00 PM VGM out-off 17.04.2020 10:00 AM FCL delivery out-off 18.04.2020 2:00 PM

Thank you

