

Dear valued customer,

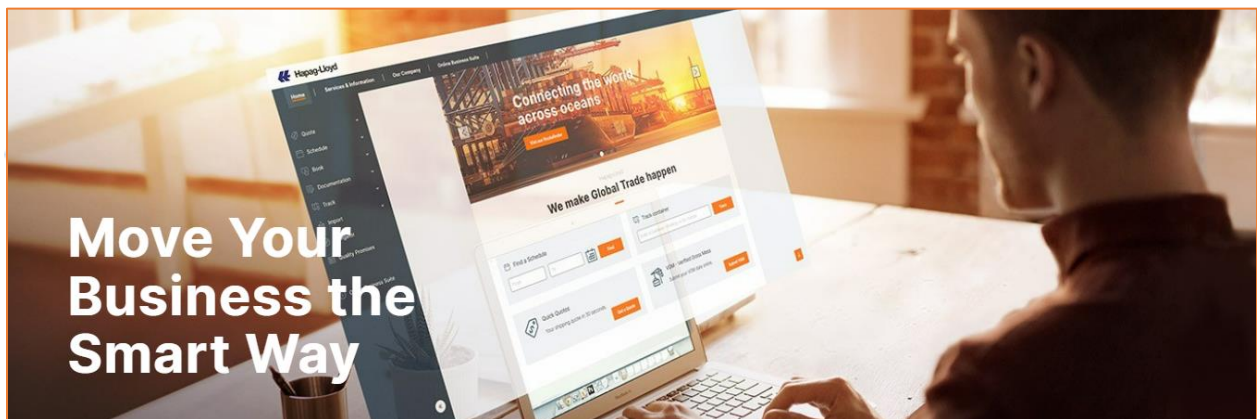
Thank you for choosing to work with Hapag Lloyd.

We have prepared this file for you, which contains information about all processes related to your shipments.

You can find more information on each step of the shipping process below and discover the new way of doing business online with Hapag-Lloyd. If you want to directly access any web and mobile solution, you can easily do this via the new menu on the left.

For all your questions and requests, you can reach us by phone or e-mail ([Here](#) are the contact details of our offices.). We will be happy to help you with all your questions and demands.

You can easily perform all your transactions such as getting a price quote, checking the ship schedule, submit a booking, and entering shipping instructions on our website <http://www.hapag-lloyd.com> or our “Hapag-Lloyd” mobile application.



Below information was created thinking to simplify our daily process to you in order to provide a better and smooth experience.

Click on the line that you need to expand or dropdown the item that you are a looking for.

In some items you will find link do helpful pages or links that create automatic email to be send to us with your request using a simple format with mandatory information.

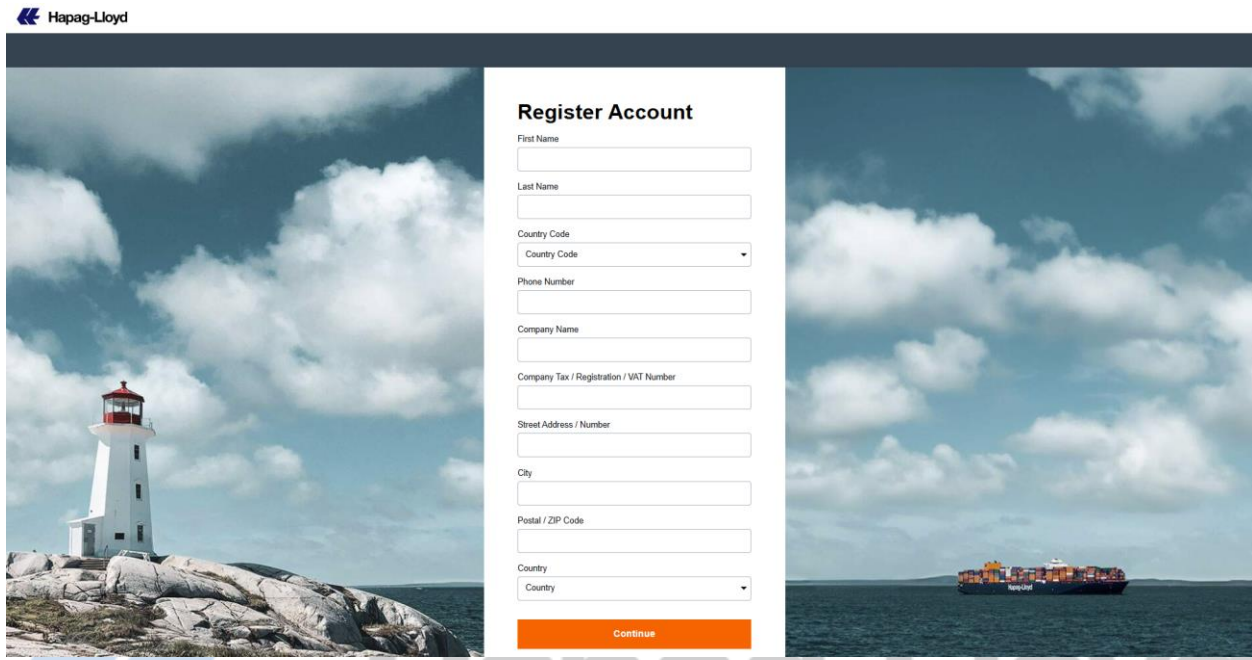
## Summary

<b>1 - How to create account on HL website? .....</b>	<b>3</b>
-------------------------------------------------------	----------

<b>2 - What do I need to do to get a quotation or a Quick Quote Spot ?</b>	<b>4</b>
<b>3 - How can I check local charges?</b>	<b>5</b>
<b>4 - How can I check the standard free time for each port?</b>	<b>6</b>
<b>5 - How can I purchase shipping guarantee, Live position, additional free time and others?</b>	<b>6</b>
<b>6 - How can I access to the vessel schedules? Where can I find the cutoffs?</b>	<b>7</b>
<b>7 - How can I create a booking request?</b>	<b>8</b>
<b>8 - Can I update a booking? What are the costs? What Can I change and can't change?</b>	<b>9</b>
<b>9 - Where can I collect my empty container?</b>	<b>11</b>
<b>10 - How can I submit VGM?</b>	<b>11</b>
<b>11 - What are the main information or documents that we need to know?</b>	<b>13</b>
<b>12 - External Transmission</b>	<b>14</b>
<b>13 - How can I submit shipping instruction?</b>	<b>17</b>
<b>14 -What is the maximum weight and volume I can load in the container and what is the tare weight of the container?</b>	<b>18</b>
<b>15 - I need to deposit my container, what do I need to do?</b>	<b>19</b>
<b>16 - Shipping procedure dispatch customs in Spanish ports</b>	<b>19</b>
<b>17 - How can i request a BL correction? What is the time and costs to do it?</b>	<b>20</b>
<b>18 - How can I trace my shipments?</b>	<b>22</b>
<b>19 - How can I check contact details for Hapag Lloyd office?</b>	<b>23</b>
<b>20 - When I'll receive the draft, copy, and invoices?</b>	<b>23</b>
<b>21 - I want to pay the invoices, what do I need to do? To whom do I need to send the payment?</b>	<b>24</b>
<b>22 - How can I get my BL, SWB or released at destination?</b>	<b>24</b>
<b>23 - When I'll receive the arrival notice?</b>	<b>24</b>
<b>24 – Import Guide</b>	<b>24</b>
<b>24.1 - “CESIONES” By cargo modality</b>	<b>25</b>
<b>24.2 - “CESION” to return the empties</b>	<b>25</b>
<b>25 - Where do I get a vessel certificate?</b>	<b>26</b>
<b>26 - I want to claim an invoice value</b>	<b>26</b>
<b>27 – Shipments origin Portugal to Africa destinations</b>	<b>26</b>
<b>28 – Carrier Haulage (transport made by hapag)</b>	<b>27</b>

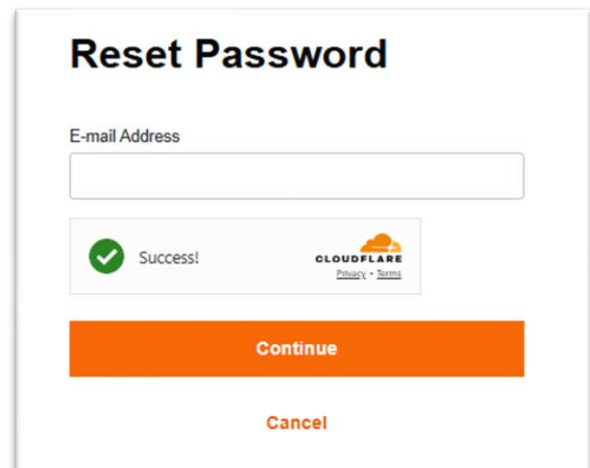
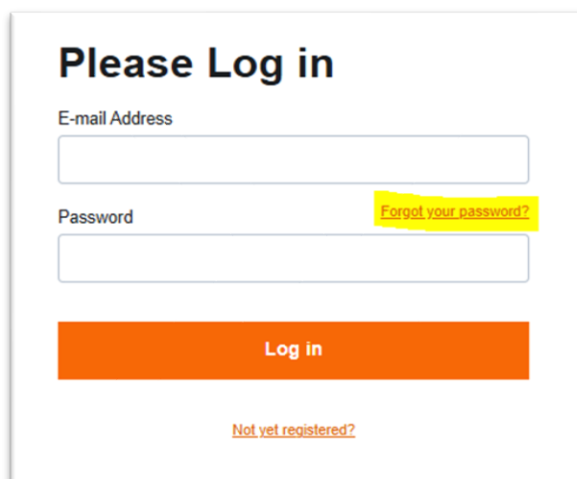
## 1 - How to create account on HL website?

You can create your business account easily on our website <http://www.hapag-lloyd.com> by following-up necessary steps. <https://www.hapag-lloyd.com/en/login.html>



### Forgot your password?

Click on the link on the screen for Login: [Forgot your password](#), fill your email and you will receive the instruction by email.



## 2 - What do I need to do to get a quotation or a Quick Quote Spot ?

In today's world, speed is the most key factor for supply chain management. With the “Quick Quotes” we have prepared for our valued customers as Hapag-Lloyd, prevent all unnecessary waste of time in the quotation process.

In a very short time, you can easily get your price quote with just one click and create your bookings wherever and whenever.

Click this [link](#) to get your price offer without wasting any time!

In less than 30 seconds, you can access your 24/7 price offers with just one click. With the detailed information in our price offers, you can easily receive your price quotation requests without encountering any surprise costs. You can easily organize your shipments with the price offer you receive, by getting a price offer as door or port delivery/receipt, according to the transportation mode you want, among more than 600 ports, in accordance with the needs of your shipments.

### **Quick Quotes Usage Advantages**

- No more waiting: a quote in less than 30 seconds.
- 24/7 availability, Hapag-Lloyd Mobile App. You can get a price quote wherever you are with
- With a single click, you can create a reservation based on a quote.
- Possibility of quotation for standard, refrigerated and open top (without overflow) containers.
- Easily find quotes for more than 120 services among 600 ports worldwide.
- Possibility of quotation for door-to-door shipments.
- Possibility to save your quote and send it by e-mail
- Get quotes for up to 10 different port combinations at the same time to have more flexibility in your planning
- Enjoy scheduling your shipments more reliably and easily with the option to request a quote for your shipments, which are organized for the time period after the validity date of your existing contracts.

**Quick Quotes** [Learn More](#)

Product:  Quick Quotes  Quick Quotes Spot

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**Request**

**Routing**

Start Location:  End Location:

Received at your Door       Delivered to your Door  
 Received at Terminal/Ramp       Delivered to Terminal/Ramp

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**Validity Date**

Valid From:

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**Container and Commodity Details**

Container Group:

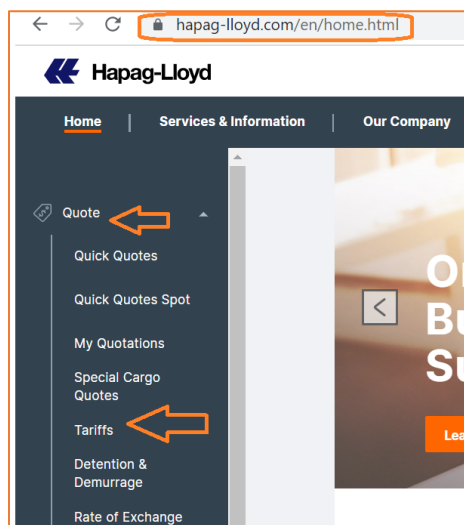
Commodity:

Dangerous Goods

You can contact our sales department for all your questions and requests about “Quick Quotes” and your price offers. You can reach the contact details informed on your quotation. For your questions about the acceptance of the shipments, if you send an e-mail to the same contact details, specifying the details such as the goods type, GTIP number, destination and exit countries.

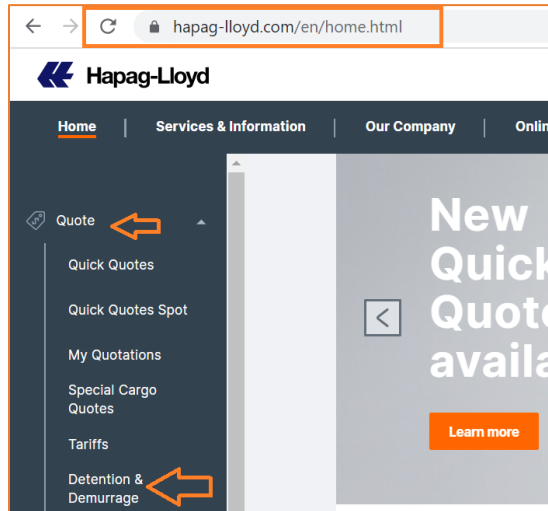
### 3 - How can I check local charges?

You can reach local charges & service fees for all countries from [our website](#).



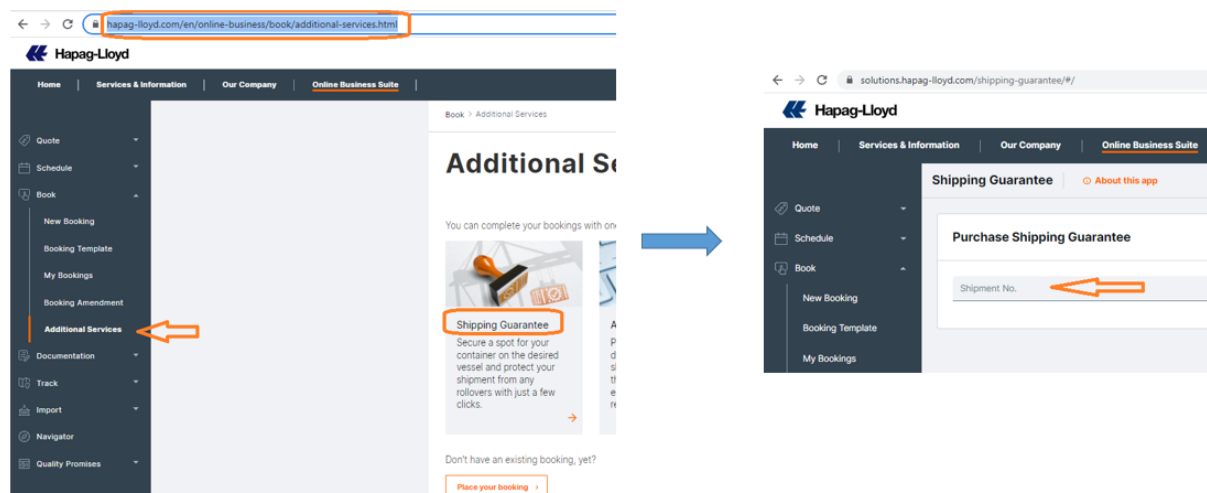
#### 4 - How can I check the standard free time for each port?

Demurrage & detention tariffs for each country/port can be found on our [website](#).



#### 5 - How can I purchase shipping guarantee, Live position, additional free time and others?


From Our [website](#) home page Additional Services can be reached.




You can also use [Navigator](#) to purchase additional products, products availability depends on the country

## Additional Services - Complete Your Shipments


You can complete your bookings with one of the additional services below:  
 Don't have an existing booking, yet?  
[Place your booking](#)




**Ship Green**  
 Book climate-friendly shipments online and actively avoid 25, 50, or 100% of CO2e emissions for your shipments.  
[Purchase Ship Green](#)  
[More about Ship Green](#)




**Live Position**  
 Access real-time data for your shipments by simply entering your booking or container number and get door-to-door data at a glance.  
[Purchase Live Position](#)  
[More about Live Position](#)




**Additional Freetime Destination**  
 Additional time, more flexibility: Purchase additional freetime at destination upfront at a discount and plan shipments better in advance.  
[Purchase Additional Freetime Destination](#)  
[More about Additional Freetime Destination](#)




**Shipping Guarantee**  
 Secure a spot for your container on the desired vessel and protect your shipment from any rollovers with just a few clicks.  
[Purchase Shipping Guarantee](#)  
[More about Shipping Guarantee](#)



**Cargo Shield**  
 Protect your cargo, secure your business: With Cargo Shield you can extend the liability of your D/L and choose from 3 different protection options.  
[Purchase Cargo Shield](#)  
[More About Cargo Shield](#)



**Controlled Atmosphere**  
 Add Controlled Atmosphere to your quote to keep your perishable cargo in excellent condition.  
[Purchase Controlled Atmosphere](#)  
[More about Controlled Atmosphere](#)



**Customs Clearance**  
 Clear your customs directly online with Hapag-Lloyd. Available for exports and imports from / to selected countries.  
[Purchase Customs Clearance](#)  
[More about Customs Clearance](#)

## 6 - How can I access to the vessel schedules? Where can I find the cutoffs?

With the “[Interactive Schedule](#)”, you can access the details of the ship schedule customized to your needs in just seconds. You can go to our “Interactive Schedule” page by clicking the link.

**Start Location**

**End Location**

Received at your Door  Received at Terminal/Ramp

Delivered to your Door  Delivered to Terminal/Ramp

**Start Date**

**Container Type**

 Dangerous Goods

US Flag only

[Clear](#) [Find](#)

After selecting the transportation modes to be used in the countries of origin and destination, on the page that opens, the names of the starting and destination points must be specified, and if the preliminary and/or final transportation organization will be made by us, the transportation mode (land, train, barge, combined transportation) that is desired to be organized by us must be selected separately. After choosing how many weeks you want to see the ship schedule from which date, you can easily access the ship schedule details within seconds by pressing the “Find” button.

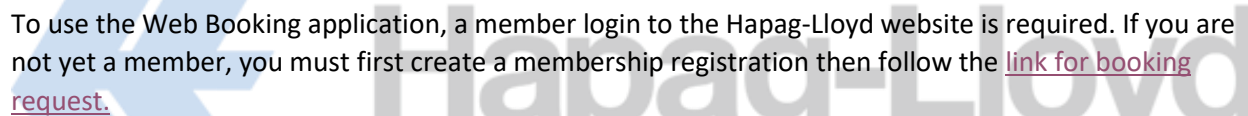
We uploaded the different cut-offs in our local web page.

You can find them here:

**For Spain** <https://www.hapag-lloyd.com/en/services-information/offices-localinfo/europe/spain.html#localtabnav=&tab=ti-vessel-calls-export-spain>

**For Portugal** <https://www.hapag-lloyd.com/en/services-information/offices-localinfo/europe/portugal.html#tab=ti-vessel-calls>

## 7 - How can I create a booking request?



To use the Web Booking application, a member login to the Hapag-Lloyd website is required. If you are not yet a member, you must first create a membership registration then follow the [link for booking request](#).

## Booking

Are you looking for a hassle-free container-booking process? Hapag-Lloyd's booking solution is here for you! Our online tool simplifies the entire process, ensuring high data quality for all your booking needs. With just a few clicks, you can easily enter contract and cargo data, select the best routing and equipment, and manage all your standard container bookings in one convenient location.

Simply submit your booking with a tap of your finger to start processing. Plus, our intuitive interface allows for quick and easy booking amendments, so you can make changes on the go. With real-time updates on available container space and fast booking confirmations, you don't have to worry about cancellations. Streamline your container-shipment booking with Hapag-Lloyd today!

### Your Benefits



#### Guided Use

Easy and intuitive data entry with just a few clicks for faster and simplified shipment booking



#### Increased Transparency

Real-time updates on available routings mean fewer cancellations.



#### Easy Updates

A clear and simple booking amendment form for effortless cancellation and update requests, streamlines the container-booking process

[Book now >](#)

Create a new booking with our wizard in just a few steps to completion. In addition, a valid contract/quote number is required to create a reservation. If you need help with a quote or contract, you can contact our sales department.

As you can see in the image on the previous page, the necessary steps for the booking must be followed in order and the information must be sent to us. After all the necessary information is entered and the reservation is sent for confirmation, your request will be examined, and the necessary feedback will be given to you. Your previous updates are recorded at each step, and you can leave a reservation creation process unfinished and continue the remaining process later and send your reservation request to us. By creating a draft reservation for your recurring shipments, you can send us your reservations without having to re-enter the same details for your next shipments.

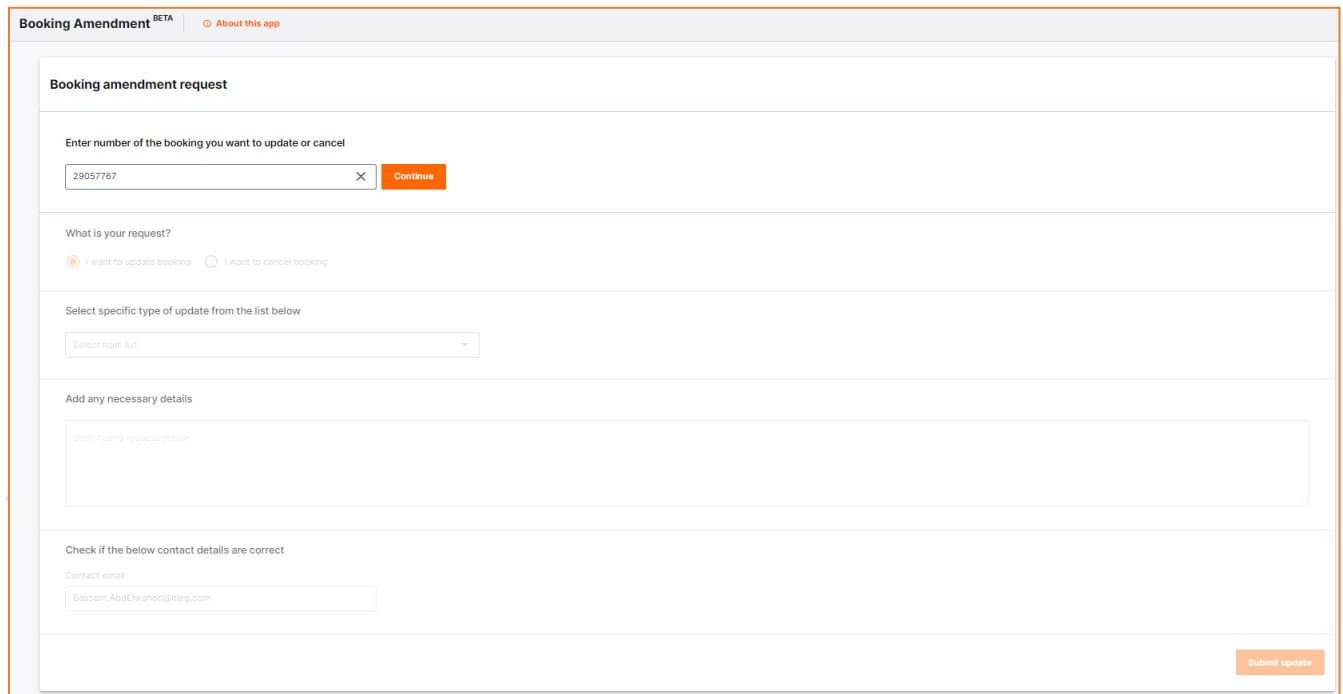
You can view how you can create a reservation step by step through the user guide we have created for you. You can also view how you can create a reservation by watching the video published on the Hapag-Lloyd YouTube channel.

## 8 - Can I update a booking? What are the costs? What Can I change and can't change?

You can easily send us all your change and cancellation requests for your existing reservations via the ["Booking Amendment"](#) platform, and in this way, you can ensure that your change/cancellation

requests are processed very quickly. In order to avoid delays in your transactions, **your change/cancellation requests should only be sent to us via "Booking Amendment", and no separate e-mails should be sent to us for reservation change/cancellation requests.** The correction/cancellation requests you have passed will be checked by our relevant team, and the necessary information will be provided under the case number sent to you after the form is filled, based on the suitability of the requested change.

You can view how you can easily send us your reservation change/cancellation requests through the "Booking Amendment" platform on our website, in the user guide we have prepared for you.



The screenshot shows the 'Booking Amendment BETA' app interface. At the top, there is a header with 'Booking Amendment BETA' and a link 'About this app'. The main content area is titled 'Booking amendment request'. It contains several sections: 1. 'Enter number of the booking you want to update or cancel' with a text input field containing '29057787' and a 'Continue' button. 2. 'What is your request?' with two radio buttons: 'I want to update booking' (selected) and 'I want to cancel booking'. 3. 'Select specific type of update from the list below' with a dropdown menu showing 'Select from list'. 4. 'Add any necessary details' with a large text area containing the placeholder 'Start typing request details'. 5. 'Check if the below contact details are correct' with a sub-section 'Contact email' and a text input field containing 'Bassem.AbdElwahed@hlg.com'. A 'Submit update' button is located at the bottom right of the form.

But bear your mind that all corrections/cancelations/roll can be charged according to our Local charges.

The Shipments will be canceled automatically after the cutoffs following the below hypothesis:

- a) Missing container number or Shipping instructions sent with a fake container number.
- b) Shipping instruction not received.
- c) Missing transfer or cancelation request by our website.

### What changes are managed directly with our Customer Service team?

- Request to assign containers
- COD (Change of Destination) request after the container gets into terminal

- You can contact our customer service team in Spain at [spain@service.hlag.com](mailto:spain@service.hlag.com), and in Portugal at [portugal@service.hlag.com](mailto:portugal@service.hlag.com)

**If the shipment was canceled it will not be reactivated, to get a new booking you must follow the request a new one.**

**Split of bookings will not be accepted, you must request the reduction of a booking and request a new shipment.**

**Starting July, 2025 we will be invoicing 80 (BOO) fee to all amendments received by email and cancelation fee (100 EUR) for booking canceled for all shipments cancelled or rebooked 7 calendar days before the vessel's estimated departure mentioned in last booking.**

**Find here our Global policy for booking amendment and communications, values can change without previous information**

[Global Policy on Booking Change Requests - Hapag-Lloyd](#)

[Spain - Hapag-Lloyd](#)

## 9 - Where can I collect my empty container?

The equipment will be available to be released at designed depot following the below instruction:

- 10 days until 6 days for Spain and 6 days for Portugal before the estimated date to departure from the Load vessel
- For shipment by Rail or truck by Hapag Portugal: 10 days before the estimated date to departure from Load vessel

At the booking confirmation, you can see the address of the terminal, but, if necessary, you can request the release to your respective Customer service.

If you need the container number before reach the terminal, you can request by email to our team and a cost for "assign" container will be charged (Subject to container availability)

## 10 - How can I submit VGM?

For all standard (non-OOG) export containers will be weighed upon arrival at the terminal without exception at the terminals detailed below:

- 📍 **Barcelona/Tarragona: APMT BCN**
- 📍 **Valencia/Sagunto: APMT VLC, CSP VLC, Inter-Sagunto**

- 📄 **Malaga: Noatum Malaga**
- 📄 **Vigo: TCV, Gijon: APMT**
- 📄 **Bilbao: Noatum Bilbao**
- 📄 **Algeciras: APMT ALG**

Therefore, after that date, it will not be necessary for you to send us the VGM of your containers since we will receive said information from the respective terminals. Nor will it be necessary for them to request weighing because it will be a service for all standard containers (not OOG). There will be no additional cost for this service.

For CH Shipments, we can offer the weighting of the container, and it must be requested through booking request.

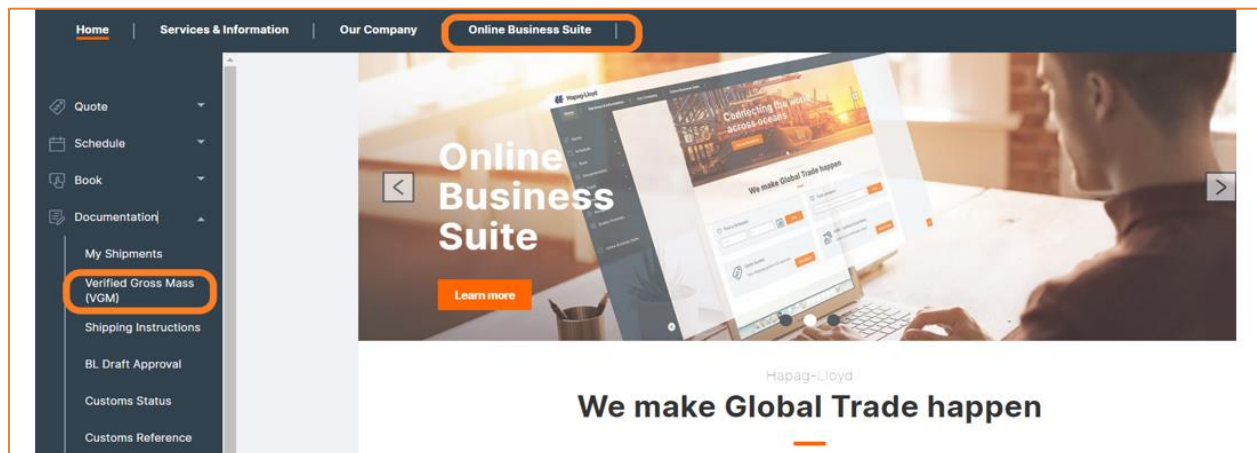
#### EXCEPTIONS:

It will be necessary for you to continue sending your VGM data via our website or any EDI channel at your disposal for all cargo as follows:

- Portugal origin
- Some terminals in the ports on the above list where this service cannot be provided.
- OOG load (terminal do not weigh this cargo)
- MH Shipments for services loading from terminals not mentioned above.

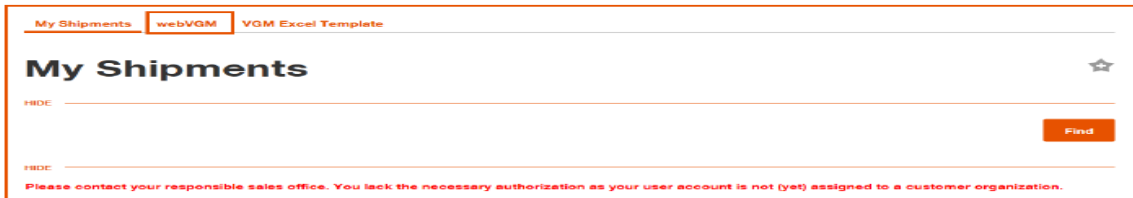
**Bear in mind that VGM is a customer responsibility, any cargo not loaded by missing VGM hapag will not assume or exempt further costs. Even for the ports that terminal offer the service.**

From our web page click on online business suite, then select [VGM](#) from documentation drop list.

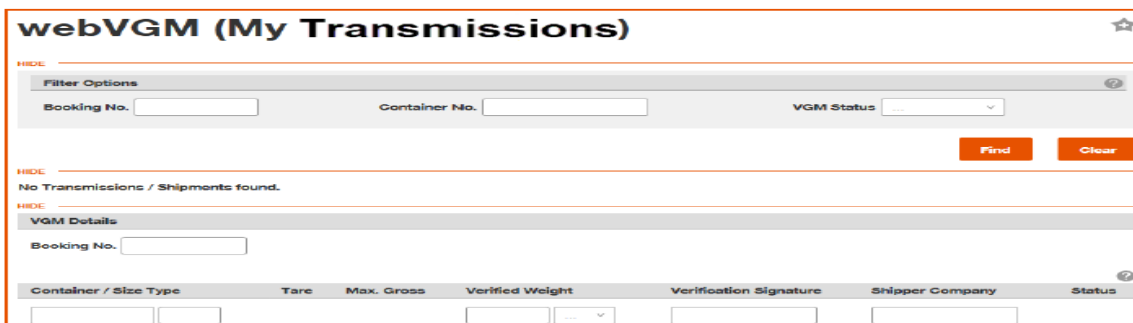


Web VGM allows you to submit the VGM details under your user account for up to five containers at a time. You can submit your VGM data once all mandatory details are entered. Mandatory details are:

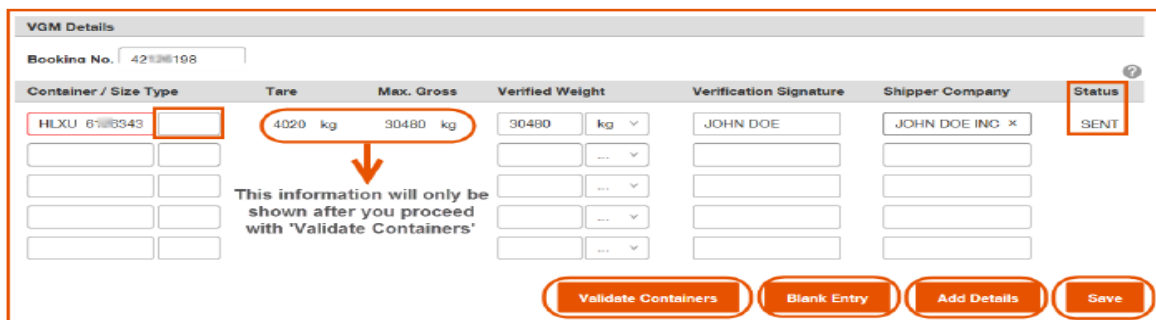
'Booking Number', 'Container Number', 'Verified Weight', 'Weight Unit', 'Verification Signature' and the 'Shipper Company'. By pressing 'Validate Containers' it will be verified if the container- and booking no. is known to us and if the VGM is in line with the maximal allowed gross container weight limits. In addition, the system will display the tare weight and the maximal allowed gross weight of the container. If all is ok, please click the 'Save' button (see below picture) to send VGM. You will then get the status 'SENT'.



You will now be guided to the 'webVGM (My Transmissions)' screen:



To clear the VGM Details screen, click 'Blank Entry'. If you want to submit more than 5 containers per shipment, click the button.



Container / Size Type	Tare	Max. Gross	Verified Weight	Verification Signature	Shipper Company	Status
HLXU 6343	4020 kg	30480 kg	30480 kg	JOHN DOE	JOHN DOE INC	SENT

## 11 - What are the main information or documents that we need to know?

As can you see at the topic "How can I submit shipping instruction" a few fields are mandatory to be informed and you must comply all country rules

The BL is the most important document for a Maritime shipment, it is your contract with Hapag Lloyd, and it's necessary to be sent with more complete information, it will improve the BL quality and can be created with more celerity.

Thinking on that we request the below mandatory information for all countries:

- MRN AND T2L number is mandatory to be sent at SI description and by email to [DOC.PT@CSD.HLAG.COM](mailto:DOC.PT@CSD.HLAG.COM) for Portugal shipments
- Shipper, Cnee and notify Filled with full information (TAX ID, Address, Email and tel contact)
- At description of the full and clear information regarding the cargo (to avoid misinterpretation by the customs)
- You can create multiple BL's per booking (Send multiples SI's for the same booking and change only the container number), but, multiples bookings to only one BL must be avoided and must be made only with HL approval (To do it, before sending the draft, you must send an email to our customer service team informing the container numbers and booking to be linked)
- Free time Clause at the description is not accepted. Hapag always considers that was accorded at contract will be followed.
- "Clean on board" is not accepted at our BL's.
- The modality of the payment must be informed with full information of the payer, for example: Detention = Shipper, Local charges = Forwarder, Freight = forwarder, Destination charges = Consignee. Abroad payments are susceptible to previous approval from a third company.
- If you need agent at destination, you must find at our website and insert at the Description
- Interdependencies shipments, it means more than one booking to only one BL is not accepted, since it can cause fines to the exporter.
- Container number is mandatory for all SI's, if SI was sent with the wrong number cargo can't be loaded and if you need container correction you must send a revised draft and send an email to our customer service in order to adjust terminal and customs authority.

## 12 - External Transmission

For security reasons, some countries request the advance transmission of data so that the cargo can be shipped, the Bill of lading needs to be manifested to the Government at the destination to authorize the shipment.

Full details of the main countries' rules can be found on our [website](#).

However, in summary, we can cite the following most important rules:

- ❓ **ENS (Entry Summary Declaration)** declaration that is made for all shipments destined for or passing through waters controlled by the European Union.

Important points:

- Tax ID is mandatory for the Consignee, however it is accepted from other countries, for example, boarding to France is accepted Consignee located in Germany.
- The short description of the cargo, normally the first two lines of the document, must clearly describe what the product is.

- Transmission needs to be done within 24 hours prior to loading at a non-EU loading port.
  - Since 1, september of 2025 **ICS2 was revised, and a few additional mandatory information are needed.**
    - o Six-digit HS code plus a complete and accurate cargo description
    - o CUS code for harmless and DG chemicals (if included in ECICS/ European Customs Inventory of Chemical Substances)
    - o UCR number (if available)
    - o EORI of the consignee established in the EU (if an EORI was assigned to this party)
    - o EORI of the supplementary declarant (self-filer)
    - o Buyer and Seller data is required for all cargo destined to the EU, both when a house B/L is issued and also for straight B/Ls
    - o House level data (also required for FROB cargo with a destination outside the EU or EU goods if they were on board the vessel during a port call outside the EU)
- ☐ **CN CAM (China Customs Manifest)** declaration that is made for all shipments to or through China-controlled waters.

Important points:

USCC (Similar to CNPJ in Brazil) is mandatory information for the Consignee and must be informed when sending the BL draft, this number is the importer registration in China, without this information the cargo will be authorized to Load.

Transmission needs to be done within 24 hours before charging.

- ☐ **ACI (advance Commercial Information System)** declaration that is made for all shipments to or through Canadian controlled waters.

Important points:

Pallets are not considered as packaging, what is on top must be informed, for example, XX boxes on top of N pallets.

Real shipper is required in cases of shipments through NVO/FFW, since 2020 Hapag no longer manifests the house for shipments to Canada. If the route of your booking is through the USA, the house needs to be informed in the draft so that the manifest for the USA is made, however the House for Canada will not be manifested by the Shipowner, it must be done by an authorized agent.

The deadline for transmission will depend on the route used in the reservation.

- ☐ **JP AFR (Japan manifest)** declaration that is made for all shipments to or through Japanese controlled waters.

Important points:

In cases of shipment through intermediaries (NVO/FFW) and the BL does not mention the direct exporter and importer, in the booking request we must be informed that the BL will be a "Master" BL. If it is a direct shipment, it will be considered as a "Regular" shipment.

The Manifest must be made 24 hours before the unit is shipped.

- ② **USA (USA Manifest)** Cargo destined for United States is more complex and has more than one type of manifest. the AMS (Automated Manifest System), the ISF (Importer Security Filing), in addition to some information that must be manifested directly to the FDA. The AMS is the transmission of the BLs to the US government system, this manifest is made by the Shipowner, automated agents for sending (authorized NVO's). The ISF is a document that must be filled out directly by the Exporter/Importer based on the data of the BL's created

#### **For AMS:**

Full address and tax ID of the cnee must be informed.

HS code with 6 digits is mandatory in BL, Hs code with ending 00 are not accepted.

Pallets/Packages must not be accepted, the draft must be sent with the packaging that is on top of the pallets, whether they are boxes, parts, bags, among others.

The Manifest will be made when boarding the last non-US port, for example, if the cargo is transshipped in Cartagena, the manifest will be made up to 24 hours before embarkation in Cartagena.

In AMS we have 3 different types of manifests:

**Direct shipment** = When the exporter and importer informed in the Bill of landing are final, that is, there are no intermediaries.

**Shipment with automated agent** = When the exporter and importer are not the final ones and the shipment will be brokered by an agent that is registered with the US government, in this case the draft must be sent with the information of the SCAC code of the automated agent (Composite registration code by 4 letters, for example, the gives Hapag will always be HLCU)

**Shipment with non-automated agent** = When the exporter and importer are not the final ones and the shipment will be intermediated by an agent that is not registered with the US government, in these cases Hapag can create and manifest the House and the master, this information must be sent in the draft in the specific field. If more than one house is required for the same master, each house must have its own description of cargo, weight and quantity, BL's with unified description will not be accepted.

For the ISF:

The manifest must be made directly by the Exporter/Importer, the shipowner does not interfere in this document.

The BL master number created by Hapag must appear in this document.

The form data must match the data manifested in the AMS.

The lack of this document may result in the non-boarding or blocking of the cargo at the destination.

Hapag's SCAC CODE will be HLCU.

**The status of your transmission you can check at our page ["Customs Status"](#)**

**Important: Failure to comply with the legislation in force in each country is subject to a fine, blocking of shipment/release of cargo.**

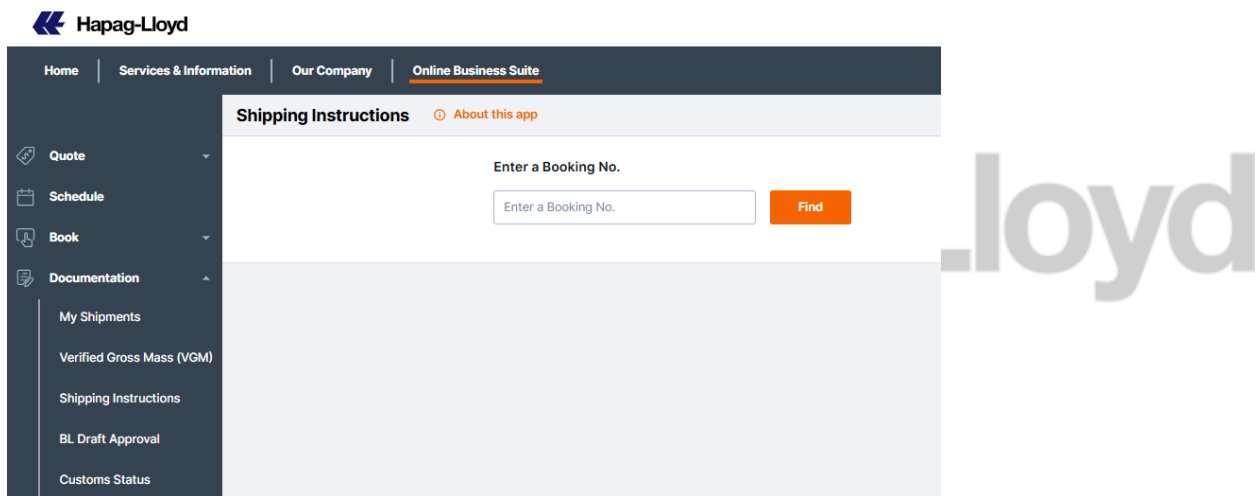
For each House BL created by Hapag, we can charge a additional charge for each BI transmitted.

The description above is just a summary of the main points of specific countries, before loading the cargo we recommend that you check directly with the Customs of each country their rules and restrictions

### 13 - How can I submit shipping instruction?

The shipping instructions must be sent by our [website](#) or by partners website

To send by Hapag website:



The screenshot displays the Hapag-Lloyd Online Business Suite interface. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. A left sidebar menu lists 'Quote', 'Schedule', 'Book', and 'Documentation' (with sub-items: 'My Shipments', 'Verified Gross Mass (VGM)', 'Shipping Instructions', 'BL Draft Approval', and 'Customs Status'). The main content area is titled 'Shipping Instructions' and features a search field labeled 'Enter a Booking No.' with an orange 'Find' button. A large, semi-transparent watermark '.loyd' is visible on the right side of the page.

From our web page click on online business suite, then select shipping instruction, input the unique booking number associated with your shipment and click 'Find' to retrieve shipment details.

After fulfilling all necessary fields of shipping instruction, ensure that all entered information is accurate and complete, read and accept the Terms and Conditions, and once all details are confirmed, submit the shipping instruction form.

After Submission you will receive a confirmation receipt upon successful submission. This can be saved or printed for your records.

**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.

**Document Details**

Booking No	<b>66804654</b>	Document Status	<b>SI Sent</b>
Date of Submission	<b>2024-03-12</b>	Time of Submission	<b>16:21:55 GMT</b>

**Back to Shipping Instruction**

You can continue with another Shipping Instruction.

[Back to Shipping Instruction](#)

**Help us improve our Shipping Instruction solution**

How would you rate your experience with this digital application?

★★★★★

[Continue](#)



**Tips:**

**Remember to check all rules from the origin and destination country before sending you draft**

**We accept also shipping instructions sent by our partners. Manual Si's in a format different from our standard are subject to previous approval, additional costs and without HL acceptance will not be considered.**

14 -What is the maximum weight and volume I can load in the container and what is the tare weight of the container?

Tracing by container number:

### Tracing by Container ?

Enter a container number to receive tracing information. Use also the [Vessel Tracing](#) for the current vessel schedule.

Container No.  (e.g. HLCU1234567)

**Container Information**

Type	22GP	Description	GENERAL PURPOSE CONT.	Dimension	20' X 8' X 8'6"	Tare (kg)	2100	Max. Payload (kg)	28380
------	------	-------------	-----------------------	-----------	-----------------	-----------	------	-------------------	-------

For truck/Rail cargoes at Spain and Portugal you can consider the Max Payload at each container. You can find this information at container door.

For truck/Rail cargoes for other countries you must check with the destination customs the limit

At our website you can find some countries rules searching for "[overweight](#)"

## 15 - I need to deposit my container, what do I need to do?

The terminal address to deposit your container can be find at our booking confirmation and you can also search at our vessel schedule. To Schedule the delivery, you can check direct by port platform, more information you can find at your booking confirmation

## 16 - Shipping procedure dispatch customs in Spanish ports

In order to speed up the process of receiving and checking your customs clearances, we inform you that we have enabled the following email addresses to send the DUAs of your shipments:

Port of Algeciras: [algdua@hlag.com](mailto:algdua@hlag.com)

Port of Malaga: [agpdua@hlag.com](mailto:agpdua@hlag.com)

Port of Tarragona: [tardua@hlag.com](mailto:tardua@hlag.com)

Port of Gijon: [gjidua@hlag.com](mailto:gjidua@hlag.com)

Port of Bilbao: [biodua@hlag.com](mailto:biodua@hlag.com)

Port of Vigo [vgodua@hlag.com](mailto:vgodua@hlag.com)

We inform you that these addresses are used exclusively for sending your DUAs, so any other type of request received at this address will not be answered.

To avoid possible errors and/or delays, please send the DUAs from the ports mentioned above ONLY to this address and avoid duplicate shipments.

Likewise, please take note that it is not necessary for you to send us the Customs Clearance for the port of Barcelona, Valencia or Sagunto. We will extract them directly from the AEAT.

Only if the same are missing, we will send you a reminder and we ask you to reply to the same email without changing the subject and attaching the documents.

## 17 - How can i request a BL correction? What is the time and costs to do it?

With our [BL Draft Approval web solution](#), you can now easily review, edit, and approve your bills of lading or sea waybills in an instant.

Our tool provides you with an efficient and time-saving approval process for your BL Drafts.

### **Standard process for BL correction:**

**Corrections made until the vessel arrival are not being charged by Hapag and must be made by our webtool.**

Only if you cannot find the BL in your login, you can request by email [clicking here for Portugal Shipments](#) and [here for Spain Shipments](#) **subject to further charge for manual updated, but bear in mind that there is a cost for any manual input.**

### **After vessel departure date until 6 days before cargo reach at destination:**

Correction must be made by our webtool and correction cost as per our [local charges](#) will be applied

If you cannot find the BL in your login, you can request by email following the same format as previous informed, the correction **cost for manual requests will be higher than the correction made by system.**

### **Near to discharge at destination port**

Correct request must be sent in the standard format to our Local Service team, and we will check with the destination if the correction will be accepted and additional costs to do it.

Important:

You can only find your BL at our website if your company was mentioned on the OBL (Shipper, Cnee or forwarder)

We reserve the right to refuse the correction not sent in the standard format

At our Quality promises, you can see our target to create and process BL's

**IMPORTANT: Container number, must be properly sent at the first shipping instruction, to change container number at your booking you must send an email to our team and we will verify if the amend is possible.**

How to use our tool you can see the video at our website [BL Draft Approval – Your Swift Online Review - Hapag-Lloyd](#)

## **18 - What information can I access via Hapag-Lloyd Navigator?**

From our web page click on online business suite, then select Navigator.



Through our competitive tool ([Navigator](#)), you can check and get access for all below details

- The "List of Shipments"
- "Shipment Details"
- "Access the new beta version of the Booking Amendment feature via "Update Booking" or "Cancel Booking"
- "Related Documents"
- "Cargo Details"
- "Additional Digital Products" such as Cargo Insurance, Additional Freetime and Shipping Guarantee to book immediately
- "To Do's" such as missing VGM information, missing Shipping Instructions or expiring quotes with color coding to indicate urgency

By select shipment from shipment list, you can see and get access to all important documents for this shipment in bottom left section of related documents.

Access document download pages: Easy links to download pages (limited access only\*)

All documents at one place: See related documents for your shipment:

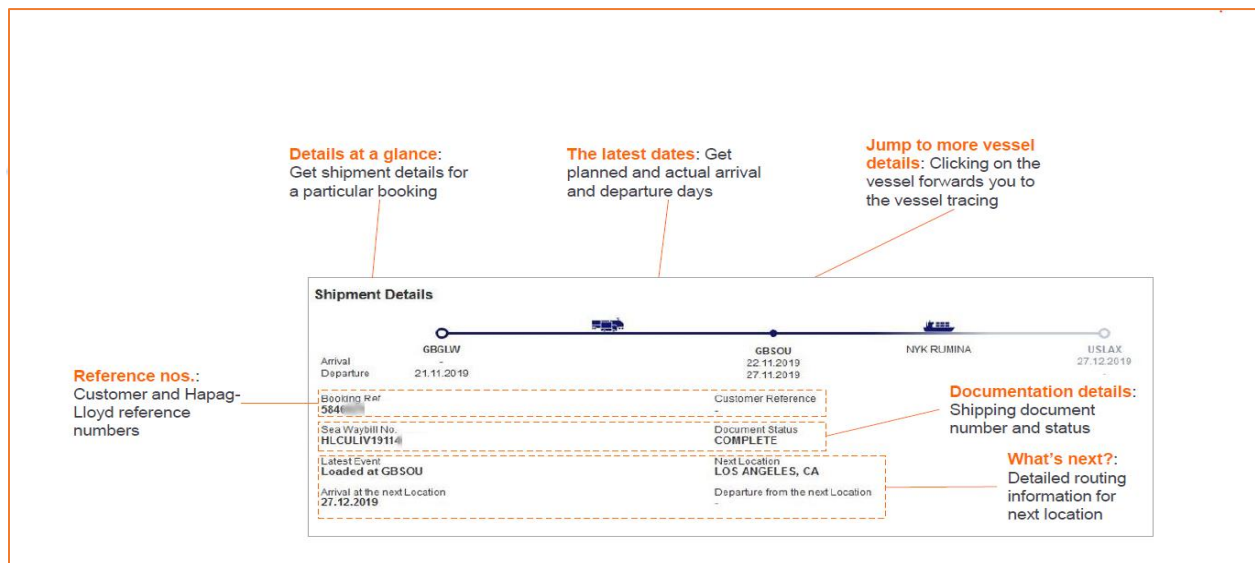
- Quotations (Link to Quick Quote)
- Booking Confirmations (Link to online booking)
- Original Bills of Lading/ Sea Waybills (Link to SWB download)
- Invoices (Link to Invoice download)
- Arrival Notice

Related Documents			
Type	Status	Number	Last changed
Sea Waybill	COMPLETE	HLCULV19114	Nov 29, 2019 12:30:31 AM
Booking Confirmation	OTHER	5846	Nov 14, 2019 11:45:41 AM
Invoice	OTHER	206427	Nov 28, 2019 12:41:40 PM
Invoice	OTHER	206427	Nov 28, 2019 1:12:28 PM

\* For some download features of our Hapag-Lloyd Online Business a separate contract needs to be signed.

## 18 - How can I trace my shipments?

Through our [Navigator tool](#), you can trace your shipment in the middle left section of shipment details.



**Details at a glance:** Get shipment details for a particular booking

**The latest dates:** Get planned and actual arrival and departure days

**Jump to more vessel details:** Clicking on the vessel forwards you to the vessel tracing

**Reference nos.:** Customer and Hapag-Lloyd reference numbers

**Documentation details:** Shipping document number and status

**What's next?:** Detailed routing information for next location

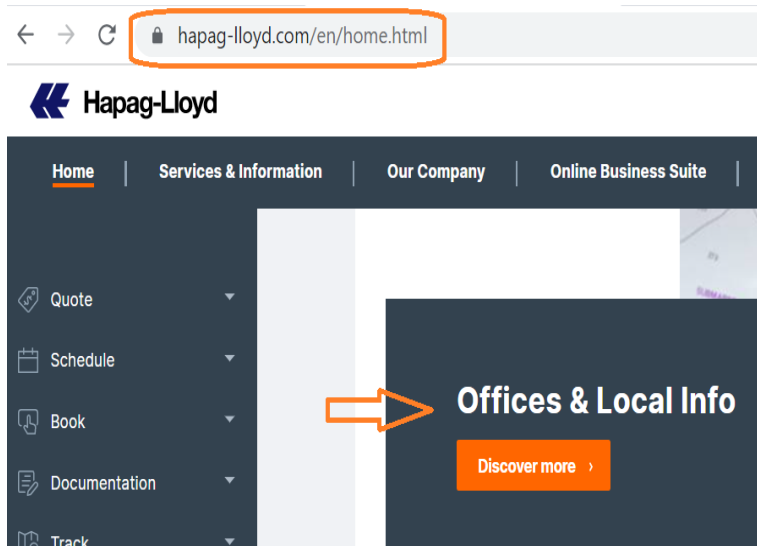
Shipment Details	
Arrival	GBGLW
Departure	21.11.2019
Booking Ref	5846
Sea Waybill No.	HLCULV19114
Latest Event	Loaded at GBSOU
Arrival at the next Location	27.12.2019
Customer Reference	
Document Status	COMPLETE
Next Location	LOS ANGELES, CA
Departure from the next Location	

You can also trace your shipments [through our website](#). You can see the location of your containers 24/7 without the need for any membership by searching with container, bill of lading, or booking number.

If was not possible to find the estimated date at our standard website, you can try using the navigator tool

## 19 - How can I check contact details for Hapag Lloyd office?

Contact details of worldwide Hapag-Lloyd offices & local information can be found on our [website](#).



## 20 - When I'll receive the draft, copy, and invoices?

The draft will be sent to registered emails, to the person who sent the Draft and will be at our "BL draft correction tool"

BL copy will be sent to registered email's, to the person who sent the Draft within two working days after vessel departure. Before this date kindly prevent sending email. After this time, you can request to our team as per below

[Portugal Shipments](#)

[Spain shipments](#)

Invoices will be sent to registered emails, and you can find at our website if your login has the same TAX ID that the invoices. It will be sent within five working days after vessel departure. Before this date kindly prevent to send email. After this time, you can request to our team as per below

[Portugal Shipments](#)

[Spain shipments](#)

If you are not registered to receive these documents, [you can request to our team](#)

## 21 - I want to pay the invoices, what do I need to do? To whom do I need to send the payment?

At the bottom of our invoice, you can find the Hapag account where you need to do the payment.

The payment confirmation you can send to our account team with this [structure only to email](#)

**Bear in mind that it's an automatic email, any other email in copy you message cannot be checked.**

Our team request 24 up to 48 hours to confirm if the payment is correction, any wrong information our team will get in touch.

## 22 - How can I get my BL, SWB or released at destination?

The instruction of the release must be sent at the shipping instruction on the respective field

- **Original at origin:**

After the payment of all prepaid charges, our office will print the OBL, and you can come at our office with a memo to have the BL

- **Sea waybill:**

After the payment of all prepaid charges, our counter team will release the SWB and send the copies of the SWB to register email's and you can also download at Navigator

- **Release at destination:**

Since some countries do not accept Sea waybill, the Bill of lading will be released at the destination and the process is similar to Original at origin, after the payment our team will inform the destination to proceed with the release.

Each country has your own rule and costs, you can check at [local charges](#)

## 23 - When I'll receive the arrival notice?

Inform them that these documents are sent automatically 2 days before the arrival of the ship to the Consignee and Notify of the goods.

If you are not the party involved, you should go directly to them. If you have Authorization

In your favor, the resending of the document will have an additional cost. To proceed with said request, please send an email **attaching** said authorization and indicating in the subject SHIPMENT AUTHORIZATION + Booking Number

You can also check by our website at [Import overview](#)

## 24 – Import Guide

To improve your experience with “Cesiones de Importación”, we request you to follow below instrucción.

1 – Do the release of the cargo at least **2 or 3 days before vessel arrive**.

2 – The B/L Original (OBL) must be delivered to our office

One time B/L delivered the release will occur around 24 up to 48 hours.

If your B/L is a SWB (Seawaybill) it's not necessary to present the document.

3 – Check if all prepaid and import charges were paid before request the “Cesión”

The collect charges you can verify at invoice sent to registered email, at the Arrival notice and at our website

All information regarding the Arrival notice and your cargo you can find at our [website](#)

The payments rules check the [item 21](#) for this document

4 – If your cargo exceeds your free time at port, before request “cesion” the Demurrage and storage charges must be paid based in an estimate date to return the empty. The free time you can check at your contract if you have registered, if you don't have you can consult our Global free time.

5 – If you are not the cnee in the BL, you must send to us the “Cart de Cesion” to us, properly filled, signed by an authorized users to accept the responsibility to release and pay the destination charges.

Only after document received the charges will be invoiced.

[Spain - Hapag-Lloyd](#)

## 24.1 - “CESIONES” By cargo modality

**MERCHANT:** Must be requested 24 hours before the release of the container at terminal, less than this time we can't guarantee the proper release.

**CARRIER:** If your cargo has been transported by Hapag, **you must request 72 up to maximum 48 hours** before the Schedule for the truck. Otherwise, we can't confirm that the cargo will be delivered on time

## 24.2 - “CESION” to return the empties

To request the “Cesion” you must inform

- E-mail ID of the requestor
- Name of the company of transporter (only Barcelona)
- If your shipment is a Reefer, inform the temperature
- Name of the return terminal.

**We kindly request to only send by email after all steps were followed**

## 25 - Where do I get a vessel certificate?

We have distinct kinds of vessel certificates and if you need, we can create to you.

It is necessary contact our customer service team [with this information](#) to check if is feasible.

Subject: Vessel certificate + Shipment

Body: Inform what is the Certificate that you need, vessel age, free time, IMO and others

To print the certificate, we have additional costs that you can find at [local charges](#)

[Vessel certificates](#) and [Hapag certificates](#) you can find at our website

## 26 - I want to claim an invoice value

If you disagree with any invoice value, or need to be paid by other company, or other place, please send the dispute only from our web form: <https://www.hapag-lloyd.com/en/online-business/documentation/invoice-dispute.html>

### **Requisites**

**Idiom: Preferred in English**

**If information is not clear or missing something, we can get in touch to find out more information, but it can take more time to solve your request.**

**The invoice must be claimed at maximum of 14 days after invoice created**

## 27 – Shipments origin Portugal to Africa destinations

These companies are our partners that handle shipment to **Africa from Portugal and vice versa (Marmedsa)**

They are responsible for all customer service process

**Marmedsa**

[ifernandess@marmedsa.com](mailto:ifernandess@marmedsa.com)

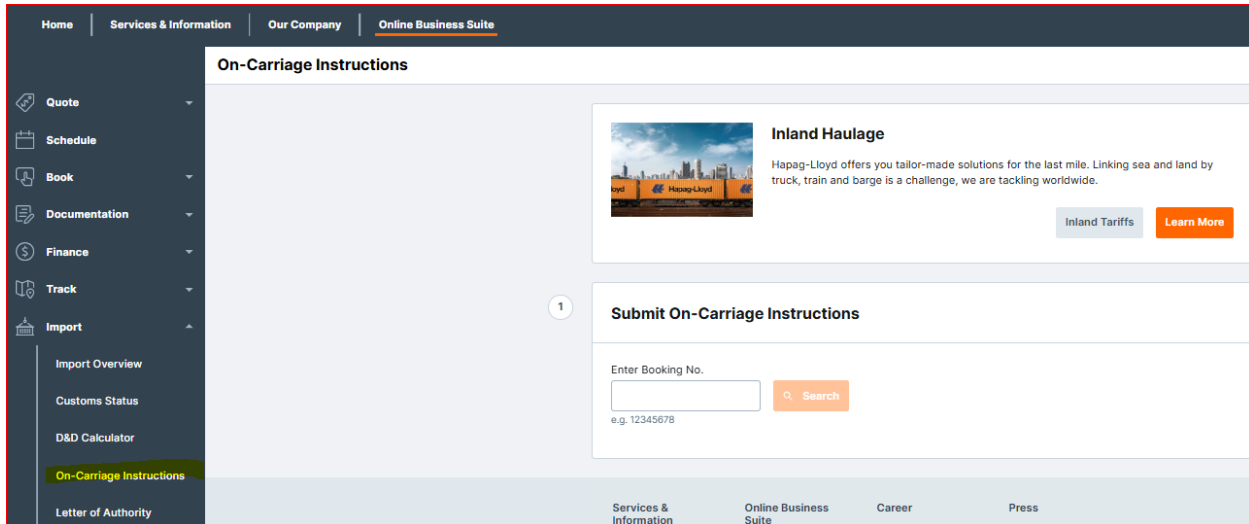
[hlcspt@marmedsa.com](mailto:hlcspt@marmedsa.com) (Customer Service)

[hldocpt@marmedsa.com](mailto:hldocpt@marmedsa.com) (Documentation)

## 28 – Carrier Haulage (transport made by hapag)

If you need a transport to your door, Hapag can provide it you, to request it

- **Export booking must be requested properly in the booking request.**
- **Import booking must be requested by our website [Hapag-Lloyd](#) (on-carriage instructions) and fill the form with all necessary information to provide you the transportation**



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

**On-Carriage Instructions**

**Quote** | **Schedule** | **Book** | **Documentation** | **Finance** | **Track** | **Import**

Import Overview  
Customs Status  
D&D Calculator  
**On-Carriage Instructions**  
Letter of Authority

**Inland Haulage**  
Hapag-Lloyd offers you tailor-made solutions for the last mile. Linking sea and land by truck, train and barge is a challenge, we are tackling worldwide.  
[Inland Tariffs](#) [Learn More](#)

**1** **Submit On-Carriage Instructions**

Enter Booking No.  
 [Search](#)  
e.g. 12345678

Services & Information | Online Business Suite | Career | Press

**\*Note that cancelation or rollover for transport shipment the request must be made 16 working hours (8:00 till 17:00) before the transport date, all requests made after this time is subject to the costs for transport cancelation”**