

Dear Valued Customer,

Welcome to Hapag-Lloyd

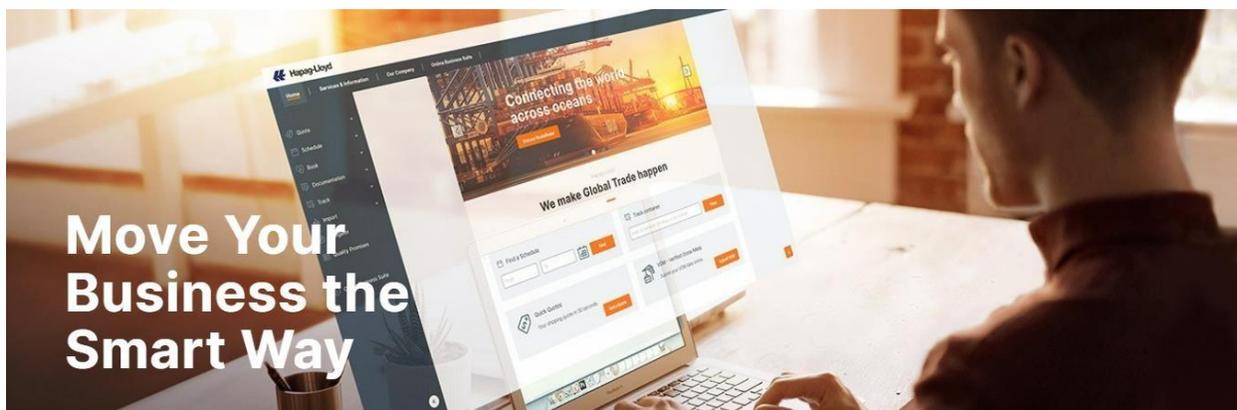
We have prepared this file for you, which contains information about all processes related to your shipments.

The Hapag-Lloyd Online Business Suite is a fully featured platform that helps you to manage your shipping process seamlessly online. The updated design and new navigation make shipping easier for you than ever before. Integrate our web and mobile solutions into your daily business now – and make shipping more convenient for you!

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 calling **+20 3 4885400** or by sending your e-mails to **Egypt@service.hlag.com** where you specify your bill of lading/reservation number in the subject line or the body of the mail.

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 www.hapag-lloyd.com or our “Hapag Lloyd” mobile application.



INDEX

1. [How to create account on HL website?](#)
2. [how can I get quotation?](#)
3. [How can I access the weekly ship schedule?](#)
4. [How can I create a Booking?](#)
5. [How to use the Booking web solution?](#)
6. [How can I submit online booking amendments/cancelation?](#)
7. [How can I submit and VGM?](#)
8. [How can I submit shipping instruction/correction/approval?](#)
9. [How to approve BL or submit amendment for BL?](#)
10. [How can I check the standard free time for each port?](#)
11. [What information can I access via Hapag-Lloyd Navigator?](#)
12. [How can I trace of my shipments?](#)
13. [How can I check contact details for Hapag Lloyd office?](#)
14. [How can I dispute & download invoices?](#)
15. [How can I purchase shipping guarantee & additional free time?](#)
16. [Format letters \(Telex release letter, subsidiary letter, print at destination \)](#)
17. [How to contact Customer Service Group Mail and Contact Center?](#)
18. [How can I Get the solutions Via Chat Bot](#)
19. [Newsletter Subscription](#)

20. [How to submit your trucking request?](#)

[How to create account on HL website?](#)

You can create your business account easily on our website www.hapag-lloyd.com then you have to provide your commercial registry and tax ID card in order to verify your account and to be linked to your sales representative.

[Company Registration - Hapag-Lloyd](#)



Company Registration

The Hapag-Lloyd Online Business Suite is a fully featured platform that helps you to manage your shipping process seamlessly online. An Online Business Suite account enables you to manage all aspects of your day-to-day business online with just a few clicks. From getting a customized quotation to accessing all your documentation and tracking your shipments in real-time. You can find the full overview of our digital tools in the [Online Business Suite](#).

[Register Your Company](#)

To unleash the full potential of our digital solutions, please register your company. Simply enter as much details as possible and be guided through the registration process. You will receive your validation after a couple of hours. Afterwards, every Online Business Suite user working in your company will only have to enter their personal details.

Your Benefits



24/7 Availability

You can register your company with us at any given time - regardless of opening hours. We will take care of the rest and let you know, once we were able to validate your input.



Easy Validation Process

Enter the mandatory details into the form and submit your registration. The more details you provide us with, the faster we will be able to validate your company registration.



Enhanced Convenience

Our simple and intuitive register form guides you through the sign-up process. You can even attach important documents to make validation even smoother and faster.

For all your questions and requests regarding the register processes you can reach us on our phone number or by sending e-mail to the address below.

of your export shipments, you can also reach us in writing, by sending an e-mail to the address below, stating your bill of lading/reservation number in the subject line or body of the mail.

Phone: 03 4885400

E-mail: Egypt@service.hlag.com

E-mail: Egypt@sales.hlag.com

How can I get a quotation?

In today's world, speed is the most important factor for supply chain management. With the “Quick Quotes Beta” 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!

<https://solutions.hapag-lloyd.com/quick-quotes/#/>



Quick Quotes - Instant quotes anytime, anywhere

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 Beta 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.

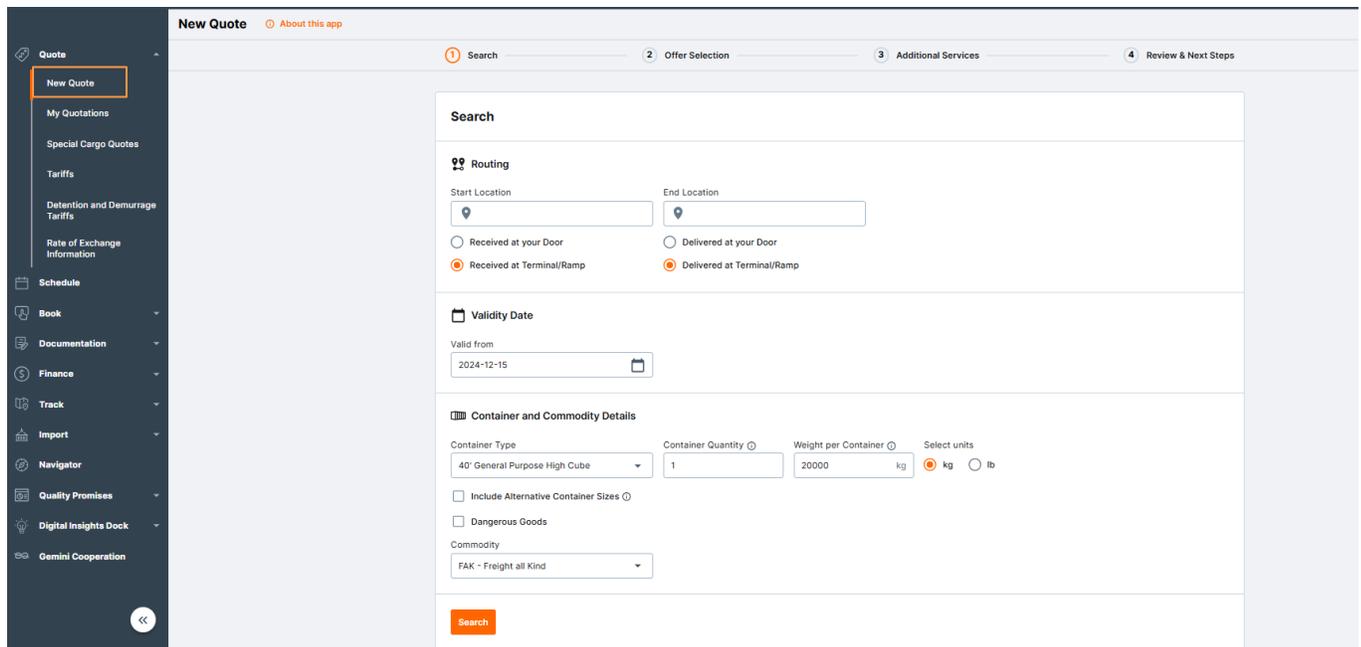
Possibility to save your quote and send it by e-mail

Get quotes for up to 10 different port combinations at the same time to have more flexibility in your planning

Dangerous Goods availability: Get a quotation for shipments with DG

Add Ship Green to Your Quotation: You can now also add Ship Green to your quotation directly. Simply toggle the button "on" and choose between the three options to avoid either 25, 50 or 100% of ocean-leg emissions.

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.



New Quote [About this app](#)

1 Search 2 Offer Selection 3 Additional Services 4 Review & Next Steps

Search

Routing

Start Location End Location

Received at your Door Delivered at your Door

Received at Terminal/Ramp Delivered at Terminal/Ramp

Validity Date

Valid from

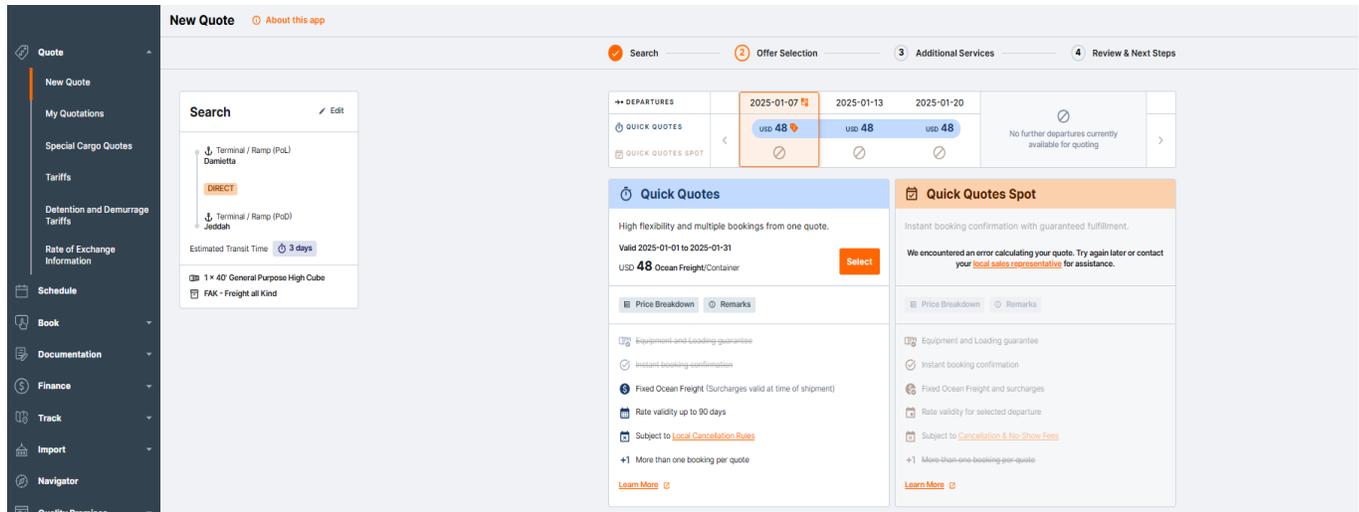
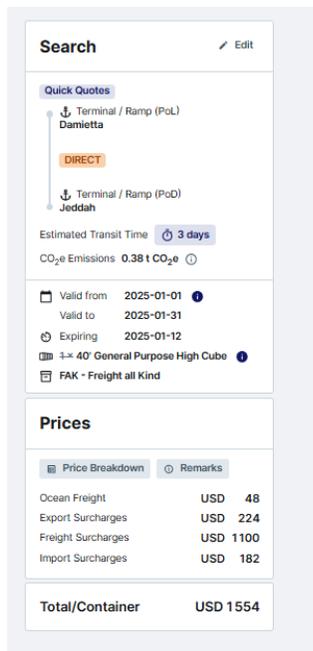
Container and Commodity Details

Container Type Container Quantity Weight per Container kg lb

Include Alternative Container Sizes

Dangerous Goods

Commodity

Prices	
Price Breakdown	Remarks
Ocean Freight	USD 48
Export Surcharges	USD 224
Freight Surcharges	USD 1100
Import Surcharges	USD 182
Total/Container	USD 1554

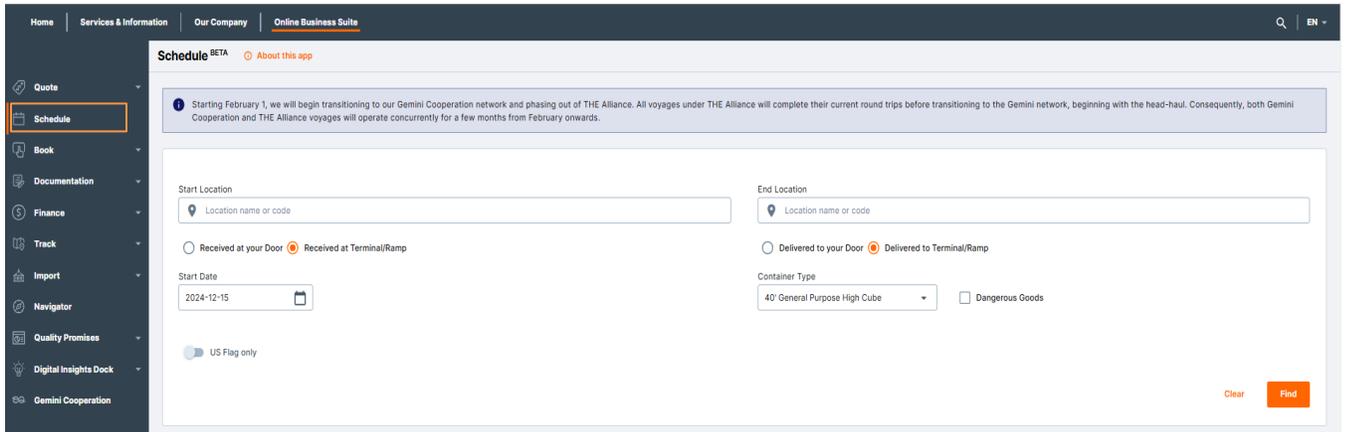
- Select Date.
- Select Offer (Quick quote or Quick quote spot).
- Rate details will be appeared to check.

You can contact our sales department for all your questions and requests about “Quick Quotes Beta” and your price offers. You can reach the contact details of our sales department by clicking this link. 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.

How can I access the weekly ship schedule?

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 below.

<https://www.hapag-lloyd.com/solutions/schedule/#/>



The screenshot shows the 'Schedule BETA' application interface. At the top, there is a navigation bar with 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. A search icon and 'EN' are on the right. A left sidebar contains menu items: Quote, Schedule (highlighted), Book, Documentation, Finance, Track, Import, Navigator, Quality Promises, Digital Insights Dock, and Gemini Cooperation. The main content area has a header 'Schedule BETA' with an 'About this app' link. Below this is a notification banner: 'Starting February 1, we will begin transitioning to our Gemini Cooperation network and phasing out of THE Alliance. All voyages under THE Alliance will complete their current round trips before transitioning to the Gemini network, beginning with the head-haul. Consequently, both Gemini Cooperation and THE Alliance voyages will operate concurrently for a few months from February onwards.' The main form contains fields for 'Start Location' and 'End Location' (both with location icons and 'Location name or code' text), 'Start Date' (with a calendar icon and '2024-12-15' value), and 'Container Type' (a dropdown menu showing '40' General Purpose High Cube' and a 'Dangerous Goods' checkbox). Radio buttons are present for 'Received at your Door' (selected) vs 'Received at Terminal/Ramp' and 'Delivered to your Door' vs 'Delivered to Terminal/Ramp'. A 'US Flag only' toggle is at the bottom left. 'Clear' and 'Find' buttons are at the bottom right.

How to get Schedule Info?

Access the new Schedule solution.

Enter the start and end location.

Specify your details: To or from door or port, container type and Dangerous Good cargo.

Get your real-time schedule data sorted by first-start and multiple route options.

The new Schedule application is available for all users worldwide without having to register. However, if there is not enough space on the same route, it would help to log in, and check again, since you will then get the results based on your allocation, and contract.

How can I create a Booking?

In order 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 below link for booking request. <https://www.hapag-lloyd.com/en/online-business/book/new-booking-solution.html>

Key Features

- Less typing: Your data is prefilled based on the Hapag-Lloyd quotation number
- Start now – complete later: Your input is saved as a draft when you leave, and you can complete your booking at any time later.
- Faster booking confirmation: Data Verification prior to submission supports higher data quality which leads to a faster booking confirmation.
- Various container types: Easily book reefer, Out of Gauge and hazardous cargo with all necessary data.
- Instant Booking Number: Receive your booking number upon submission of your booking request.
- Complete transparency: Have an overview of all bookings status' throughout your organization with the booking list.

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-shipping 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 >](#)

Booking BETA

Faster & easier way to book with Hapag-Lloyd

Booking BETA offers a refined booking experience with improved functionality and smoother workflow. While it currently covers essential features, we're continuously expanding it to match and soon exceed Classic Booking.

When to select Booking BETA?

- ✓ You want to streamline the booking process with faster, easier to operate and more user friendly Booking BETA
- ✓ You'd like to receive booking confirmation or rejection as soon as possible
- ✓ You only book inland included in your rate agreement
- ✓ You don't book OOG nor SOC

Go to Booking BETA

Classic Booking

Covering all available booking scenarios

While Classic Booking provides everything you need, we recommend exploring our new version for an even smoother and more enhanced experience.

When to select Classic Booking?

- ✓ You need all types of cargo and containers such as OOG and SOC
- ✓ Your bookings are based mostly on booking templates

Go to Classic Booking

Still not sure which one to choose? [You can find the detailed comparison here.](#)

Home
Services & Information
Our Company
Online Business Suite

Quota
Schedule
Book
Create Booking
Booking Template
My Bookings
Booking Amendment
Additional Services
Documentation
Finance
Track
Import
Navigator
Quality Promises
Digital Insights Dock
Gemini Cooperation

Create Booking BETA Read more

Request Routing

Enter Quotation or Contract Number:

Quotation or Contract Number ⓘ

×
Confirm

Schedule

Containers and Cargo

Additional Booking Information

Review and Confirm

How to use the Booking web solution?

1. Register for our Online Business and go to the booking web solution.
2. Insert your data in each tab of the tool.
3. Click on 'Submit' on the Review & Complete tab to finalize your booking.
4. Optionally, you can add [further services](#) to your existing booking.

Request Routing

Enter Quotation or Contract Number:

Quotation or Contract Number ⓘ

X

ⓘ Your quotation is VALID from 2024-12-03 to 2024-12-31

Routing Details

Start Location

📍

X

End Location

📍

X

Date of

📅

Received at your Door

Delivered to your Door

Received at Terminal/Ramp

Delivered to Terminal/Ramp

Via Locations

X

Commodity Details

Commodity

▼

Available option is pre-selected

Container Details

Container Type

▼

Quantity

+ Add another container type

Schedule

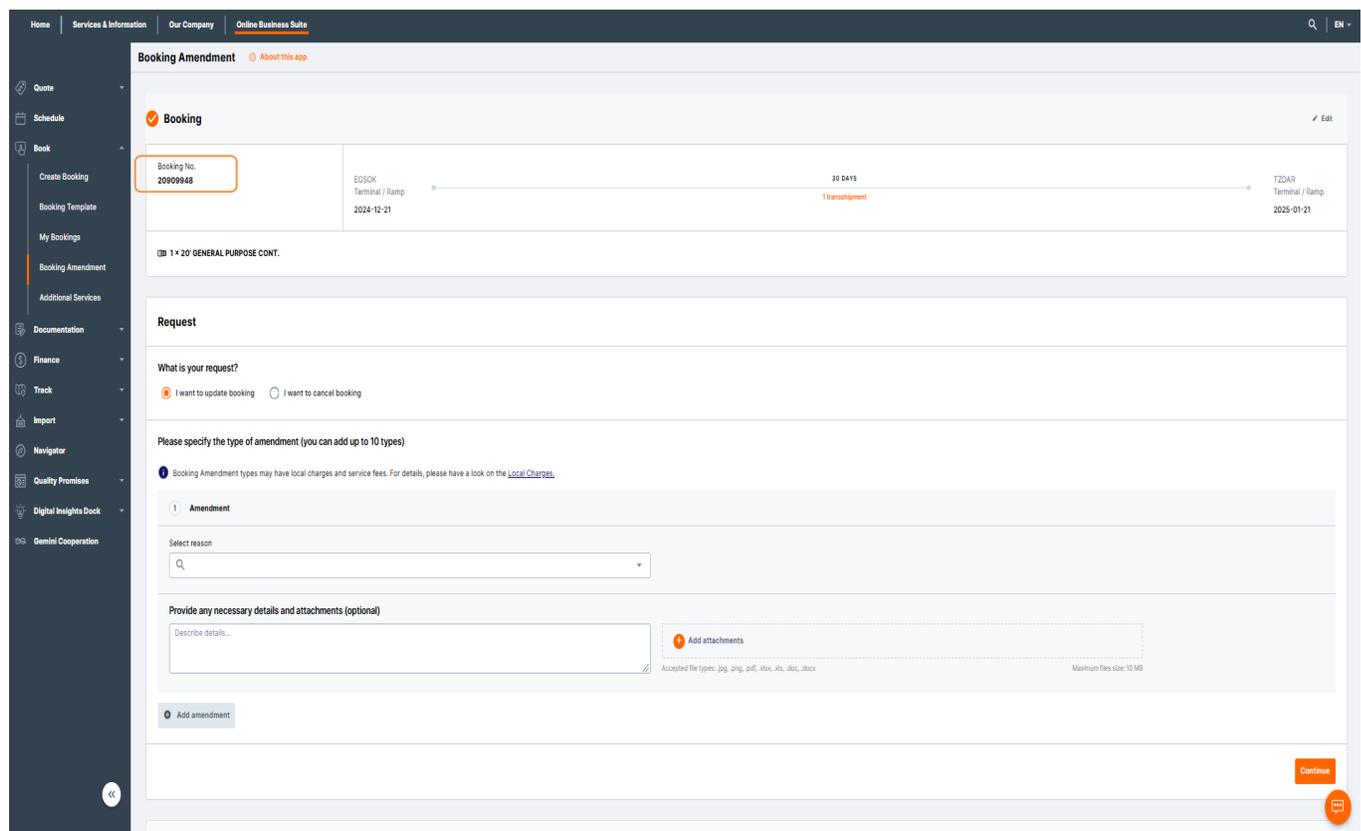
Shortest Transit Time	Earliest Arrival	CUT OFF DATES
<p>24 Dec 2024</p> <p>POD: DAMIETTA, EGDAM</p> <p style="font-size: 0.7em; margin-top: 5px;"> → ADX VALENCIA EXPRESS 638N </p>	6 days	<p>30 Dec 2024</p> <p>POD: RIJEKA, HRRJK</p> <div style="text-align: right; margin-top: 5px;"> <input type="button" value="Continue"/> </div>
<p>31 Dec 2024</p> <p>POD: DAMIETTA, EGDAM</p> <p style="font-size: 0.7em; margin-top: 5px;"> → ADX GH FOEHN 638N </p>	7 days	<p>07 Jan 2025</p> <p>POD: RIJEKA, HRRJK</p> <div style="text-align: right; margin-top: 5px;"> <input type="button" value="Continue"/> </div>

11

How can I submit online booking amendments/cancellation?

5. 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 displays the 'Booking Amendment' web application interface. At the top, there are navigation links for 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. The main header shows 'Booking Amendment' with an 'About this app' link. A left-hand sidebar contains various menu items: Quote, Schedule, Book, Create Booking, Booking Template, My Bookings, Booking Amendment (highlighted), Additional Services, Documentation, Finance, Track, Import, Navigator, Quality Promises, Digital Insights Dock, and Gemini Cooperation. The main content area is titled 'Booking Amendment' and includes a 'Booking' section with a 'Booking No.' of 20909048, a timeline from 2024-12-21 to 2025-01-21, and a '30 DAYS' period with '1 transshipment'. Below this, there is a 'Request' section with a 'What is your request?' question, radio buttons for 'I want to update booking' (selected) and 'I want to cancel booking', and a section to 'Please specify the type of amendment (you can add up to 10 types)'. This section includes a dropdown for 'Select reason', a text area for 'Provide any necessary details and attachments (optional)', and an 'Add attachments' button with a note on accepted file types and a 10 MB limit. At the bottom right, there is a 'Continue' button and a chat icon.

1 Amendment

Select reason

Contract and Contract Party ^

Change Contract No/Contract Party/Name Account ▲

Vessel and Routing ^

Change Vessel

Change Routing / Transportation Mode

Change Destination After Loading

Equipment information ^

Increase Container

Reduce Container

Container Swap / Container Linking

Change Container Type

Change Empty Pick-Up Date / Empty Pick-Up Location

Change Positioning Date (Carrier Haulage)

Change Loading Reference (Carrier Haulage)

Change Reefer Setup

Change SOC Information

Cargo information ^

Change Commodity Short Description / HS Code ▲

Change Cargo Weight

Change DG Information

Change OOG Information

Others ^

Change Customer Reference

Here are the steps to submit a booking amendment request:

1. **Insert Booking Number:** Enter the relevant booking number associated with the request.
2. **Select Amendment Type:** Choose the specific amendment you wish to make.
3. **Provide Necessary Details:** Fill in any required information and add any attachments if necessary (attachments are optional).
4. **Review Request:** Press "Continue" to review the details of your amendment request.
5. **Submit Request:** Once you have reviewed the information, press "Submit." You will receive a case number for tracking purposes.
6. **Track Request:** Use the case number provided to follow up on the status of your amendment request.

How can I submit VGM?

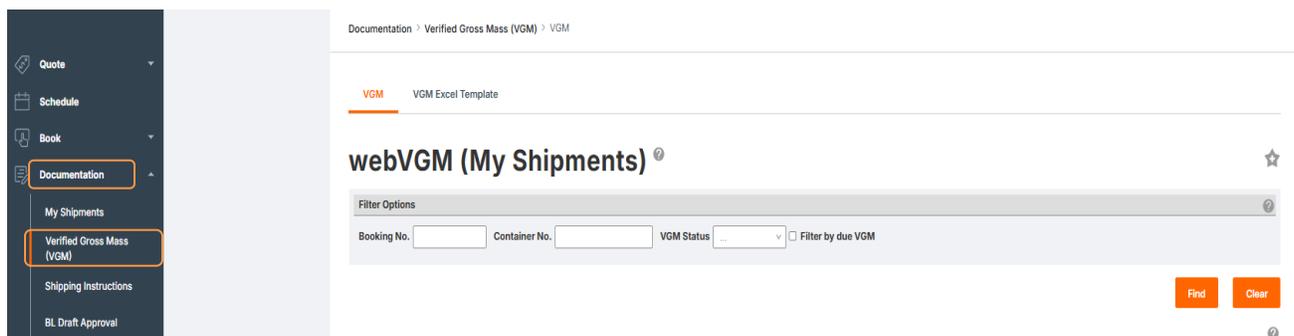
From our web page click on online business suite, then select VGM from documentation drop list.



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'.



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

webVGM (My Shipments) [?] ☆

Filter Options ?

Booking No. Container No. VGM Status Filter by due VGM

Find **Clear**

Booking No.	VGM Cutoff	Customer Reference	Start of Transport, Port of Loading	Vessel Departure	End of Transport, Port of Discharge	VGM Status
<input checked="" type="radio"/>	91240901 2025-01-01		SOKHNA	2025-01-04	DAR-ES-SALAAM	Incomplete

↳ **Display Containers** **Shipment Detail** **Customs**

VGM Details

Booking No.

Container	Tare	Max. Gross	Verified Weight (including tare)	Verification Signature (responsible person)	Shipper Company (responsible company)	Status
<input type="text"/>			<input type="text"/> kg <input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>			<input type="text"/> kg <input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>			<input type="text"/> ... <input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>			<input type="text"/> ... <input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>			<input type="text"/> ... <input type="text"/>	<input type="text"/>	<input type="text"/>	

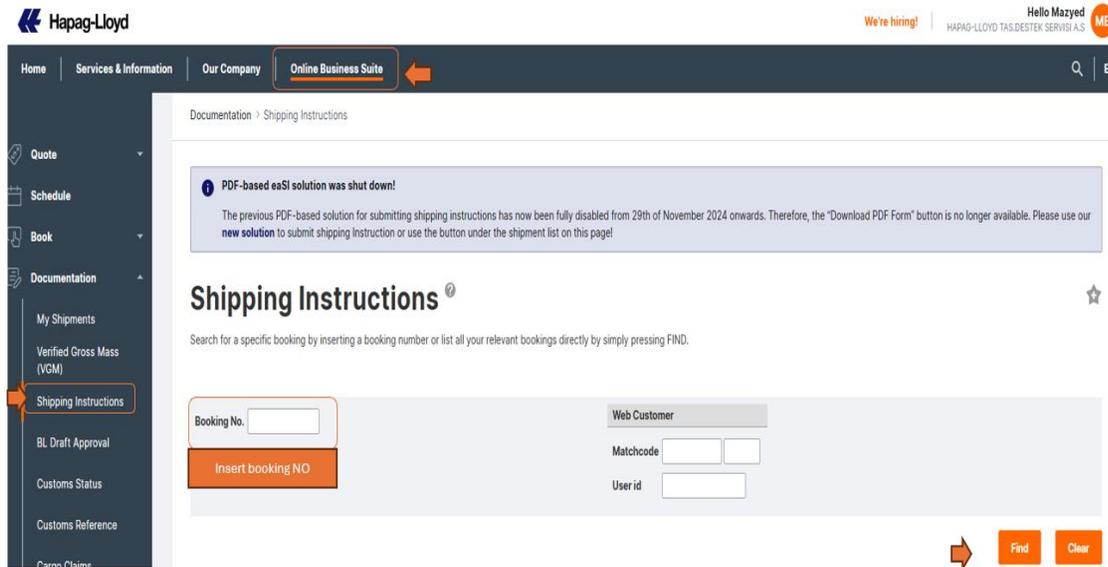
Page 1 / 1

Get Tare and Validate **New Entry** **Optional Details** **Submit**

How can I submit shipping instruction/correction/approval?

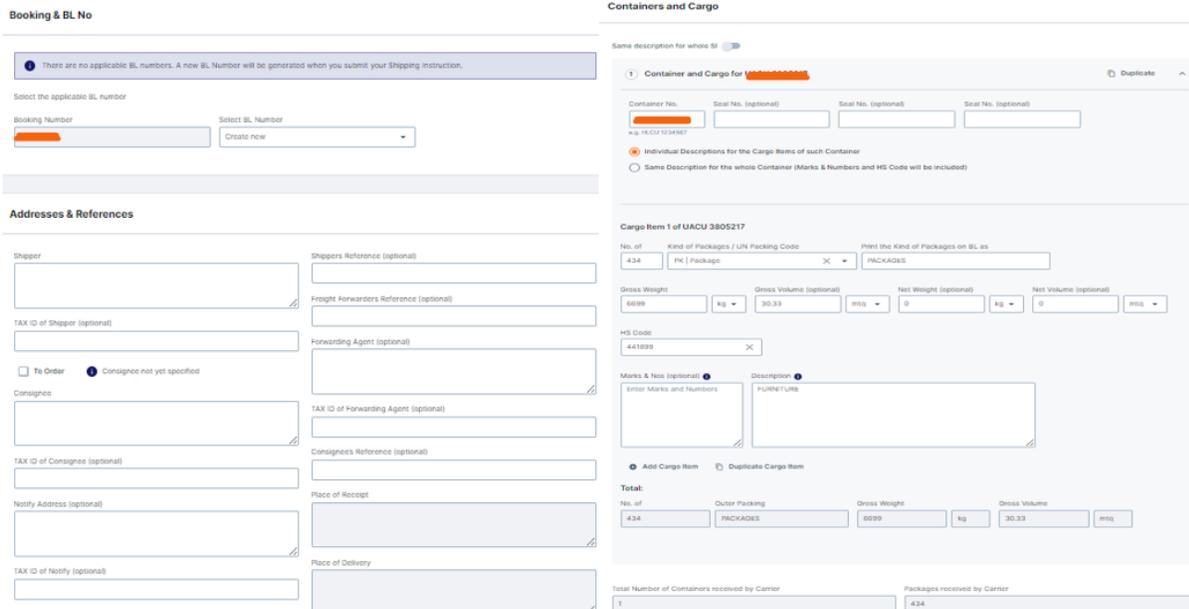
From our web page click on **Online Business Suite**, from **Documentation drop list** select **Shipping Instruction**, then insert booking number to find shipping instruction form.

Follow bellow steps:



<https://www.hapag-loyd.com/en/online-business/documentation/shipping-instructions/shipping-instruction-online.html>

- After fulfilling all necessary fields of shipping instruction, please click on [submit](#)



Total:		Outer Packing		Gross Weight		Gross Volume	
No. of	434	PACKAGES	6099	kg	30.33	mtq	

Country Specific & Customs Requirements

Based on the routing and nature of your shipment, we have evaluated the following customs references to be relevant for your document. Following customs system are relevant for this booking:

- Automated Manifest System (US)

It is possible to submit your initial shipping instruction without providing the customs references below. Though, many references can be necessary to complete the documentation process and will become mandatory before the final bill of lading can be issued. In case you ask Hapag-Lloyd to file your house bills, house bill information will be mandatory to submit. Hapag-Lloyd's SCAC is HLCU and Hapag-Lloyd's CAN8000 is B529.

References

US Automated Manifest System Filing

- I am the cargo owner
- I am a self filer / filing by supplementary declarant
- Ask Hapag-Lloyd to file my house bills

for submit filing will have 3 choses pls select one of them

Freight

Set Charges to

- All Prepaid
- All Collect
- Individually

Make sure to select correct payment term

Origin Port Charge

- Prepaid
- Collect

Sea Freight

- Prepaid
- Collect

Destination Port Charge

- Prepaid
- Collect

Document Issuance

Number of Freight Original B/Ls <input type="text" value="0"/>	Number of Freight Copies (optional) <input type="text" value="0"/>
Number of Unfreighted Original B/Ls <input type="text" value="0"/>	Number of Unfreighted Copies (optional) <input type="text" value="0"/>
Freight payable at Origin	Document Type Original
Invoice Reference (optional) <input type="text"/>	
Send first B/L draft to (email): BANA.MOHAMED@BASYRRESH-LOGISTICS.COM.EG	

Comments

Add a general comment if needed

General comment (optional)

You can use comments box for any additional note

I accept the [Terms and Conditions](#)

After finish click accept then submit

Save as Template

Submit

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 B/L after we have worked on your Shipping Instruction.

How to approve BL or submit amendment for BL?

- ❖ Directly log into the bl Draft Approval web solution bellow:

<https://www.hapag-lyoyd.com/solutions/bl-draft-approval/#/>

for any change just click on Make change,

BL Draft Approval About this app

Export References: FIRST SETTLEMENT, NEW CAIRO, EGYPT

Consignee (not negotiable unless consigned to order): SAUDI ARCHIRODON COMPANY LIMITED
3240 MOHAMMED IBRAHIM MASOUD STREET
AL SALAMAH DISTRICT P O BOX 2987
CONTACT PERSON JAWAD FARRUKH
MOBILE 00966569624109
E MAIL: J.FARRUKH@ARCHIRODON.NET

Forwarding Agent:

Consignee's Reference:

Notify Address (Carrier not responsible for failure to notify; see clause 20 (1) hereof): SAUDI ARCHIRODON COMPANY LIMITED
3240 MOHAMMED IBRAHIM MASOUD STREET
AL SALAMAH DISTRICT P O BOX 2987
CONTACT PERSON JAWAD FARRUKH
MOBILE 00966569624109
E MAIL: J.FARRUKH@ARCHIRODON.NET

Place of Receipt:

Vessel(s): SPARTEL TRADER **Voyage No.:** 1047B

Place of Delivery:

Port of Loading: DAMIETTA

Port of Discharge: JEDDAH

Container Nos., Seal Nos., Marks and Nos.	Number and Kind of Packages, Description of Goods	Gross Weight	Measurement
HLCU 3691364	1 CONT. 20'X8'6" GENERAL PURPOSE CONT. SLAC*	9000.000	KGM
SEAL: HT0536554	2 PACKAGES DC MOTOR		

Actions: Make Changes Download BL Draft

Hapag-Lloyd Draft List > Draft Review > HLCUHAM200900245 > Page 2

Bill of Lading Multimodal Transport or Port to Port Shipment

Carrier: Hapag-Lloyd Aktiengesellschaft, Hamburg

Shipper: WILCHER FINEST CHOCOLATES
NEUER JUNGFERNSTIEG 12
84043 MAINBURG
GERMANY

Carrier's Reference: BL No. 62002672 Page: 2 / 4

Export References: 15425484584

Consignee (not negotiable unless consigned to order): DELICIOUSNESS GLOBAL
42 JALAN KOHLER QUAY
SINGAPORE 900644

Notify Address (Carrier not responsible for failure to notify): DELI EXPRESSEN
812 BARANO STREET
SINGAPORE 923644

Place of Receipt:

1 toggle original / change content

2 undo changes

3 Draft Review > HLCUHAM200900245 > Page 2

Bill of Lading

Shipper: WILCHER FINEST CHOCOLATES
NEUER JUNGFERNSTIEG 12
84043 MAINBURG
GERMANY

Carrier's Reference: 62002672

Export References: 154254845

Consignee (not negotiable unless consigned to order): DELICIOUSNESS GLOBAL
42 JALAN KOHLER QUAY
SINGAPORE 900644

Notify Address (Carrier not responsible for failure to notify): DELI EXPRESSEN
812 BARANO STREET
SINGAPORE 923644

Place of Receipt:

1 Once a field has been changed from the original input, two buttons will appear whenever the cursor is in the field

2 The "toggle original / change content" lets you toggle between the two version by hovering our mouse over or clicking on the button

3 Clicking the "undo changes" button will reset the field to the initial input

- ✓ Then click on make change, you can edit or amend any section from BL draft
- ✓ After finished all requirements, submit change.

SPARTEL TRADER 1047E Place of Delivery:

Port of Loading: **DAMIETTA**

Port of Discharge: **JEDDAH**

Container Nos., Seal Nos., Marks and Nos.	Number and Kind of Packages, Description of Goods	Gross Weight	Measurement
HLBU 3691364	1 CONT. 20'X8'6" GENERAL PURPOSE CONT. SLAC*	9000	00
SEAL: HLC2536554	2 PACKAGES DC MOTOR		KGM

MARKS & NOS:
N/M

*SLAC = Shipper's Load, Stow, Weight and Count

SHIPPED ON BOARD, DATE : 03.DEC.2024
 PORT OF LOADING: DAMIETTA
 VESSEL NAME: SPARTEL TRADER VOYAGE: 1047E

PORT CHARGE ORIGIN PREPAID
 SEAFREIGHT + ADDITIONALS PREPAID
 PORT CHARGE DESTINATION COLLECT

Shipper's declared Value [see clause 7(2) and 7(3)]
 Total No. of Containers received by the Carrier: 1 Packages received by the Carrier: 1

Movement: FCL/FCL Currency:

Charge | Rate | Basis | W/Vol | P/C | Amount

Add your general comment and attach files if needed

0 / 500 Accepted file types: .jpg, .png, .pdf

Commented pages: 2

Page 2

- 1 vEgda
- 2 gge
- 3 agg

Cancel Save for later

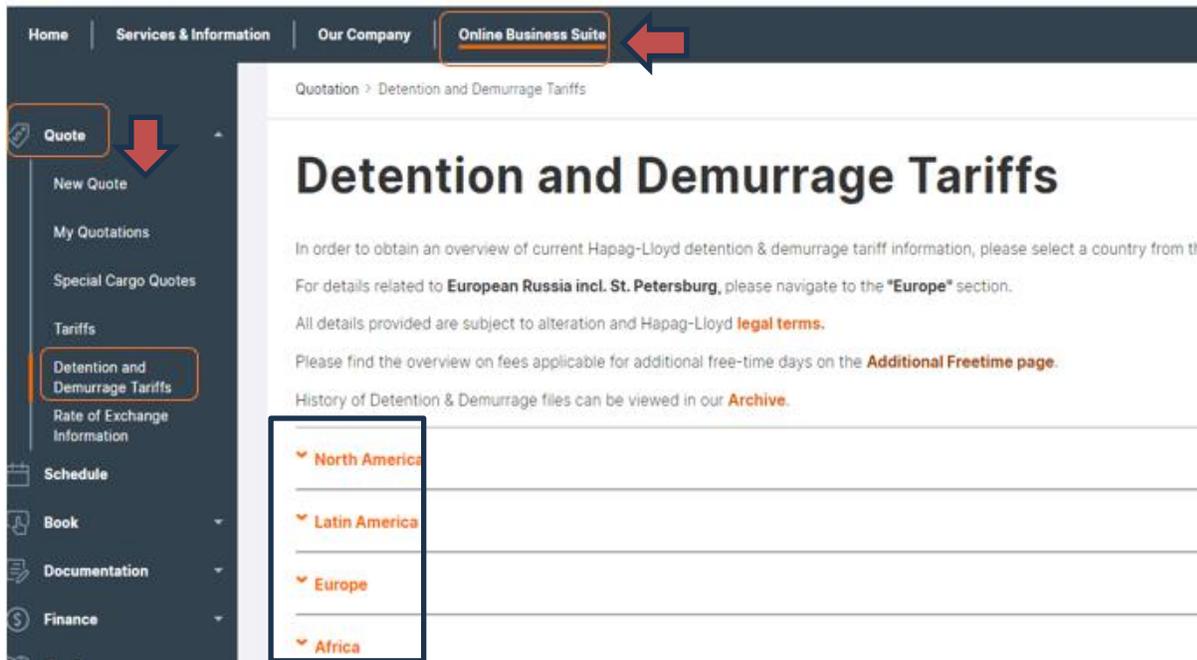
How can I check the standard free time for each port?

Free time as per below link

<https://www.hapag-lloyd.com/en/online-business/quotation/detention-demurrage.html>



- ❖ To obtain an overview of current Hapag-Lloyd detention & demurrage tariff information, please select a country from the list.
- ❖ After select, a country from the list you will find, PDF files for both EXPORT& IMPORT.
- ❖ Also, in same page you can find Additional Free time when you click on it will move you to the page and How to purchase Additional Free time



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

Quotation > Detention and Demurrage Tariffs

Detention and Demurrage Tariffs

In order to obtain an overview of current Hapag-Lloyd detention & demurrage tariff information, please select a country from the list below.

For details related to **European Russia incl. St. Petersburg**, please navigate to the **"Europe"** section.

All details provided are subject to alteration and Hapag-Lloyd **legal terms**.

Please find the overview on fees applicable for additional free-time days on the **Additional Freetime page**.

History of Detention & Demurrage files can be viewed in our **Archive**.

- North America
- Latin America
- Europe
- Africa

How can I purchase shipping guarantee & additional free time?

Additional Free time is available for our customers in every country in which Hapag-Lloyd operates. You can buy up to 10 extra days through this service.

Additional Freetime – Get Container-Detention Time - Hapag-Lloyd

With Shipping Guarantee, you can protect your shipment from any rollovers for the full sea transport, including transshipment ports.

Shipping Guarantee is available if you book via Hapag-Lloyd's Web Booking or the Hapag-Lloyd Navigator.

From this page additional service will find like:

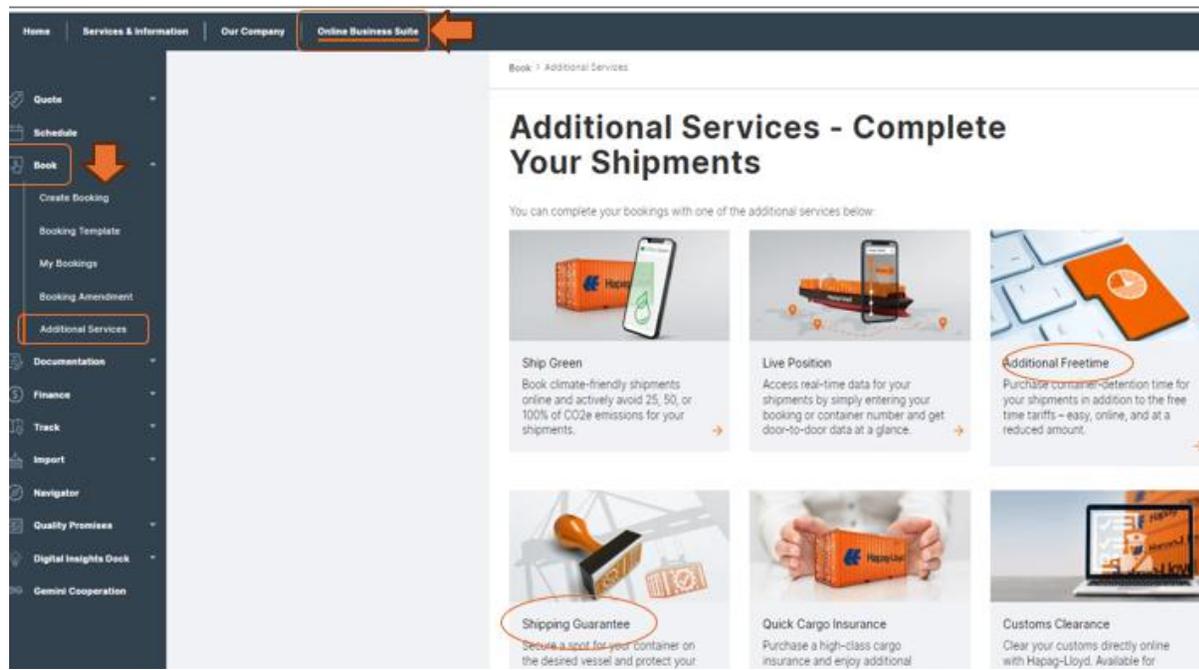
How can I purchase?

> shipping guarantee

>additional free time

>Ship green

>Live position

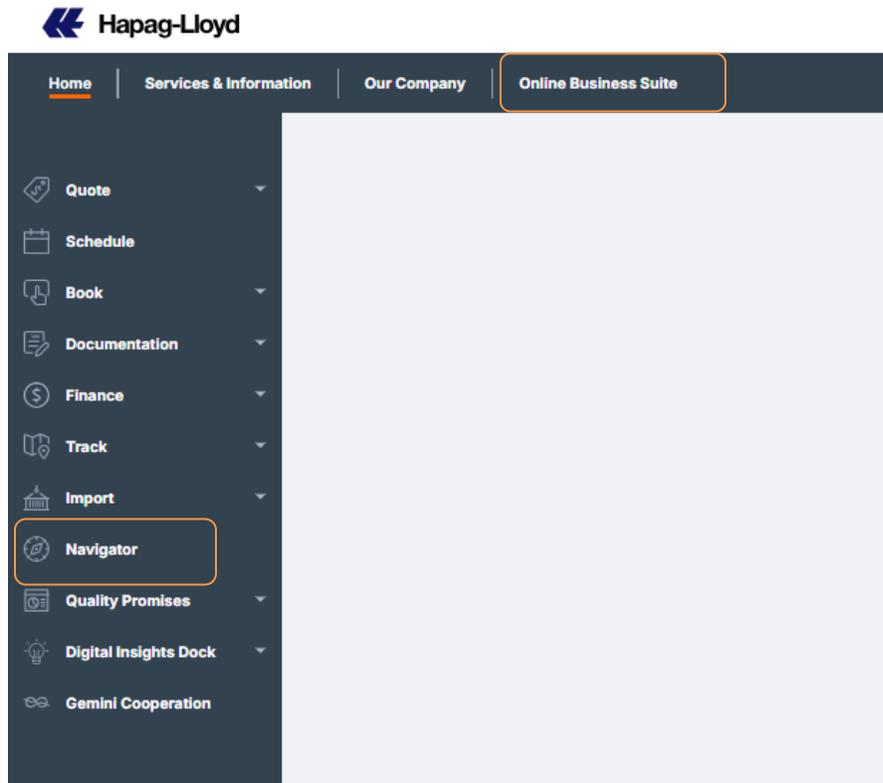


The screenshot shows the 'Online Business Suite' interface. The top navigation bar includes 'Home', 'Services & Information', 'Our Company', and 'Online Business Suite'. The left sidebar contains a menu with items like 'Quota', 'Schedule', 'Book', 'Create Booking', 'Booking Template', 'My Bookings', 'Booking Amendment', 'Additional Services', 'Documentation', 'Finance', 'Track', 'Import', 'Navigator', 'Quality Promises', 'Digital Insights Desk', and 'Gemini Cooperation'. The main content area is titled 'Additional Services - Complete Your Shipments' and lists six services:

- Ship Green**: Book climate-friendly shipments online and actively avoid 25, 50, or 100% of CO2e emissions for your shipments.
- 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.
- Additional Freetime**: Purchase container-detention time for your shipments in addition to the free time tariffs – easy, online, and at a reduced amount.
- Shipping Guarantee**: Book a spot for your container on the desired vessel and protect your
- Quick Cargo Insurance**: Purchase a high-class cargo insurance and enjoy additional
- Customs Clearance**: Clear your customs directly online with Hapag-Lloyd. Available for

What information can I access via Hapag-Lloyd Navigator?

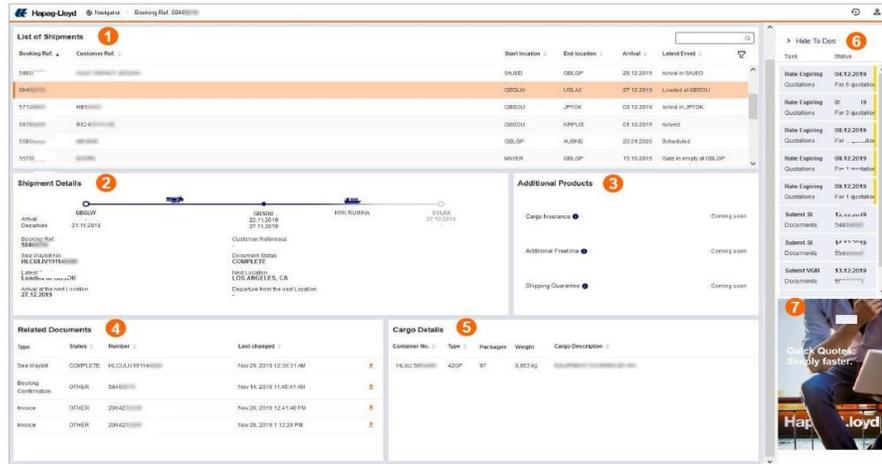
From our web page click on online business suite, then select Navigator.



How to download necessary documents (BL draft + invoices) from website

Functionality overview

- 1 List of all current bookings with additional information
- 2 Real-time information on each shipment
- 3 News about digital products and information on how to use them
- 4 All important documents compiled in one place with links to respective download pages
- 5 Information on containers and cargo items of individual shipments
- 6 Alerts on due dates and other required actions
- 7 An integrated newsfeed for a deeper look into Hapag-Lloyd with interesting stories and the hottest topics in liner shipping



The screenshot displays the Hapag-Lloyd Navigator interface. At the top, there is a 'List of Shipments' table with columns for Booking Ref., Customer Ref., Start location, End location, Arrival, and Latest Event. Below this is a 'Shipment Details' section featuring a timeline and various data points. To the right, there are sections for 'Additional Products' and 'Cargo Details'. At the bottom, there is a 'Related Documents' table and a 'Cargo Details' section. A sidebar on the right contains a 'Hide To Docs' button and a list of 'Rate Expiring Quotations'.

Through our competitive tool (Navigator), You can check and get access for all below details

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.

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

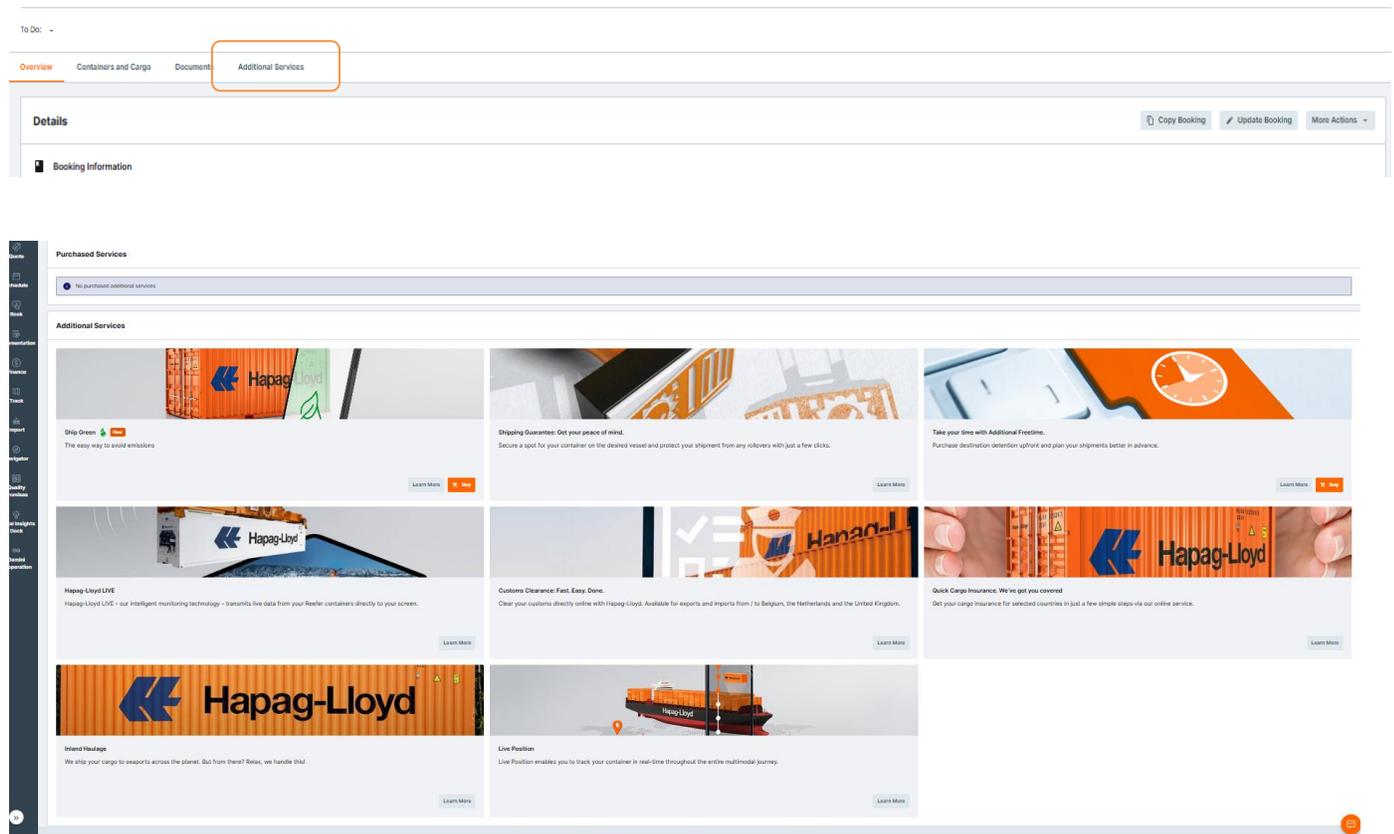
- Quotations (Link to Quick Quote)
- Booking Confirmations (Link to online booking)
- Original Bills of Lading/ Sea Waybills (Link to SVWB download)
- Invoices (Link to Invoice download)
- Arrival Notice

Related Documents			
Type	Status	Number	Last changed
Sea Waybill	COMPLETE	HLCULIV19114	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

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

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

Also you can purchase any of additional services:



The screenshot displays the 'Additional Services' section of the Hapag-Lloyd online portal. At the top, there is a navigation bar with tabs for 'Overview', 'Containers and Cargo', 'Documents', and 'Additional Services'. Below this, a 'Details' section contains buttons for 'Copy Booking', 'Update Booking', and 'More Actions'. The main content area is titled 'Purchased Services' and shows a message 'No purchased additional services'. Below that, the 'Additional Services' section features eight service cards, each with a Hapag-Lloyd logo and a brief description:

- Ship Green:** The easy way to avoid emissions.
- Shipping Guarantee:** Get your peace of mind. Secure a spot for your container on the desired vessel and protect your shipment from any shippers with just a few clicks.
- Additional Freetime:** Take your time with Additional Freetime. Purchase destination detention upfront and plan your shipments better in advance.
- Hapag-Lloyd LIVE:** Hapag-Lloyd LIVE - our intelligent monitoring technology - transmits live data from your Reefer containers directly to your screen.
- Customs Clearance:** Fast. Easy. Done. Clear your customs directly online with Hapag-Lloyd. Available for exports and imports from / to Belgium, the Netherlands and the United Kingdom.
- Quick Cargo Insurance:** We've got you covered. Get your cargo insurance for selected countries in just a few simple steps via our online service.
- Inland Haulage:** We ship your cargo to seaports across the planet. But from there? Relax, we handle that!
- Live Position:** Live Position enables you to track your container in real-time throughout the entire multimodal journey.

How can I trace of my shipments?

Get instant access to your transport data whenever you need it. Wherever you need it. You can choose between tracking by container or by booking as well as subscribe to tracking information and use the vessel tracker for the current schedule of a vessel.

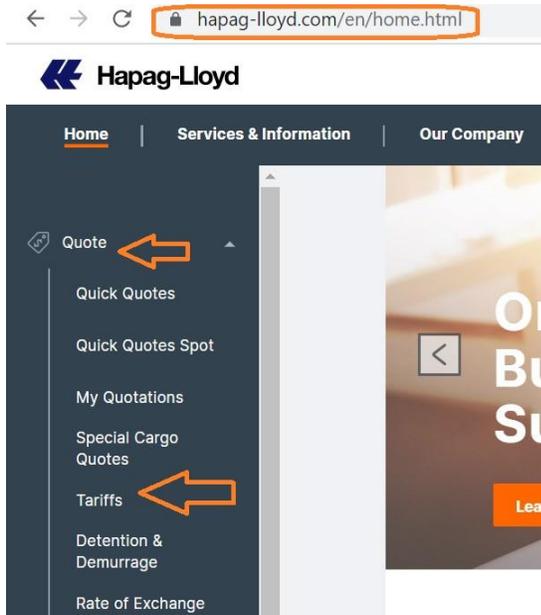
Below, you can find further information on

- **Track by booking**
- **[Track by container](#)**
- **Tracking Subscription**
- **Vessel Tracker**

How can I check local charges?

From Our website home page “Quote and then Tariffs “local charges can be reached.

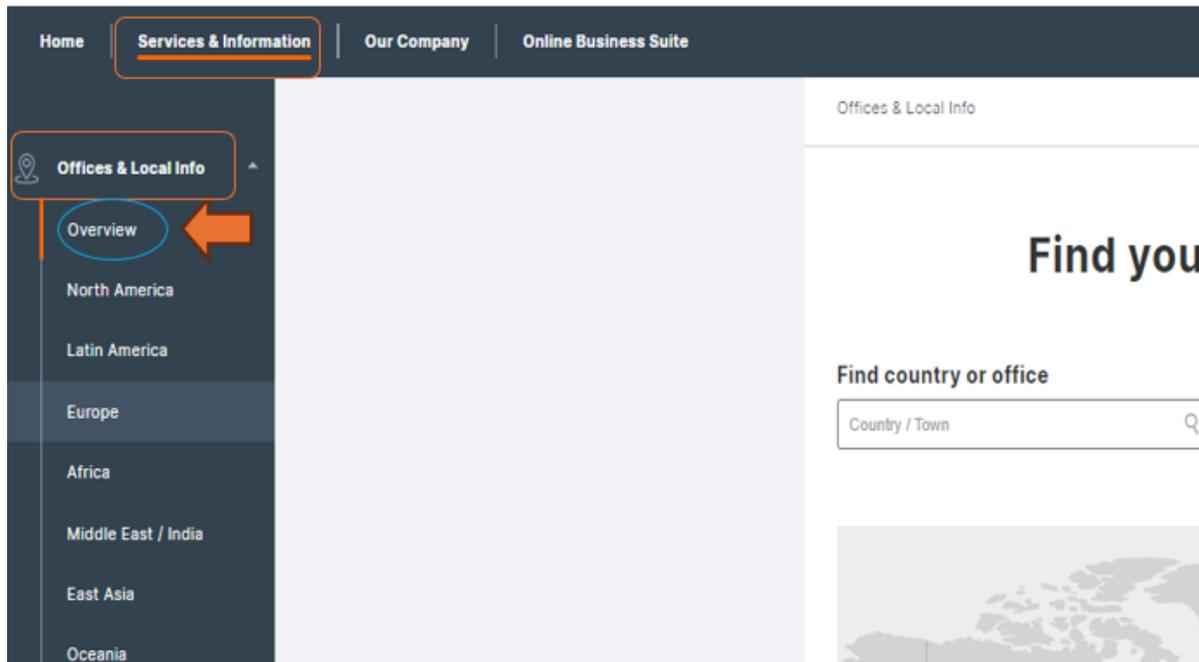
<https://www.hapag-loyd.com/en/online-business/quotation/tariffs/local-charges-service-fees.html>



How can I check contact details for Hapag Lloyd office?

From Our website can be reached.

Services & information → offices & local inf



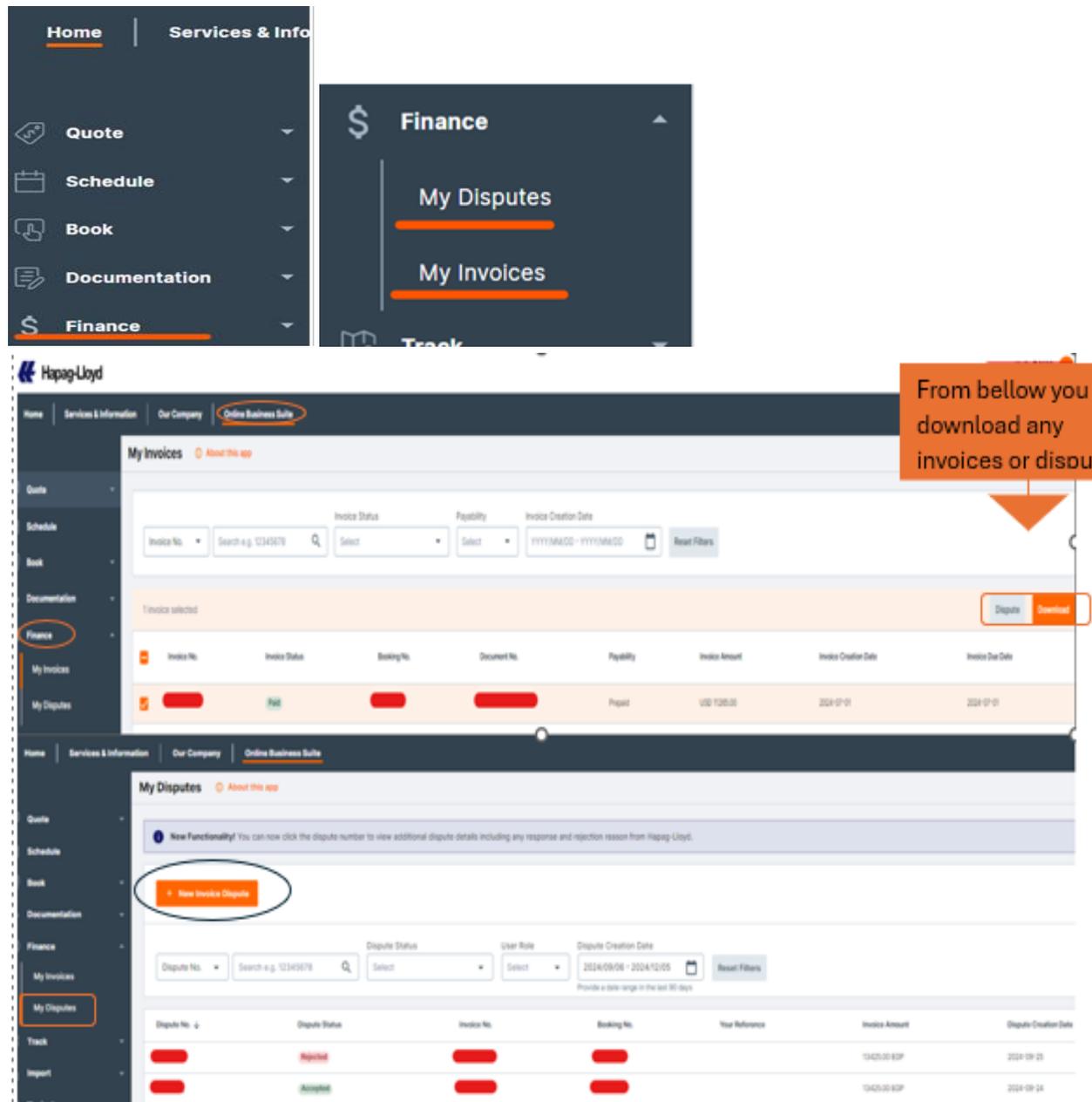
How can I dispute & download invoices?

Customers can easily search, view, and manage all their non-archived invoices from one place. No more digging through emails, folders, or paperwork, customers can quickly find the exact invoice they need and download it immediately.

Customers can check the status of their invoices at any time.

Submit up to 10 invoices for a dispute at once, no more one-by-one hassle!

 **Download up to 20 invoices**, keep track of their records with ease.



The screenshot displays the Hapag-Lloyd online business suite interface. The left sidebar contains navigation options: Home, Services & Info, Quote, Schedule, Book, Documentation, Finance, My Invoices, My Disputes, Track, and Import. The main content area is divided into two sections: 'My Invoices' and 'My Disputes'.

My Invoices Section: This section features a search bar for Invoice No. (e.g., 12345678) and filters for Invoice Status, Payability, and Invoice Creation Date. A table lists invoices with columns for Invoice No., Invoice Status, Booking No., Document No., Payability, Invoice Amount, Invoice Creation Date, and Invoice Due Date. A table with one row is shown below:

Invoice No.	Invoice Status	Booking No.	Document No.	Payability	Invoice Amount	Invoice Creation Date	Invoice Due Date
[Redacted]	Not	[Redacted]	[Redacted]	Prepaid	USD 1235.00	2024-07-01	2024-07-01

Buttons for 'Dispute' and 'Download' are visible next to the table. An orange callout box points to these buttons with the text: "From below you can download any invoices or dispute it".

My Disputes Section: This section includes a 'New Functionality!' notification and a '+ New Invoice Dispute' button. It also has a search bar for Dispute No. (e.g., 12345678) and filters for Dispute Status, User Role, and Dispute Creation Date. A table lists disputes with columns for Dispute No., Dispute Status, Invoice No., Booking No., Year Reference, Invoice Amount, and Dispute Creation Date. A table with two rows is shown below:

Dispute No.	Dispute Status	Invoice No.	Booking No.	Year Reference	Invoice Amount	Dispute Creation Date
[Redacted]	Rejected	[Redacted]	[Redacted]		12425.00 GBP	2024-09-25
[Redacted]	Accepted	[Redacted]	[Redacted]		12425.00 GBP	2024-09-24

Enjoy a smoother dispute process,
our streamlined process will make resolving disputes a breeze.

Dispute Identification

Dispute Type

Select the type of dispute.

i If you have multiple dispute reasons, select one of the types below and provide more details in the Dispute Description section.

Dispute Type

- Incorrect seafreight / haulage
- Incorrect payment terms / payer
- Incorrect or not applicable surcharge/local charge
- Incorrect demurrage/detention charges or freetime application

Invoice Identification

Invoice

Provide the details of the disputed invoice.

i If you want to dispute an invoice without related shipment number, please contact [Customer Service](#)

1 Invoice Details

Hapag-Lloyd Invoice Number / Ref. Number

Shipment Number

10 digits starting with "2", e.g. "2012398765"

+ Add Invoice

If you have more than one invoice need to dispute it for same reason you can click on add **Submit up to 10 invoices for a dispute at once**

Dispute Details

Dispute Description

Provide a detailed reasoning for the incorrect invoice.

Dispute Description

0 / 1000

i Please upload any mail exchanges as PDF-File

+ Add attachments
or drag and drop your files here

Accepted file types: .jpg, .jpeg, .pdf, .png

Maximum file size: 5 MB

Contact Details

Contact Person

The contact person gets all the dispute updates and can access details online if they are a Business Suite registered user.

i Only the Invoice Payer and Dispute Contact have online access to dispute details.

E-mail Address

RANIA.MOHAMED@EASYFRESH-LOGISTICS.COM.EG

Format letters (Telex release letter, subsidiary letter and print at destination)

In order to issue **ONE OF THEM** you have to submit it on the shipper's letter head signed & stamped with bank correctness on the signature

then issue it over our counter.

subsidiary letter form

السادة // هاباج لويد مصر ،،

بناء علي طلبنا: _____
بخصوص بوليصة الشحن البحري رقم _____:
والتي تمت شحنها على الباخرة _____ ورغبة شركتنا في إفادة عن شحن مشمول تلك البوليصة من خلال
الخط الملاحي الألماني (هاباج لويد) لتقديمها الى صندوق دعم الصادرات
والتي تم حجزها عن طريق وسيط الشحن شركة _____
يرجي العلم أن هذا المستند يخضع لشروط وأحكام البوليصة أعلاه وتم سداد كافة المصاريف عليها.
تم إصدار هذا الخطاب بناء علي رغبة الشركة الطالبة ودون أدني مسؤولية على الخط الملاحي.

الامضاء

Telex release letter form

Format letters (Telex release letter, subsidiary letter)

To release shipment as SWB you have to submit 2 documents

1) POA: attorney of Power : وكيل رسم من الشهر العقارى

2) Telex Release letter as the following format on shipper`s or booking agent head letter signed and stamped.

(TELEX RELEASE REQUEST)

(Pls use the shipper`s letter head with Stamp and Signature)

Date :

To: HAPAG-LLOYD VESSEL NAME:

B/L NO.:

Shipper:

Consignee / Receiver:

Port of Loading:

Port of Discharge:

We would like to have your kind arrangement to release above cargo to the Consignee

Please release the above shipment to the consignee mentioned in the B/L without presentation of the Original Bill of Lading.

We will pay to Hapag-Lloyd all incurred charges. We also agree that Hapag-Lloyd will be indemnified from all demands, claims, liabilities, actions and expenses, including legal expenses and attorney's fees, which may grow out of or relate to such understanding or may result from any breach of this agreement herein contained.

Accepted by:

Name of the Shipper

Print at destination form

(Print Original Bill of Lading at destination Request)

(Pls use the shipper's letter head with Stamp and Signature)

Date :

To: HAPAG-LLOYD

Subject: Instructions for Bill number

Concerning A/M shipment to (write POD)

Please print BL at destination & deliver to below consignee:

(Write consignee info)

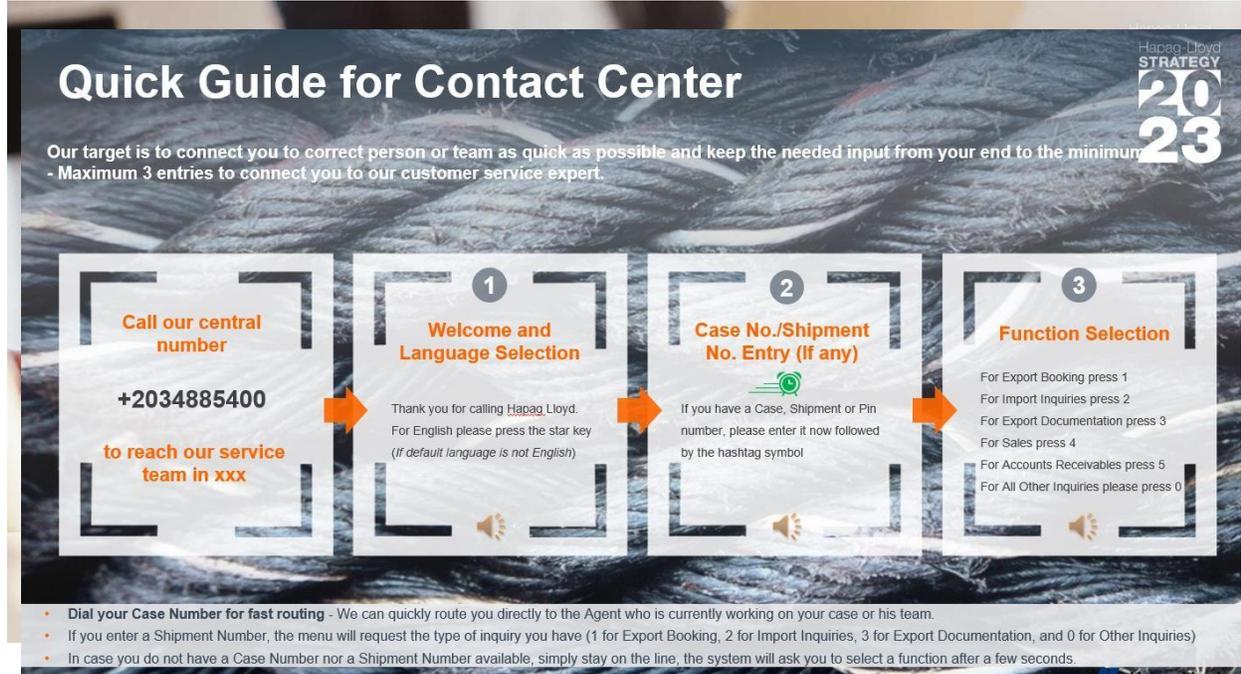
Accepted by:

Name of the Shipper

How to contact Customer Service Group Mail and Contact Center?

Thanks to check our webtools firstly as we have most solutions Via our webtools
To visit our website thanks to click [Here](#)

Note: thanks to make sure that BL number added in the subject of the email



Quick Guide for Contact Center

Hapag-Lloyd STRATEGY 2023

Our target is to connect you to correct person or team as quick as possible and keep the needed input from your end to the minimum
- Maximum 3 entries to connect you to our customer service expert.

- Call our central number**
+2034885400
to reach our service team in xxx
- Welcome and Language Selection**
 Thank you for calling Hapag Lloyd.
 For English please press the star key
 (If default language is not English)
- Case No./Shipment No. Entry (If any)**
 If you have a Case, Shipment or Pin number, please enter it now followed by the hashtag symbol
- Function Selection**
 For Export Booking press 1
 For Import Inquiries press 2
 For Export Documentation press 3
 For Sales press 4
 For Accounts Receivables press 5
 For All Other Inquiries please press 0

- **Dial your Case Number for fast routing** - We can quickly route you directly to the Agent who is currently working on your case or his team.
- If you enter a Shipment Number, the menu will request the type of inquiry you have (1 for Export Booking, 2 for Import Inquiries, 3 for Export Documentation, and 0 for Other Inquiries)
- In case you do not have a Case Number nor a Shipment Number available, simply stay on the line, the system will ask you to select a function after a few seconds.

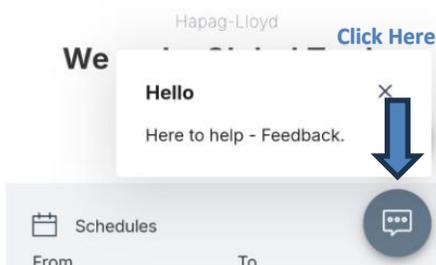
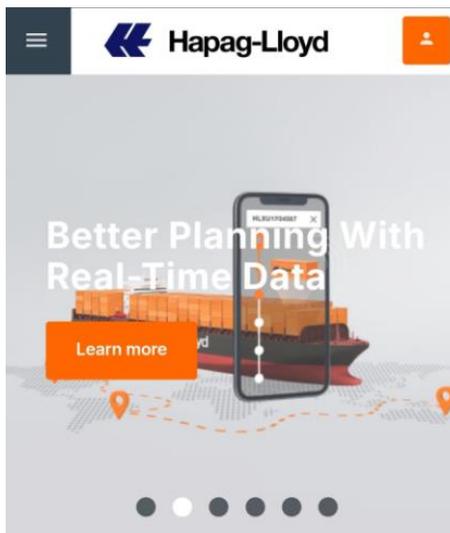
How can I Get the solutions Via Chat Bot

September 23rd is the go live for Virtual Assistant and Live Chat in Egypt

During the upcoming weeks we need to work in the topics below for a smooth go live:

1. Training already done
2. Customer Communication
 - ❖ Customer flyers
 - ❖ Web article on hlag.com
 - ❖ Email signature teasers

[Click Here](#)



Newsletter Subscription

Do you love shipping as much as we do? Whether it's exciting stories about our employees on land or at sea, features of our customers from around the world, or the latest information about our services – with our Lookout newsletter and Customer NEWS, we always keep you up to date on the latest news. Plus, we would be delighted to offer journalists a subscription to receive our press releases – automatically and, of course, free of charge.

<https://www.hapag-lloyd.com/en/news-insights/customer-news-subscription.html>

Newsletter Subscription

Stay up to date

Want updates about services, rates or surcharges? Or how about our newsletter full of stories on our company, customers and industry? Subscribe now to get them delivered right to your mailbox.

CustomerNEWS  Monthly LOOKOUT  Press Release 

Personal Information

*First Name:	*Last Name:
<input type="text"/>	<input type="text"/>
*Email Address:	
<input type="text"/>	
*Country/Region:	*Preferred Language:
<input type="text" value="Select..."/>	<input type="text" value="Select..."/>

* These fields are required

Subscribe

How to submit your trucking request?

If you are shipping from Egypt, here's an update on the required details for your carrier haulage trucking requests.

To complete all the transactions of your inland export shipments that will be carried out by us, the following information must be sent to our group e-mail address Egypt@service.hlag.com with the email subject "CH Trucking request"

	Trucking request	
1	Shipping Line	
2	Port of Loading / Port of Discharge	
3	Loading location	
4	Container Quantity/ Type/ Size	
5	Genset	
6	Arrival Date & Time	
7	Customer Name	
8	Sub customer	
9	Address	
10.1	Contact Person name	
10.2	Contact Person phone	
11.1	Customs clearance method	
11.2	Broker phone No. "Shehada Clearance only"	

Please keep in mind:

- Inland transportation will be organized in accordance with your submitted information.
- All information submitted to us must be complete and accurate. If any information such as Gross Weight, container type, or other is not correct in the transportation request, the extra costs that will arise from the fact that the vehicle cannot receive the container will be debited to your side.
- Please adhere to the maximum load capacity as per laws and regulations of the Ministry of Transport and Infrastructure of the Republic of Egypt.
- In cases where tonnage overruns evaluated within the framework of the maximum load capacity rules of the Ministry of Transport and Infrastructure of the Republic of Egypt, we will not be able to arrange the inland transportation.

Transport remarks:

- Stay-over policy for Dry containers:
- Trucking request should be received before 2 PM to proceed on the same day. Any request received after 2 PM will be ready for inland request on the next day.
- Free Time for off-Loading at client's premises is 8 hours for A/D ports and 12 hours
- for DMT port (monitored by GPS and by bill of loading).
- Additional stay-over details will be provided in due course.
-
- Stay-over policy for Reefer containers:
- Trucking request should be received before 2 PM to proceed on the same day, request that will be send after 2 PM will be ready for inland request in next day.
- Free Time for off-Loading at clients premises is 10 hours.
- Additional stay-over details will be provided in due course.
-
- According to the road transport regulations, the maximum load weight excluding tare should be as follows:
 - 20' Dry: 25.5 Tons
 - 40' Dry HC: 32.5 Tons
 - Reefer: 35 Tons
-
- Kindly note that carrier will not be responsible for any extra fees related to the customer, such as overweight and any other consequences for overweight loads.
-
- Regarding the operational process:
 - The land transportation requests must be submitted one business day in advance. Please contact us for orders requested to be executed on the same day.
-
- Inland related urgent requests:
 - Please forward the urgent requests to TDEGYPT@HLAG.COM:
-
- Where is the truck?
- When will the truck be at the address?
- Truck plate information
- Missing seal
- Missing documents that should be delivered by the truck driver (if any)
- vered by the truck driver (if any)
-

- [How to get your import THC invoices](#)

- ✓ This tool will save your time as NO need to send request to CS group mail asking for discharge Invoice
- ✓ Easy Self-creation to the discharge Invoice for each BL in details.

- ✓ Can be accessed without account login

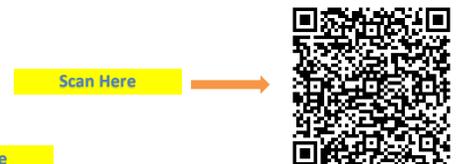
This tool will save your time as NO need to send request to CS group mail asking for discharge Invoice

- ✓ Easy Self-creation to the discharge Invoice for each BL in details.

- ✓ Can be accessed without account login

How can you access this tool ?

- ✓ You can reach out to this tool via our local website



- ❖ Link: [Import Local Charges - Hapag-Lloyd](#)

Click Here

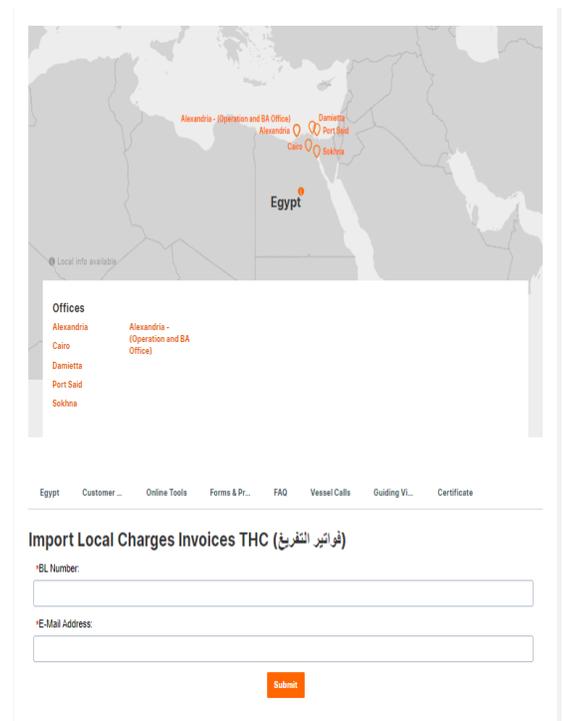
- ✓ For Note : the request should be sent for Maximum 24 hour before vessel arrival
- ✓ After scanning you will be directed to web-tool and you will only insert the BL number and containers return date and your e-mail address as follows:
- ✓ In 15 minutes you will receive e-mail address with your Storage proforma invoice.

Kindly Note that our webtool will be active during the official weekly working days / hours

- ✓ Incase you did not recived the e-mail, you can approach us by sending request to our CS group e-mail.

BL Number

Email address



How to get your Proforma Storage & Detention invoices

- ✓ This tool will save your time as NO need to send request to CS group mail asking for discharge Invoice
- ✓ Easy Self-creation to the discharge Invoice for each BL in details.
- ✓ Can be accessed without account loggin

How can you access this tool ?

- ✓ You can reach out to this tool via our local website

❖ Link: [Import Local Charges - Hapag-Llo yd](#)

- ✓ QR Code : you can scan this QR Code :



← [Click Here](#)

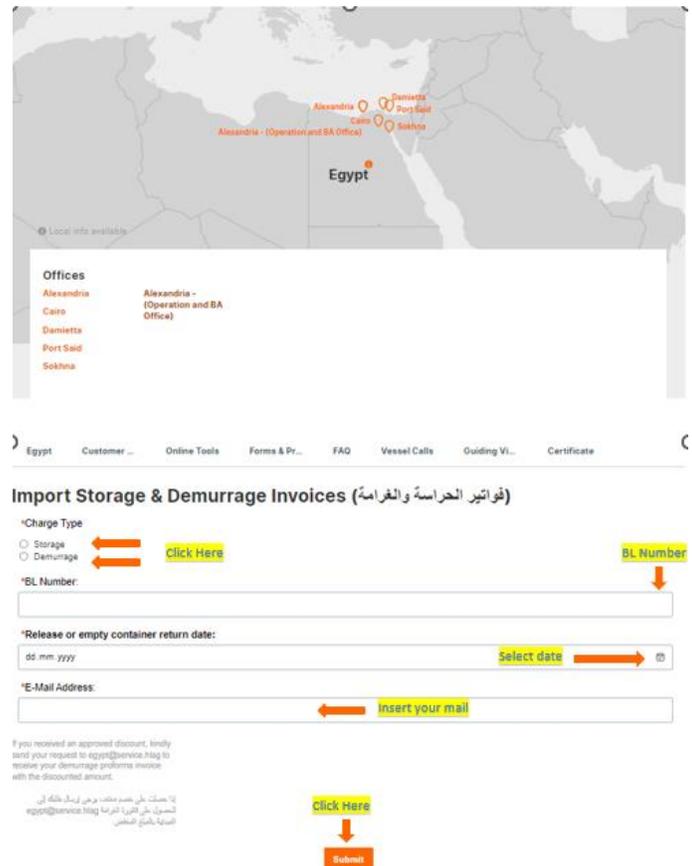
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In 15 minutes you will receive e-mail address with your Storage proforma invoice.

Kindly Note that our webtool will be active during the official weekly working days / hours

Incase you did not recived the e-mail, you can approach us by sending request to our CS group e-mail.



New roles for ACI

Advance Cargo Information (ACI) is a new customs system requiring Egyptian importers to declare full information about goods shipped to Egypt at time of loading. Compliance with the Advance Cargo Information (ACI) will be effective from October 1, 2021, for all shipments; otherwise, shipment will be reexported to POL. The responsibility for processing this ACI number is the sole responsibility of the Shipper/Consignee and must be stated on all shipping documents: Commercial invoice Packing list COO / EUR1 HBL / MBL Hapag-Lloyd documents (BL / Cargo manifest) must contain the following three references: ACID number - 19-digit number uniquely defining the ACI shipment Shipper ID Consignee Tax ID.

ACI خدمة لدى هيئة الجمارك المصرية لعملاء الوارد لكي يكون لديها مواصفات الشحنات قبل شحنها من ميناء الشحن وبدأت هذه الخدمة منذ 1
خدمة الرقم الكودى ACI أكتوبر 2021 وإذا لم يكون هناك رقم
سوف يتم رفض نزول الشحنة بالموانئ المصرية او اعادة شحنها الى ميناء الشحن
مسئولية الشاحن والعميل كاملة فى ادراج رقم صحيح ل ACI