

Hapag-Lloyd / How to Subscribe to CustomerNews

Step 1 – Once on our website <https://www.hapag-lloyd.com/en/home.html> please click on News & Navigator. Once the web page has opened you will then need to click on “CustomerNews” as shown below.

The screenshot shows the Hapag-Lloyd website's 'News & Navigator' page. The top navigation bar includes 'Home', 'Contact', 'Career', 'Press', 'Investor Relations', 'EN', and 'Login'. Below this, there are links for 'Products', 'Services & Trades', 'Offices & Local Info', 'News & Navigator' (highlighted with a green arrow), 'About us', and 'Online Business'. A search bar is also present. The main content area is titled 'News & Navigator' and 'CustomerNEWS'. Under 'Filter Topics', there are buttons for 'all', 'Liner Services', 'Ports & Inland', 'Rates', 'Surcharges', 'Regulations', and 'General'. Three news articles are displayed, each dated 'JUL 4, 2019': 'Bulgaria - Fuel surcharge' (with a 'SURCHARGES' tag), 'Implementation of global Vessel Risk Surcharge for cargo to/from Arabian Gulf', and 'USA - Automated Export System (AES) S.I. - Regulation Reminder'. On the right, a 'Subscribe' section contains the text 'Subscribe to the latest CustomerNEWS or stories from the Hapag-Lloyd Navigator.' and three buttons: 'CustomerNEWS' (with a green arrow pointing to it), 'Navigator', and 'Video Tutorial'.

Step 2 – After clicking on “CustomerNews” you will need to fill out the below web page.

The screenshot shows the 'Newsletter Subscription' form. The title is 'Newsletter Subscription' and the sub-header is 'Subscribe to our CustomerNEWS'. The text below the sub-header reads: 'We want to make sure that you only receive that information that is of particular interest to you. After submitting your personal information and clicking “Subscribe”, you will receive an email from us in your mailbox. When confirming your subscription, you will receive an email shortly thereafter containing a link to your personal email preference center, where you can select from our news categories and choose the geographical scopes that are of particular relevance to you. You can update your preferences and unsubscribe at any time.' The form is titled 'Personal Information' and contains the following fields: 'First Name: *', 'Last Name: *', 'Email Address: *', 'Postal Code:', 'Company:', and 'Country: *' (with a dropdown menu showing 'Select...'). A note at the bottom left states '* These fields are required'. A 'Subscribe' button is located at the bottom center of the form.

Step 2a – Once you have filled out the Subscription and then click on “Subscribe” you will receive an email asking you to click on “Confirm” as shown below.

View in browser

Right-click or tap and hol...

Please confirm your subscription

Dear John

Welcome to Hapag-Lloyd and thank you for subscribing to our newsletter service!

By clicking on the button below you confirm that you want to receive communication from us. Of course you can change your email preferences or unsubscribe from our email services at any time.

Confirm

For additional details about your consent and our efforts to protect your privacy please review the [terms of use of our website](#) and as well as our [privacy policy](#).

Best regards,

Hapag-Lloyd AG

Keep in touch

Step 2b – Once you have clicked on “Confirm” you will then see the below confirmation and a brief explanation of what you will now receive as an email.



Thank you for confirming your newsletter subscription!

You will receive an email with a link to your personal email preference center shortly. There you can choose what type of content you want to receive in your inbox.

Of course you can edit your preferences or unsubscribe at any time in the future.

Step 2c – Once you have received the “Set your mailing preferences” email you will now need to click on **“Set your mailing preferences”**.

Set your mailing preferences

Dear John

We at Hapag-Lloyd want to make sure to only provide you with information and content that is relevant to you!

By clicking on the button below you will directly be taken to your personal email preference center where you can select only the type of content that you want to receive in your inbox.

Of course you can change your email preferences or unsubscribe from our email services at any time in the future.

[Set your mailing preferences](#)

Best regards,

Hapag-Lloyd AG

Step 3 – After clicking on “**Set your mailing preference**” the following will open along with your email details. Here you can click on the selection(s) you wish to receive as an email notice once the CustomerNews has been posted on our website. Once you have finished making your selection(s) please ensure that you click on “**Submit**” .

Hapag-Lloyd

Last Name *

Company

Email Address *

Country *

* These fields are required

Newsletter subscription

Monthly NAVIGATOR ?

Press Release ?

CustomerNEWS ?

Unsubscribe from all

Pause for 30 days

Please select at least one category and one geographical scope that is of interest to you

News Categories *

- Liner Services ?
- Ports & Inlands ?
- Rates ?
- Surcharges ?
- Rules & Regulations ?

Product Segments

- Reefer
- Special Cargo
- Dangerous Goods

Geographical Scope *

- Transpacific ?
- Atlantic ?
- Europe-Asia ?
- Latin America-Asia ?
- Latin America-Europe ?
- Middle East ?
- Indian Subcontinent ?
- Africa ?
- Intra Europe ?
- Mediterranean ?
- Intra Asia ?
- Intra Americas ?
- Oceania ?

Submit

Optional – Please note that we also have a tutorial on our website which can assist in guiding you how to make your online subscriptions. For quick access, please click on the following link:

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

Video Guide Subscription and Preference Center

