

e-Business

Let's connect...

Leading e-Business solutions and IT systems for highest efficiency

Our e-Business solutions benefit from our high performance and leading IT systems. The Online Business Suite on our website is directly linked to Hapag-Lloyd's operating system FIS (Freight Information System) – the cutting edge in the liner shipping industry.

All important processes along the transport chain are integrated in real time. This avoids redundant work processes, increases reliability and provides maximum transparency with the highest access and data security standards.



Which e-Business access would you like?

Sophisticated IT systems are indispensable in modern logistics. Just as important though is the link to the customer. Hapag-Lloyd provides an optimal interface for each and every requirement, from individual customers to global accounts with thousands of bookings per month.

+ Online Business via Hapag-Lloyd's website

With access to our Online Business Suite on the Hapag-Lloyd website customers can follow all steps in the container shipment process chain conveniently and securely through the internet. Our website offers customers real-time access to their actual transport data and is available 24 hours a day.

+ Bilateral EDI solutions – direct Electronic Data Interchange

Hapag-Lloyd develops solutions for significant volumes of cargo with the maximum amount of automation. The customers' stock control and logistics processes throughout the whole transport chain, from schedule information and booking to invoicing, are perfectly supported.

+ e-Business portals

Hapag-Lloyd is connected to the leading portals in the container shipping industry. The advantage of such portals is that customers and shipping lines can exchange data via one interface. Besides Bookings and Shipping Instructions, features for the Supply Chain Management such as Container Tracing, Schedules, Documentation draft cycle and Invoice processes are available.

+ e-mail solutions

For this type of electronic business transaction Hapag-Lloyd also offers its customers valuable and partly unique opportunities for efficient communication. For example our "electronic advanced Shipping Instructions" (eaSI) facilitate more productive processes and considerably less work for the customers. Our fast and intelligent "e-mail solutions" are also of benefit to the customers, who automatically receive information on the status of their shipment by e-mail.

Making things easy – from schedule information to invoice

All steps in the transport chain can be processed with Hapag-Lloyd using the following electronic communication channels:

1. Schedule



Schedule services are provided with:

- In our Online Business Suite as interactive schedule, download and/or subscription and vessel tracing
- Via the Web schedule App for mobile devices
- Via bilateral EDI (Electronic Data Interchange)
- Portals e.g. Oceanschedules.com
- With intelligent automatic e-mail solution

2. Tariffs



Our Online Business Suite provides:

- Ocean tariff rates (Sea freight rate information)
- Inland rates
- Service fees
- Essential rules and regulations

3. Booking



- Via our Web Booking Wizard System on our website
- Via bilateral EDI
- Via Portals like INTTRA
- Booking confirmation via e-mail, portals and/or bilateral EDI

4. Shipping Instructions



- Via electronic advanced Shipping Instructions (eaSI) an editable PDF document:
 - eaSI Online via our website
 - eaSI Mail as an e-mail solution
- Via bilateral EDI
- Via INTTRA and other portals

5. Bill of Lading (copy and draft)



- As a download from our website in our Online Business Suite
- Bill of Lading data via bilateral EDI
- Bill of Lading data via INTTRA
- As e-mail

6. Tracing



- Via the Hapag-Lloyd website in our Online Business Suite
- Via the Web Tracing App for mobile devices
- Via bilateral EDI
- Via INTTRA and other portals
- As an automatic e-Mail solution
- As an intelligent pull e-mail solution "GetInfo"

7. Import



- Import overview via the website in our Online Business Suite
- Arrival notification via e-mail

8. Invoice



- Invoice download via our website in our Online Business Suite
- Invoice and Invoice Data via bilateral EDI
- Invoice and Invoice data via INTTRA (EIPP) and other portals
- Invoice via e-mail

Company Headquarter

Hapag-Lloyd AG

Ballindamm 25
20095 Hamburg
Germany

Regional Head Offices

Europe:

Hapag-Lloyd AG

Ballindamm 25
20095 Hamburg
Germany
e-mail: e-BizEur@hlag.com

North America:

Hapag-Lloyd (America) Inc.

399 Hoes Lane
Piscataway, NJ 08854
USA
e-mail: ebizna@hlag.com

South America:

Hapag-Lloyd South America

Regional Division
Plaza Sotomayor 50
Valparaiso
Chile
e-mail: ebizsa@hlag.com

Asia:

Hapag-Lloyd Pte. Ltd.

Regional Division
200 Cantonment Road #08-03
Southpoint Building
Singapore 089763
e-mail: easia@hlag.com