



## Saudi Arabia – New Counter Process

Dear ,

In the current situation on COVID-19, we are committed to deliver your cargo and avoid any inconvenience to you and your customers.

Thus in order to comply with the Saudi Government regulations and in line with Saudi MOH efforts to reduce COVID-19 outbreak, we extend our support and will deploy below actions to ensure an environment conducive to avoid spread of virus.

We request your support on the below process changes to be implemented from **22nd March 2020** using our online digital features to serve you better at all our counters in Saudi Arabia:

- Linking DO thru FASAH platform developed by MAWANI & Customs
- Electronic Billing
- SADAD Electronic Payments
- Freight quotations ([Quick Quotes](#))
- [Online Booking](#)

To activate above, we would request customers to follow the following process:

### **For Export OBL release**

Update the request form and drop in the BOX left at the counter area.

Recommendable to request SWB via mail to email id: [SADOC@hlag.com](mailto:SADOC@hlag.com) (copy to [Omar.Hamad@hlag.com](mailto:Omar.Hamad@hlag.com)) and avoid visits to counters.

### **For Import SWB delivery order**

Send email to: [RMESACOUNTER@hlag.com](mailto:RMESACOUNTER@hlag.com) with documents and delivery order will

be linked post document validation.

**For Import OBL delivery order**

Kindly follow below steps:

- Update the checklist of documents provided at Hapag-Lloyd counter along with Consignee / broker details.
- Seal the envelope provided at H-Lloyd counter with the documents.
- Hapag-Lloyd will call the Consignee / broker in case of any further clarification required else will update the delivery order and link in FASAH system.
- For payments kindly use the SADAD payment online option OR bank transfer as POS payment will not be accepted

In case of any further queries / and direct inquiries you can call up our office on +966 12 2128088.

Looking forward to your understanding and cooperation in this situation.

If you have any questions or comments, please contact your local [Hapag-Lloyd office](#) or send me an [email](#).

Best regards,



**Christian**

from our Customer Communication  
team

**Keep in touch**

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