



## Hapag-Lloyd South African offices remain open during lockdown

Dear ,

Due to the current COVID-19 situation, we feel that it is our responsibility to protect our staff and you as our customers.

Hapag-Lloyd Africa (Pty) Ltd wishes to inform you that our offices will remain open during the lockdown period, March 27, 2020 – April 16, 2020 to ensure the business continuity of essential services. All services will remain active with our staff working remotely from home.

Our **release counter** will remain open for receiving and distributing essential documentation however, we will be taking proactive steps to reduce the flow of hard copy documentation presented to our counter and to our customers.

We are seeking your support to comply to these guidelines in order to assist us to serve you safely.

### For export shipments:

- We request that our customers consider usage of Sea waybills telex release, or issue at destination whenever possible. Kindly send all accompanying release documentation such as the SAD500 and cargo dues to: [RMESAFEXPORT@hlag.com](mailto:RMESAFEXPORT@hlag.com).
- Export enquiries, bookings, bill of lading, invoicing and releases: [RMESAFEXPORT@hlag.com](mailto:RMESAFEXPORT@hlag.com)

- In cases where an original bill is unavoidable, please note that extra hygiene measures have been introduced in the office and we request that our customers present required hard copy documentation in a sealed envelope.

### **For import shipments:**

- Kindly present any original bills or stamped customs documents in a sealed envelope, please direct any electronic copies of release documentation to: [RMESAFIMPORT@hlag.com](mailto:RMESAFIMPORT@hlag.com).
- Our process for delivery orders remains unchanged at the present time, we will communicate if any changes take place.
- Import enquiries, Arrival notifications, invoicing, delivery orders: [RMESAFIMPORT@hlag.com](mailto:RMESAFIMPORT@hlag.com)

### **Terminal Info:**

- As per the guidance from DCT Pier 1&2 dated 24.03.2020, hardcopy documentation including amending forms & CTO's will no longer be accepted by the terminal, kindly scan these documents to [RMESAFEXPORT@hlag.com](mailto:RMESAFEXPORT@hlag.com) for export shipments, and [RMESAFIMPORT@hlag.com](mailto:RMESAFIMPORT@hlag.com) for import shipments in order for us to authorize these documents.
- As per the latest guidance from TPT, the ports and terminals serving the container sector in South Africa will continue to operate, albeit at a reduced capacity.

We will provide further detailed guidance on support structures such as depots and transporters once this information is available.

Our **Quality Service Centre** team will be supported by our teams in Durban, Johannesburg and Cape Town to ensure emails are attended to.

Mailbox response times will be monitored remotely.

We will remain committed to our duties during this period as a carrier and toward combating the current COVID-19 epidemic.

In this regard, we request our customers make use of our online services for quoting ([Quick Quotes](#)), bookings requests, shipment tracing, schedules, shipping instruction templates, tariff enquiries, rates of exchange, and limit the handling of hard copy documentation whenever possible.

Our switchboard at +27 31 583 6500 will continue to be fully operational during this

period, and will be attended to remotely.  
We thank you for your assistance.

If you would like to find out more about the current situation, visit the [COVID-19 section](#) on our website

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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