



China/Shanghai Electronic-EIR Release Process Update

Dear ,

China/Shanghai Electronic-EIR Release Process Update In order to streamline the release process of Hapag-Lloyd empty containers for more efficient services provided to Hapag-Lloyd's customers and in supporting to the Chinese Government's initiative in streamlining the logistic supply chain, please be informed that with effect from **April 1, 2021**, Hapag-Lloyd (China) will authorize the following companies to:

- a) Generate e-EIR in EasiPass System; and
- b) Assigning trucker in SIPG System.

Once you receive the booking confirmation from Hapag-Lloyd, please contact either of the following Container Release Company ("CRC").

- 1. China Ocean Shipping Agency Shanghai Co. Ltd
- 2. China Marine Shipping Agency Shanghai Company
- 3. Shanghai Boxamer Internet Technology Co.

Do note the following changes with this new process implementation:

- 1. Hapag-Lloyd will cease the dealing with all existing CRCs, with effect from 1st April 2021.
- 2. Hapag-Lloyd will only authorize above 3 CRCs in handling e-EIR Release in Shanghai.
- 3. These 3 CRC may charge Customers* not more than CNY 40 per e-EIR Release, no other charges will be levied.
- 4. The issued e-EIR has a validity of 48 hours. Thereafter, the e-EIR will become invalid. A new e-EIR Release will be required with applicable charge.
- 5. Depending on the circumstances, these 3 CRC may collect from the Customers* equipment deposit in relation to Hapag-Lloyd's business
- 6. In the event of any feedback or escalation of this process, please inform Hapag-Lloyd

immediately at China@service.hlag.com. Please mark “Shanghai EEIR – Booking No.” in the email subject for quick follow up.

In the event that you paid any deposit that is related to Hapag-Lloyd business to any of the existing 8 CRCs, you are advised to take action in getting refund of such deposit. Do take note that such deposit was collected by these CRCs and is not transferable to the 3 new CRCs. Hapag-Lloyd does not and will not be responsible for any inability of refunding such deposit.

We appreciate your cooperation and continuous support, please contact us at China@service.hlag.com for more information.

*Including customer’s appointed 3rd party service providers or appointed trucking companies.

[CNSHA Container Release Company \(173.6 KB, 1 Page\)](#)

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

Best regards,



Annalena

from our Customer Communication
team

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