



## Our FAQ for the Los Angeles / Long Beach Port Authority Policy has been updated

Dear,

As a follow-up for our CustomerNEWS concerning the Frequently Asked Questions for the Los Angeles / Long Beach Port Authority Policy update, please note that one of the questions has new information.

For your reference, please find below the section that has changed:

### **How will this fee be collected?**

We expect the Port Authorities to bill Hapag-Lloyd and we now have an agreement with [eModal](#) to collect this charge on our behalf. It is expected that this payment arrangement through eModal will be available approximately on November 22 to November 24, 2021. Hapag-Lloyd will only hold containers pending payment AFTER eModal is live. You, as the merchant, will still be responsible for the chargeable period between November 15, 2021 and the go-live date and will be invoiced afterwards. We will further clarify this in the near future with another CustomerNEWS.

To access the full FAQ, please visit our website [here](#).

For your reference, the official announcements from the Ports of Long Beach and Los Angeles concerning the policy updates can be found below:

- Port of Long Beach - please click [here](#)
- Port of Los Angeles - please click [here](#)

We will continue to keep you informed of any developments in this situation. If you should require additional information, our customer service teams at your [location](#) will be glad to guide you based on your individual situation.

Best regards,



**Maria-Fernanda**

from our Customer Communication  
team

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