



Shipping from Le Havre, France? Here's an important update

Dear MATHIEU,

We would like to update you regarding the TIMAD2 portal dedicated to DG cargo declaration at Le Havre port. All shippers and forwarders who wish to deliver their full container at the terminal must obtain their DG approval from the port authorities and carriers. Please find below a detail of the process and relevant documentation:

1. Shipper/Forwarder submits DG details and valid container number in the TIMAD2 portal
2. Port authorities issue the DG approval.
3. This information flows into the SONE portal
4. Shipper / Forwarder submit final DG to the carrier
5. The carrier issues the DG approval

Please note that this procedure must be completed before gating in DG containers to the terminal. If these steps are not completed, DG containers will not be allowed to proceed to the gate in at the terminal and all extra costs generated by this will have to be covered by the shipper or forwarder.

Please visit the Le Havre [website](#) for additional information. As an alternative, please contact our customer service team at your [location](#) who will be happy to guide you based on your individual situation.

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

Best regards,



Valentina

from our Customer Communication
team

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