



Customer Advisory - Lockdown in Mumbai due to COVID-19

Dear Nathalie,

Following the guidelines issued by the Government of Maharashtra dated April 04, 2021 we would like to inform you that our employees will be working from home until April 30, 2021. From experience, we would like to assure you that we foresee minimum disruption to service levels we offer today.

Hapag-Lloyd is proud to offer a wide variety of [digital solutions](#) that make your transactions easy. In order for us to best support each other through this situation, we have put together the following recommendations:

- Counters remain open however, please consider using the sea way bill functionality for exports and telex release for import shipments to speed up collection of your documents
- Our call center continues to operate normally however, due to possibly high influx of calls, we recommend opting for email communication as first choice
- Book online to enable bookings to flow to the correct internal party and speed up processing times. If you are concerned about rejections then please know we have already taken to the following measures to minimize booking rejections as follows:
 - a) For every booking cancelled, we will send a follow-up email explaining the reason for rejection or providing alternatives
 - b) Customers with pre-approved allocation can refer to their daily updates showing how much of their allocation has been booked already
- Send booking and documentation amendments on www.Hapag-Lloyd.com
- Make payments online – Avail our e-payment facility for faster payment confirmations that enable quick document releases

- We will share export invoices within one day of vessel sailing. In case not received within the promised timeline, you may contact the team.
- Import customers are requested to use the ODeX Portal (<http://odex.co/>) for IGM Manifest requests, Invoice downloads and Delivery Order requests
- [Hapag-Lloyd Navigator](#) provides you all your shipment related information at your fingertips - 24/7

We would like to assure you of our dedication towards offering quality service while we continue to jointly fight this pandemic. After all, the health and safety of our customers, employees, and partners alike is of paramount importance, just like it is to offer sufficient business continuity as per our quality promise to you.

Thank you for your ongoing support and continued partnership.

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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