



Here's a reminder for you: from tomorrow all booking amendments will be managed online

Dear Mathieu,

Tomorrow is an important day to remember. In September, we shared the good news: from November 16, 2022, we will be managing all booking amendments online.

Here's a recap: If you are placing bookings from countries located in North Europe*, all email and phone requests will be discontinued from November 16, 2022. This means that your booking amendments will be processed faster, and you will be able to manage them through our online tool available [here](#).

Here are your benefits when placing online booking amendments:

1. Structured data submission
2. Up to 10 "Amendment Types" per request
3. Keep records under each booking so that nothing is lost
4. Document upload function

Please keep in mind that once you place your request, you will not have to send emails or make follow-up calls. For your ease, we will still accept booking amendments requested via other e-Channels like INTTRA/EDI/Web. If you should require additional information, please contact our customer service team at your [location](#), who will guide you based on your individual situation.

*The geographical scope for North Europe covers the following countries: Great Britain, Ireland, Belgium, Luxembourg, Netherlands, France, Germany, Austria, Switzerland, Czech Republic, Hungary, Slovakia, Belarus, Estonia, Latvia, Lithuania, Denmark, Finland, Iceland, Norway, Poland, Sweden

Best regards,

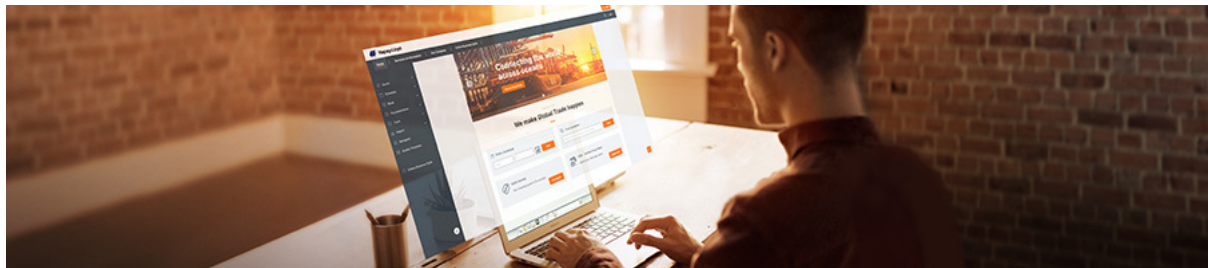


Maria-Fernanda

from our Customer Communications
Team



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