



Here's all you need to know about booking windows and positioning dates in Australia and New Zealand

Dear Mathieu,

Shipping from Australia and New Zealand? Here are important updates for your shipments. For your reference, these updates will also be visible at the bottom of your booking confirmation from July 1, 2022:

Changes in Booking Window

The booking window is the period of time in which the vessel is open to bookings. From July 1, 2022, the booking window will be reduced to 4 weeks, unless there is a Customer Allocation (CA) in place. Any booking placed earlier than 4 weeks from the Estimated Time of Departure (ETD) will be cancelled. The cancellation message will be sent to the registered email address.

Changes in the Positioning Date process

At the time of placing your booking, please make sure to nominate the empty container pickup date from our depot. This corresponds to the "positioning date".

All bookings placed on or after July 1, 2022 will have a standard positioning date of 11 days before ETD. This will not apply in case you have a special contract for extended positioning dates. In case of contracts, please place the booking and input the correct positioning dates in connection with the contact.

If the containers have not been picked up, our booking team will send two follow-up messages that will be sent to the bookings' registered email address. The first reminder will be sent 2 days after the nominated positioning date, and the second reminder 4 days after. If the equipment has not been picked up after 6 days of the nominated date, the booking will be cancelled and the equipment release will be withdrawn.

To avoid booking cancellations

Please update the correct positioning dates when placing your bookings and cross-check them when you receive the booking confirmation.

Please reply to the follow-up mails in case you intend to either roll or cancel the booking, or in case you need to change the positioning dates. Please keep in mind that you can only change the vessel once. The positioning dates can only be postponed at ETA-11 days.

In the event of vessel schedule changes: an amended booking confirmation with new positioning dates will be sent.

Changes in equipment release process

From July 1, 2022, there will be no requirement to follow up on equipment releases.

Our system will auto-update the equipment release at the container/chain terminal 10 days before the nominated positioning date. It will continue with auto-updates until 3 days before the nominated positioning date, depending on equipment availability.

If you do not find the equipment release updated in the container chain/terminal 3 days before the nominated positioning date, please reach out to our customer service team at Australia@service.hlag.com for Australia and Newzealand@service.hlag.com for New Zealand.

To assist your cargo planning, you can use our [vessel tracker](#) to view our vessels' latest Estimated Times of Arrival and Departure. If you should require additional information, please contact our customer service team at your [location](#), who will guide you based on your individual situation.

Best regards,



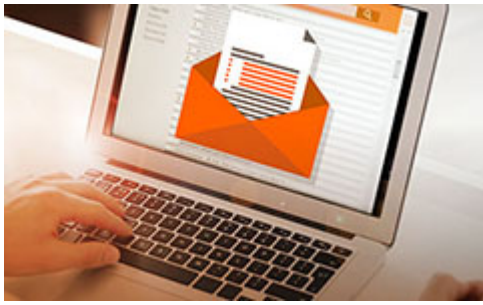
Maria-Fernanda

from our Customer Communications
team



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