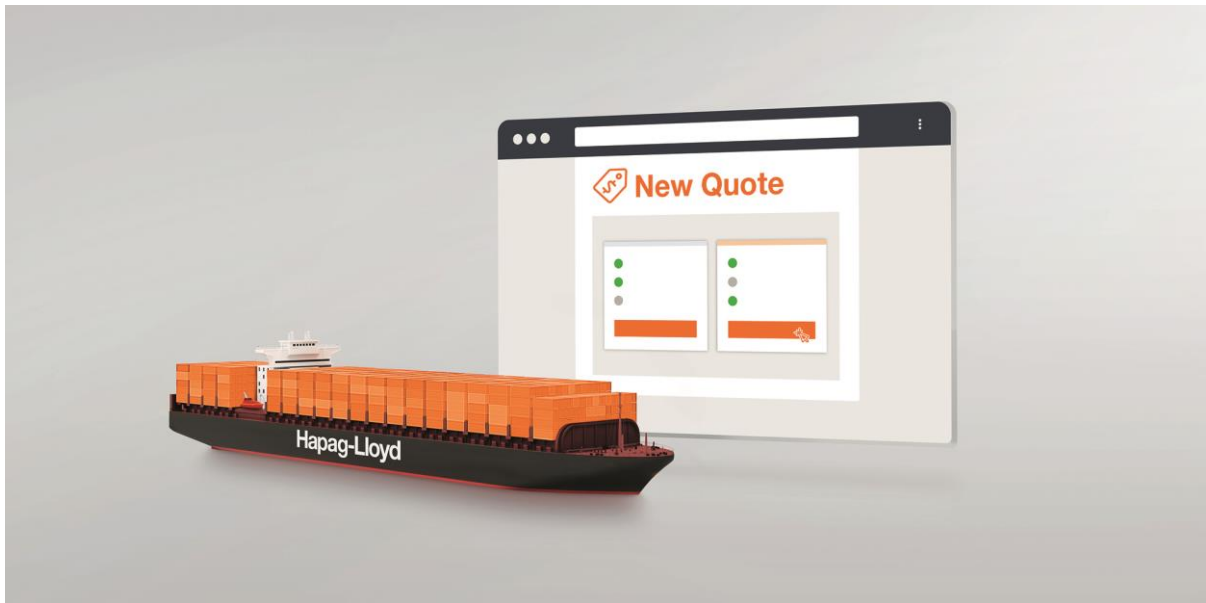


**Our Quotation offers a whole new design:  
"New Quote" Section in the Online Business Suite**



Dear Customer,

We're ending the year **2024** on a high note and are proud to present our **brand-new design** for our **BETA "New Quote" section** in the Online Business Suite. Say hello to a more **intuitive navigation** to view your offers and get quotes for **Quick Quotes** and **Quick Quotes Spot** as well as additional services.

The **new app** shows you all available offers in a **single screen** – without having to choose between **Quick Quotes** and **Quick Quotes Spot** first. Simply enter your search details such as **routing, validities, container type**, and **commodities** to see all available offers to choose from as well as future development of **freight rates**. Apart from that, you can **customize your quote** with additional services like **Live Position** and **Ship Green**. **Customized quotation** has never been easier and more convenient.

[New Quote](#)

**We Have Some Great Updates on Shipping Instructions for You:**



## 1) Shipping Instructions and shutdown of eaSI

Don't want to rely on **PDFs** anymore to submit your shipping instructions digitally to us? Well, neither do we. That's why we have come up with a solution to replace **eaSI**: the new [Shipping Instructions](#). With this fantastic streamlined tool, you can submit your **shipping instructions** in a much easier way and thus profit from **faster turnaround times**.

Watch our [tutorial video](#) now to get the perfect guide on how to submit your shipping instructions the smart way.

[Go to Tutorial Video](#)

## 2) New use cases for our Shipping Instructions – including House BLs

We're excited to announce that our **new Shipping Instructions solution supports even more use cases**, offering greater **flexibility** and **compliance**.

You can now **seamlessly submit House BLs** for cargo headed to North America and simplify your documentation process at the same time. On top of that, we've integrated the latest ICS2 requirements for shipments to Europe, ensuring that your submissions meet the necessary requirements. Read more about it [here!](#)

These updates expand the range of needs that our solution covers, allowing you to manage diverse shipping scenarios all in one place.

Thank you for trusting us with your shipping needs – we look forward to continuing to support your business!

## [Manage Shipping Instructions](#)

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### **Dispute Details Now Available for My Disputes**

Good to know: [My Disputes](#) has just been updated with a long-awaited new feature enhancement. Once you have submitted a dispute, you can then see **dispute details**. Just click on your dispute in the [dispute overview](#) and see the reasoning behind the current status of your dispute.

[Go to My Disputes](#)

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### **More Updates on Our Online Business Suite:**

#### **Estimated Time of Arrival (ETA) of Vessel at Port of Loading**

Customers can now plan their cargo and stuffing schedules more effectively with [detailed vessel ETA information](#).

#### **DG (Dangerous Goods) Booking Close Time**

Defined timelines for DG cargo bookings, including necessary declaration submissions, to ensure smooth and efficient processing.



### Your Booking Confirmation: introducing the Alternative Space Offer

We have just introduced a **new feature** in our [booking process](#) designed to enhance **flexibility** and provide you with more **shipping options** at **no additional costs** on **2nd of December 2024**. Therefore, you may occasionally receive **booking confirmations** that include **alternative routing options** for your shipments.

These routes are carefully chosen to align with your **shipment plans** and are provided proactively to minimize the need for **rebooking** or searching for available options, even if they differ from your originally requested **routing schedule**. If your shipment has been assigned an **alternative**, the details will be available in two sections of your **Booking Confirmation document**:

- The **routing section**, which includes the confirmed **routing** and **schedule**
- The **remarks section**, which provides additional information under the headline '**Alternative Space Offered**'

To ensure you have **full control** over your shipment's journey, the **alternative space offer** is offered with a **24-hour window** during which you can **decline the alternative routing** without incurring any **Booking Cancellation surcharges**.

For more details on the **standard booking cancellation policy** in your region, please visit our **website**.

[Learn More](#)

**Sharing is caring: get your colleagues onboard!**



Love to get Hapag-Lloyd updates delivered right to your mailbox? Share our newsletter with your colleagues – so no one misses any updates!

[Share now](#)

Kind regards,

Your Hapag-Lloyd team