

Streamline your shipping with our new Arrival Notice Form

Dear Customer,

We are excited to introduce our latest online tool designed to enhance your shipping experience: the Arrival Notice Form. This feature allows you to receive Arrival Notices directly from the Hapag-Lloyd website.

Your key benefits

- **Faster response:** Obtain Arrival Notices instantly, eliminating the need to send emails or wait for a response.
- **Ease of doing business:** Submit requests effortlessly at any time and from any location using your phone or computer, with timely updates delivered directly to you.

How to access the Arrival Notice Form

1. [Visit our website](#)
2. Navigate to: **Services & Information** → **Offices & Local Info** → **Oceania** → **Australia OR New Zealand** → **Web Application Forms** → [Arrival Notice Form](#)

Important Note: Please submit your request only if the vessel's Estimated Time of Arrival (ETA) is within the next **5 working day**.

We are confident this new feature will enhance your experience by providing timely and efficient updates.

For more information, please reach out to your local Hapag-Lloyd office at 1300 427 245 (AU) or 0800 488336 (NZ). If you encounter any issues reaching our customer service team via our contact center, we encourage you to send your queries to Australia@service.hlag.com or NewZealand@service.hlag.com. Alternatively, you can connect with our customer service professionals by using the Hapag-Lloyd chat functionality at [HL-Web Live Chat](#).

Thank you for choosing Hapag-Lloyd.

With best regards,



Maria-Fernanda

from our Customer Communications Team