

Dear Valued Customers,

Thanks for choosing Hamburg Süd are your first choice of your business! To improve your experience with Hamburg Süd, we would like to introduce following guideline to assist in your daily operation more efficiency.

Export Cargo Procedure

1. Vessel Schedule

For ease of your business, our Sailing Schedule can be accessed through www.hamburgsüd-line.com. The Web Sailing Schedule includes following information:

- ✓ Vessel / Voyage
- ✓ POL/POD
- ✓ ETA/ETD
- ✓ VGM Cut off
- ✓ CY / CV Cut off
- ✓ SI Cut off

https://www.hamburgSüd-line.com/liner/en/liner_services/country_information/hongkong/hkg_daily_positions_cut_offs/subpa_gen_hk_feeder_schedule.html

2. Booking

The following Methods will help you to place a booking with us more efficiency:

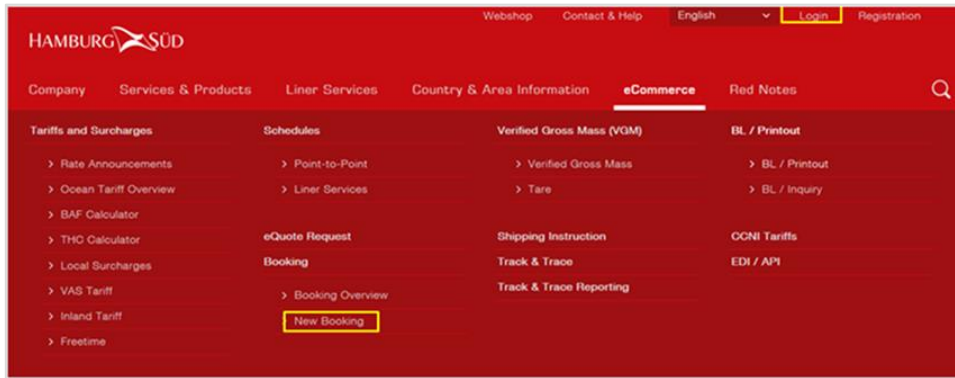
2.1 e-booking Registration

To minimize the likelihood of errors and reduce the time taken to receive a booking confirmation, we encourage you to make your bookings online. The login application will be confirmed within 1 working day.

a. Hamburg Süd Web Booking Registration

https://www.hamburgSüd-line.com/liner/en/liner_services/ecommerce/login/login_stage.html

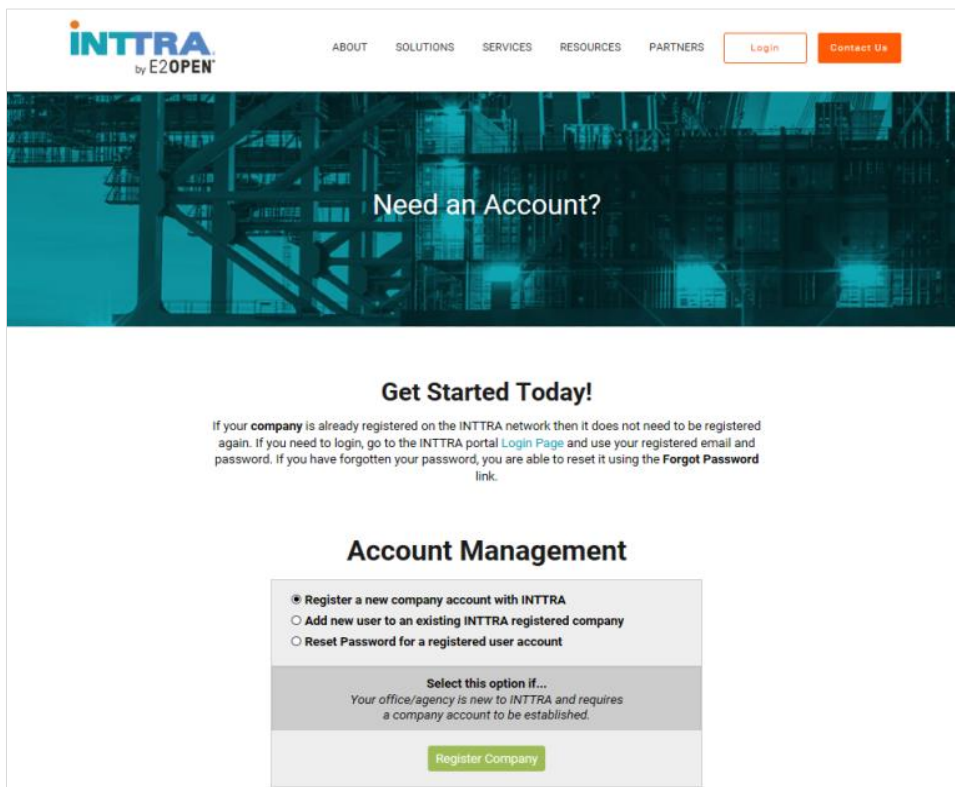
The screenshot shows the Hamburg Süd website's registration page. The header is red with the Hamburg Süd logo on the left and navigation links (Webshop, Contact & Help, English, Login, Registration) on the right. Below the header is a red navigation bar with links for Company, Services & Products, Liner Services, Country & Area Information, eCommerce, and Red Notes. The main content area is white and contains the heading 'REGISTRATION' and a large 'Registration' title. Below the title are four input fields: 'First Name*', 'Last Name*', 'E-Mail Address*', and 'Confirm E-Mail*'. A red 'Send' button is located at the bottom left of the form.



Please feel free to contact Hamburg Süd local Customer Service Representative if any questions.

b. INTTRA Registration

<https://www.intra.com/account/>



Any queries, please call 400-120-4931 or send email to INTTRA Customer Service Department service@intra.com

c. INSTANT Booking

https://www.hamburgSüd-line.com/liner/en/liner_services/eCommerce/login/login_stage.html



Hamburg Süd offers a simple, efficient and transparent way to book cargo online

- ✓ Get a reliable rate – online and instantly
 - ✓ The earlier you book, the better the deal
 - ✓ We Guarantee space and you guarantee the delivery of your cargo on time
- As a registered user, please login to the Hamburg Süd eCommerce portal
 - If you have not registered with Hamburg Süd so far, please follow the Registration process

The screenshot shows the Hamburg Süd eCommerce portal's 'New Booking' page. At the top, there is a navigation bar with 'HAMBURG SÜD' and various menu items like 'Company', 'Services & Products', 'Liner Services', 'Country & Area Information', 'eCommerce', and 'Red Notes'. Below this is a login form with fields for 'User Name / E-Mail Address*' and 'Password*', a 'LOGIN' button, and a link for 'New User? Please register here.'. The main content area is titled 'New Booking' and includes a progress indicator with three steps: 1. Shipment Details, 2. Booking Details, and 3. Summary. The 'Shipment Details' section is active and contains several form fields: 'Agreement Number' (a dropdown menu), 'From*' (Yantian (44) CNYTN), 'To*' (Brisbane (QLD) AUBNE), 'Date*' (31-OCT-2019), 'Date Type' (Earliest departure), and 'Haulage' options (Merchant Haulage and Carrier Haulage). The 'Commodity and Container' section includes a 'Reefer Cargo only' checkbox, 'Commodity*' (CONSUMER PRODUCTS: TOYS), 'Container Type*' (20' GENERAL PURPOSE), 'Qty.*' (1), 'Weight per Cont.*' (12,000.00), and 'UoM*' (KG). There are also 'Reset' and 'Continue' buttons at the bottom right.

- Please enter your shipment details to get your transport plan and all-in rate instantly

From; To; Date; Commodity; Container Type; Quantity; Weight per Container; UoM (Ton/Pound/KG)

	From	To	Days	TS	Vessel (IMO) / Voyage	Instant
<input type="checkbox"/>	Yantian Pl CNYTN Departure: 03-Nov-2019 03:00 Cargo Cut-off: 01-Nov-2019 17:00	Brisbane AUBNE Arrival: 23-Nov-2019 06:00 Cargo Available: 23-Nov-2019 23:00	21	0	SANTA BETTINA (9338284) 9445	1,710.05 USD Charges Instant
<input type="checkbox"/>	Yantian Pl CNYTN Departure: 06-Nov-2019 17:30 Cargo Cut-off: 05-Nov-2019 12:00	Brisbane AUBNE Arrival: 17-Nov-2019 22:00 Cargo Available: 18-Nov-2019 22:00	12	0	SAFMARINE MULANJE (9311701) 9445	1,825.05 USD Charges Instant
<input type="checkbox"/>	Yantian Pl CNYTN Departure: 10-Nov-2019 03:00 Cargo Cut-off: 08-Nov-2019 17:00	Brisbane AUBNE Arrival: 30-Nov-2019 06:00 Cargo Available: 30-Nov-2019 23:00	21	0	MAERSK JARAL (9343077) 9455	1,825.05 USD Charges Instant
<input type="checkbox"/>	Yantian Pl CNYTN Departure: 13-Nov-2019 17:30 Cargo Cut-off: 12-Nov-2019 12:00	Brisbane AUBNE Arrival: 24-Nov-2019 22:00 Cargo Available: 25-Nov-2019 22:00	12	0	JPO TUCANA (9400199) 0545	1,808.05 USD Charges Instant
<input type="checkbox"/>	Yantian Pl CNYTN Departure: 14-Nov-2019 03:00 Cargo Cut-off: 13-Nov-2019 04:00	Brisbane AUBNE Arrival: 01-Dec-2019 22:00 Cargo Available: 02-Dec-2019 22:00	18	1	SEASPAN LUMACO (9443487) 944N	

In case Instant is available for your request, you will see an all-in rate instantly showed in the last column.

P.S. In case of Instant booking cancellation or no show, we will charge you a fee.

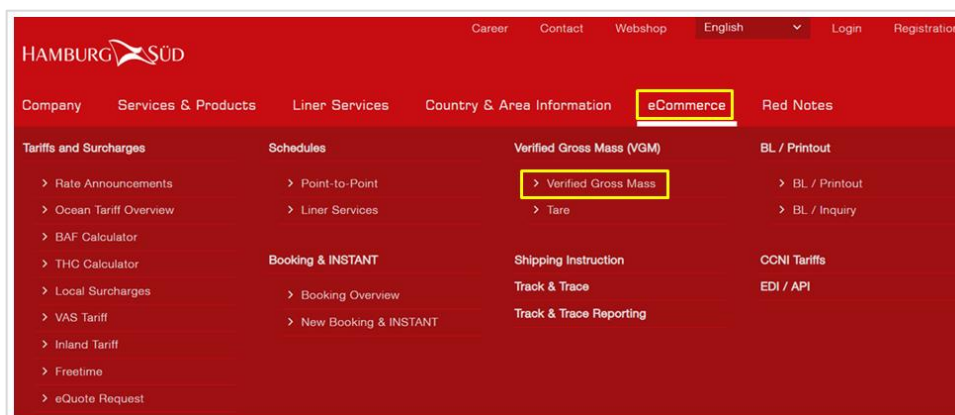
Please feel free to contact Hamburg Süd local Customer Service Representative if any questions.

3. Empty Container Pick up Appointment and Laden Return Full Container

Customer directly contacts the Container Yard to arrange empty container pick up and return Laden Full.

4. VGM (No VGM, No Load)

Hamburg Süd can receive VGM data through below channel:



4.1 VGM can submit via Our e-Portal tool

Hamburg Süd will offer a simple and easy tool on the e-Portal supporting the manual input of VGM information (including the possibility of uploading *.csv files):

Option 1 – Single VGM submission

The screenshot shows a web interface for submitting VGM information for a single container. At the top, there is a 'Booking Number' field with the value '9KCA017343' and a red 'Find' button. Below this, a container ID 'PONU0520369' is displayed. A section titled 'Required Information' contains four input fields: 'Verified Weight*' (with a red 'x' icon), 'Unit*' (a dropdown menu showing 'Please select'), 'Weighing Date' (with a red calendar icon), and 'Authorized Person*'. Below the required information is an 'Extended Options' section. At the bottom, there are four red buttons: 'Reset' (with a close icon), 'Add Container' (with a plus icon), 'Copy Container' (with a copy icon), and 'Save' (with a right arrow icon).

Option 2 – Bulk VGM submission by template, the template can be download from below link (Recommend for more than one bookings or big volume booking).

https://www.hamburgSüd-line.com/liner/en/liner_services/e-commerce/verified_gross_mass_e-commerce/verified_gross_mass_ecom/index.html

The screenshot shows a web page titled 'Verified Gross Mass - VGM'. It lists two options: 'Option 1' (submitting for all related containers) and 'Option 2' (submitting for multiple bookings in one file). Below the options is a form with a 'Booking Number' field and a red 'Find' button. A 'File Upload (VGM_CSV_Template)' section is highlighted with a red box, containing a file input field, a red 'Select file' button, and a red 'Upload' button. At the bottom left, there is a 'SOC' checkbox.

4.2 VGM submit through WeChat



4.3 Others submission through INTRA, Cargo Smart, GTNexus

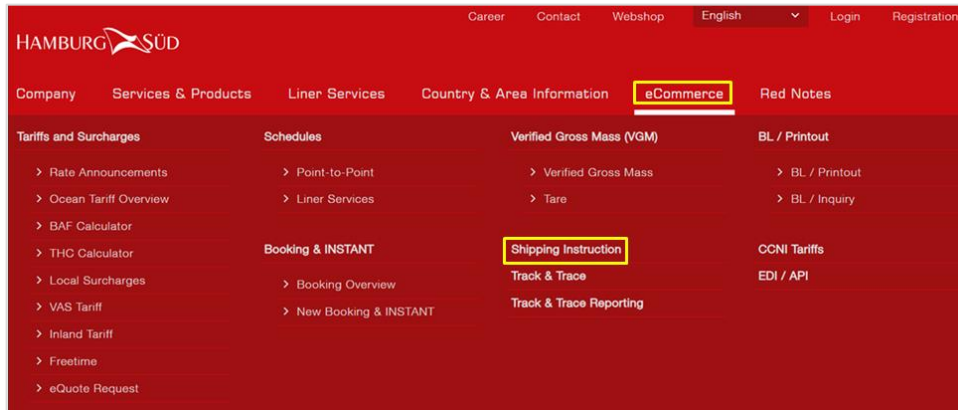
5. Submit Shipping Instruction (eSI)

5.1 E-SI Registration

To minimize the likelihood of errors, we encourage you to make your SI submission online. The login application will be confirmed within 1 working day.

a. Hamburg Süd Web e-SI Registration

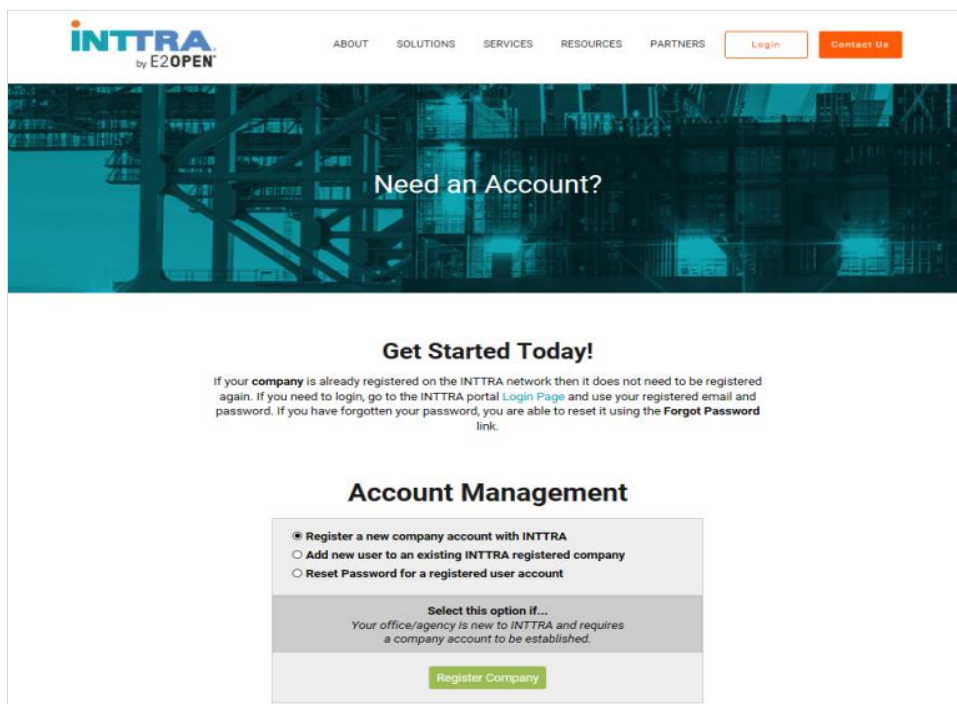
https://www.hamburgSüd-line.com/liner/en/liner_services/ecommerce/login/login_stage.html



Please feel free to contact Hamburg Süd local Customer Service Representative if any questions.

b. INTTRA Registration

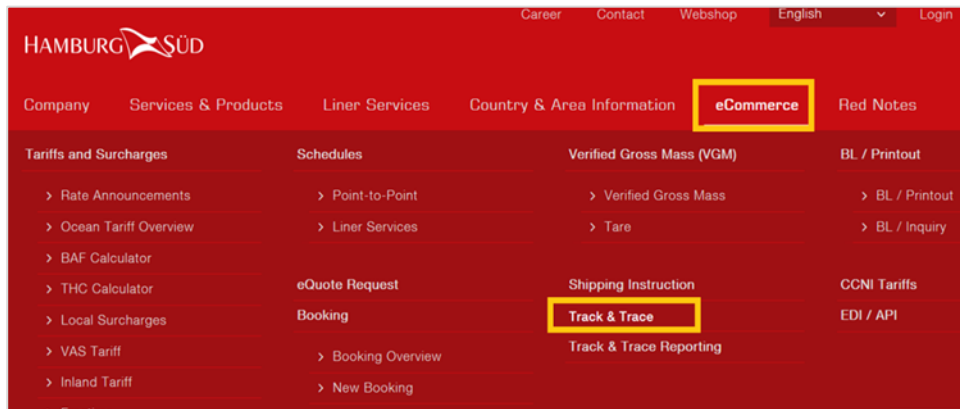
<https://www.intra.com/account/>



Please contact INTTRA customer service at 400-120-4931 or send email service@intra.com if any inquires.

6. Track & Trace

- Trace container's movement history
- Record VGM submission time



E-COMMERCE

Track & Trace

Container-, booking- or B/L-number

input S/O# or BL#

From: 12-JUL-2019 To: 21-SEP-2019

You can also choose to retrieve the track & trace function by email: tracking@hamburgsud.com
To do so, please enter your container, B/L and/or booking numbers, separated by comma, in the subject line.

For U.S. customers, view your shipments in-bond number, by logging in [here](#).

select date range

Find [] Reset [x]

Booking: [] VGM received: 02-Sep-2019

Date	Place	Movement	Mode/Vendor
23-SEP-2019 00:01	Brisbane AUBNE	Estimated vessel arrival	NYK FURANO SIS
13-SEP-2019 23:00	Yantian CNYTN	Estimated vessel departure	NYK FURANO SIS
02-SEP-2019 18:10	Yantian CNYTN	Full export container in gated	
02-SEP-2019 03:38		VGM received	
30-AUG-2019 17:23	Yantian CNYTN	Empty out for booking	TRUCK

7. Export Telex Release Procedure

7.1 Provided below related documents:

- Original Telex Release Letter which must be signed by Shipper with the company stamp
- Bring along with Shipper's company chop for original bill of lading with endorsement
- Bank's pay-in slip or Company Bank Cheque for settle all prepaid charges and
- Telex Release Fee

8. Payment Method in Taiwan

9. By Cheque :

Hamburg Süd Shipping Agency Ltd

We also welcome the following payment method

1. Cash deposit into our City bank account
2. Wire transfer into our bank account from your company

10. Key Contacts

部門	電話	電郵
客戶服務部	+886 2 87519293 extn.9728	TPE-EXPORTCSR@hamburgsud.com
文件部	+886 2 87519293 extn.9736	TPE-EXPORTDOC@hamburgsud.com
報價	+886 2 87519293 extn.9717	tpe-sales@hamburgsud.com

Office Address

Hamburg Süd Shipping Agency Ltd.
13F 3, No. 8, Sec. 7 Civic Blvd. Blvd., Nangang District,
115621 Taipei City

Office Hour

Mon – Fri: 09:00 – 12:30, 13:30 – 18:00
Closed on Sat & Public Holiday