

# Quality Promise

## Fast Booking Response



### **Our Quality Promise to you.**

Fast Booking Response

### **What does this Quality Promise mean?**

We have set ourselves the goals to issue booking confirmations within one business hour in 85 percent of cases and within eight business hours in 98 percent of cases.

### **What is in it for you?**

When placing a booking with Hapag-Lloyd, we want to ensure that you experience a fast, easy and transparent booking process. Having the peace of mind that your booking has been received and confirmed will allow you to focus on other tasks in your busy schedule. At Hapag-Lloyd, we make it our priority to help your business to run smoothly in any way we can.

### **Where do we need your close collaboration?**

To help us deliver, we need you to commit to submitting accurate and complete shipment details for each of your booking requests.

# Quality Promise

## Timely and Correct Bill of Lading

### Our Quality Promise to you.

Timely and Correct Bill of Lading

### What does this Quality Promise mean?

We have set ourselves the goals to send our customers a draft bill of lading within four business hours in 80 percent of cases and within eight business hours in 95 percent of cases. In addition, we aim to provide the final bill of lading after one business day of vessel departure in 95 percent of cases.

### What is in it for you?

When Hapag-Lloyd handles your shipping documents, we will ensure accurate and timely delivery of your draft and final bills of lading. By minimizing the time spent on continuous amendments and changes, you will be able to focus on other tasks in your daily work. Receiving well-documented proof of shipment for your customers, banks and/or insurance companies can also play an important role, such as enabling you to receive payments sooner from your relevant parties.

### Where do we need your close collaboration?

To help us deliver, we need you to commit to providing accurate and complete shipping instructions in one submission before documentation cut-off.

# Quality Promise

## Accurate Invoicing



### **Our Quality Promise to you.**

Accurate Invoicing

### **What does this Quality Promise mean?**

We have set ourselves the goal to provide our customers an accurate invoice at least 97 percent of the time.

### **What is in it for you?**

When Hapag-Lloyd issues an invoice to you, we promise that it will be accurate and reflect the amount that had been mutually agreed. We believe that high transparency regarding your transportation costs can help you in your financial planning as well as in assessing the risk of potential revenue leakages resulting from incorrect invoicing. As a result, you will have more time to focus on processing invoices for payment rather than for corrections.

### **Where do we need your close collaboration?**

To help us deliver, we need you to reduce the number of invoice cancellations and to provide accurate and complete data inputs for invoice completion.

For more information on this promise, please visit our website by clicking on: [www.hlag.cloud/qualitypromises](http://www.hlag.cloud/qualitypromises)

# Quality Promise

Loaded as Booked



## Our Quality Promise to you.

We have set ourselves the goal to load at least 95 percent of our customers' containers as per booking confirmation.

## What does this Quality Promise mean?

When Hapag-Lloyd handles your cargo, we promise that it will be loaded at first load port on a voyage as per your booking confirmation. We also commit to proactively communicating with you and informing you in a timely manner about contingency plans whenever anything unexpected happens with your shipment.

## What is in it for you?

We understand that missed loadings only bring downsides for you, such as delayed cargo, more administrative work and additional commercial costs. We will be sparing you these headaches and inconveniences by loading your cargo as booked in 95 percent of the cases or more. We will significantly lower the number of rolls, improve your supply chain flow, boost your planning security and reduce administrative work related to rolled cargo. As a result, you will not only save time you can devote to other important tasks, but also money through reduced commercial costs and liabilities. And you will be able to safeguard your reputation as a reliable logistics/business partner.

## Where do we need your close collaboration?

To help us deliver, we rely on your good cooperation in gating-in your full containers as per agreement in the booking confirmations' terms and conditions.

# Quality Promise

## Volume Agreements Honored



### **Our Quality Promise to you.**

We have set ourselves the goal to confirm your bookings in at least 90 percent of the volumes agreed.

### **What does this Quality Promise mean?**

We mutually agree on volume delivery for a specific period of time, linked to a geographical scope (whenever possible). We regard our Volume Agreements as an agreement with clear commitments and outlined consequences\* for both Hapag-Lloyd and the customer in case of delivery failure from either side.

### **What is in it for you?**

We offer you a much higher certainty that your planned volume will be accepted and fewer bookings rejected, and allow you a more efficient planning due to high confidence in your cargo flow with us, which will result in significant cost savings. By providing full transparency with this promise, we establish a solid base for a continuous data-driven dialogue about our performance on our mutual commitments.

### **Where do we need your close collaboration?**

To help us deliver, we need you to fulfil your part of the volume agreement and place bookings up to the agreed volume as scheduled beforehand and to reduce booking cancellations or container reductions.

\* Correct or are there new informations?

# Quality Promise

## Schedule Reliability



### **Our Quality Promise to you.**

We aim to offer more transparency on our schedule reliability, to increase our vessels' on-time performance and to reach and maintain a ranking among the top third of the 15 largest carriers in terms of schedule reliability (as reported in the monthly Sea-Intelligence Global Liner Performance Report).

### **What does this Quality Promise mean?**

We commit ourselves to provide full visibility on the punctuality of our vessels. At the same time, we are working hard to enhance our schedule reliability and therefore, in a first approach, to reduce the average delay of our vessels. We will focus on ensuring that the ships arrive on or within a day of the estimated time of arrival. In order to achieve measurable improvements in our on-time performance, we are making far-reaching changes to many operational processes including cooperation with terminals, ports and on-shore partners.

### **What is in it for you?**

While we proceed to increase the standard of our schedule services, we are enhancing the transparency on our vessels' arrival times. Due to modifications to our voyage management system, customers will get faster and more accurate updates on vessel arrivals and container pick-up times. They will benefit from better and pro-active information should there be any schedule changes during their cargo's journey. More advanced supply-chain integrity can help them to improve management of their maritime supply chains, reduce costs and working effort – and save time. How we are delivering on our schedule reliability based on global, trade, country and port-pair combinations will be visible on our Quality Promise Customer Dashboard.

### **Where do we need your close collaboration?**

To help us deliver, we rely on our customers to deliver their cargo or make it available for pick-up as booked and on time and to request Change of Destination (CoD) prior to loading and/or vessel departure.



# Quality Promise

## Efficient Cargo Claims Handling

### **Our Quality Promise to you.**

We have set ourselves the goal to fully review and close cargo claims within 14 days in 85 percent of cases.

### **What does this Quality Promise mean?**

We promise to accelerate cargo claims handling by reducing the total amount of time between receiving a customer's cargo claim and proposing a resolution. The majority of our customers will receive a resolution within 14 days – including acceptance, rejection or the start of settlement negotiations.

### **What is in it for you?**

Our ambition is to provide you with an easy and transparent cargo claims process. Understanding the urgency from your point of view, we ensure hassle-free handling including professional guidance from assigned experts. Your benefits will entail less paperwork, e-mails and phone calls for follow-ups, resulting in a noticeable reduction in workload, allowing you to focus on your daily business and thus increase your productivity. Furthermore, prompt notification regarding the resolution of your cargo claim improves your planning security.

### **Where do we need your close collaboration?**

To help us deliver, we need your commitment to provide a complete set of accurate cargo claim documents in one submission and to respond to queries or settlement offers in a timely manner.

# Quality Promise

## Fast Case Resolution



### **Our Quality Promise to you.**

We have set ourselves the goal to resolve 80 percent of cases within eight business hours and 95 percent within 24 business hours

### **What does this Quality Promise mean?**

We promise to significantly speed up the handling time between receiving a customer case and providing a resolution, be it amendments of bookings, space requests, value added services, container tracing or any other issues or inquiries.

### **What is in it for you?**

When raising a case with Hapag-Lloyd, you will receive direct and efficient support from our industry-specialized Customer Service representatives. You can rely on our streamlined processes backed by a newly implemented case management system allowing us to handle your requests swiftly and avoiding unnecessary correspondence. Timely resolution of cases by us enables you to present solutions to your stakeholders within short notice. Trusting in Hapag-Lloyd's premium service, you will experience a tangible relief in your day-to-day business as well as increased productivity.

### **Where do we need your close collaboration?**

To help us deliver, we ask for your commitment to submit all relevant information with your first contact and support our representatives when further details to resolve your case are needed.

For more information on this promise, please visit our website by clicking on: [www.hlag.cloud/qualitypromises](http://www.hlag.cloud/qualitypromises)



# Quality Promise

Always Accessible



## Our Quality Promise to you.

We have set ourselves the goal to pick up customer calls within 12 seconds in at least 90 percent of the time and intend to have a call pick-up rate of 97 percent.

## What does this Quality Promise mean?

We promise to significantly shorten the time a customer has to wait until we pick up the phone and to reduce the number of abandoned calls from our side.

## What is in it for you?

When calling Hapag-Lloyd, you will get prompt access to the right Customer Service executive by using a PIN, case or shipment number and receive competent support from our industry-specialized representatives. Our operational efficiency will minimize the amount of time you waste waiting for a call to be answered. Using a unique click-to-dial feature from your e-mail on a specific case you will be directly connected to the right expert without having to enter additional information in our phone voice menu. Relying on our advanced case management system in combination with a standardized global phone system you will experience swift answers and solutions to your requests.

## Where do we need your close collaboration?

To help us deliver we ask for your commitment to provide a PIN, case or shipment number and stay on the line post your input for a minimum of 12 seconds.

# Quality Initiative

## On-Time Delivery



### Our Quality Initiative for you.

We aim to offer you full transparency on our On-Time Delivery and to continuously reinforce our efforts for reliable and timely delivery of all your containers.

### What does this Quality Initiative mean?

We will offer full transparency on our performance in terms of delivery status at container level, at ports, inland terminals, and customer locations. Hapag-Lloyd aims to ensure that your containers arrive at their final destinations within one day of the estimated time of arrival (ETA).

### What is in it for you?

When shipping with Hapag-Lloyd, you will gain full transparency on our On-Time Delivery performance measured at container level for our global as well as your individual customer level (via our Customer Dashboard). You will experience improved supply chain management and planning security as we are equipping all our containers with monitoring devices allowing us to collect and provide reliable data based on real-time tracking. You can rely on higher supply chain predictability as we focus on timely loading of containers. Thanks to increased integrity along the entire transportation chain, you will receive more accurate arrival forecasts and thus experience less delays and interruptions.

### Where do we need your close collaboration?

To help us deliver, we rely on your commitment to submit your shipping instructions before documentation cut-off times and to request Change of Destination (COD) in a timely manner, as this may lead to operational delay.