



GLOBAL HMM System Suspension for System Upgrade

Dear Valued HMM Customer,

Please be advised, we are providing advance notice regarding a major GLOBAL HMM system suspension for upgrades which will affect our customers' ability to perform the following functions between **December 30, 2024, 0300 CST and January 1, 2025, 1900 CST.**

The following will be affected due to the GLOBAL suspension:

Electronic payments via Paycargo/CargoSprint, ACH/Wire or checks received during the time specified will be UNABLE to be processed nor will they reflect in our system until after 1/1/2025 1900 CST to include the following:

- Ocean freight payments
- Demurrage payments
- Detention payments
- Invoices
- Street Turn Requests

This will also impact our online e-Payment options.

Other e-Services which will also be affected due to the GLOBAL suspension:

- B/L issue via the web
- Internet B/L Service

It is IMPERATIVE to pre-plan payments, B/L releases, Demurrage, Detention and Street Turn payments no later than Friday, December 27, 2024, to avoid any issues or delays with release or pick up of your cargoes timely.

We apologize for any inconvenience this may cause you or your agents and we appreciate your attention to this matter and proactive approach to complete the above tasks PRIOR to our planned suspension.

We appreciate your continued support of HMM. If you have further questions, please contact your local sales representative or our Dallas Customer Service Center at 1-877-749-8632. Thank you.

Kind Regards,

HMM America