



# Hapag-Lloyd

## **From September 4, 2023, rate information on arrival notices and export Bills of Lading will be available on separate invoices**

9.5.2023

**Dear Customer,**

Here's an update concerning the rate information included in our arrival notices and export Bills of Lading.

Starting from September 4, 2023, rate information will no longer be included in the arrival notices. Instead, all import collect charges will be presented to you through a separate invoice.

From this same date, export bills of lading will only include rates if this request was indicated in your Bill of Lading instructions or if this a country requirement. This means that the prepaid charges will be sent to you through a separate invoice. In case further change is required please send your request for amendment via our online channel.

To ensure prompt shipment releases, please ensure your payments are made against the issued invoices. If you have any questions or require further assistance regarding these adjustments, please reach out to your respective customer service team [here](#).

Best regards,