

Here's an update for our Export Documentation and Import Delivery Order processes in Atlanta, US

Mark your calendar - starting from **November 27, 2023**, we are streamlining our email contacts as outlined in the table below. Please keep in mind that this mailbox will only be monitored from November 27, 2023 and not before.

	Current Channel	Request Types	New Channel
Export Documentation	RNADOCS@hlag.com	For draft requests, status of amendments, other documentation related communication	USA.support@service.hlag.com
Export Documentation	DOC.USBSC@csd.hlag.com	Manual Shipping Instruction submission	Online solution
Import Delivery Order	RNAUSDO@HLAG.COM	Import Carrier Haulage shipments / delivery instructions submissions	ODeX or Online solution

Please continue to use our existing communication channels for now. The communication channels for our Customer Service teams remain unchanged as follows:

- Telephone number - +1-855-227-4612. Please keep your case number and / or shipment number handy for proper routing.
- E-mail address - USA.service@hlag.com. Please mention your case number and / or shipment number / Bill of Lading number in the subject line for proper routing.
- The communication channels for our Long Beach office remain unchanged.

Starting on January 1, 2024, we will transition to a fully digital platform and discontinue the acceptance of manual Shipping Instructions. Instead, you will use our Online Solutions, the same platform you currently use for draft corrections and approvals. This will be your single source for all your shipping needs.

If you should require additional information, please contact our customer service team at your [location](#), who will guide you based on your individual situation.



Maria-Fernanda



Niklas Jan

from our Customer Communications Team

Your entire shipping process in one place



Find all digital tools and services on the Hapag-Lloyd Online Business Suite and manage your shipping process seamlessly online.

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