

## Here's an update on payment processing in the United States

Dear Arlene,

To improve your payment experience with a faster and more efficient process, we are partnering with ODeX - a comprehensive, free solution that you can access via [www.odexglobal.com](http://www.odexglobal.com). Therefore, from July 15, 2024, we will remove the online remittance input form from the Hapag-Lloyd website. With your cargo planning in mind, this change aims to serve all your payment requirements in one location, ensuring timely payment processing, swift container release, and a quicker document release.

### Your benefits at a glance:

- **Short payment confirmation:** Secure your payments via a direct PayCargo link, significantly reducing the wait time for payment confirmation.
- **Easy upload:** Enjoy a simplified process for uploading ACH and wire payment details.
- **24/7 accessibility:** download invoices and manage container release instructions at any time.
- **Enhanced visibility:** stay updated with timely status updates on payment confirmations and container releases.
- **Efficient payments:** use ODeX-generated codes for immediate payment confirmations done via bank payments and transfers.

- **User-friendly experience:** navigate and track invoices and arrival notices effortlessly.

**Important Reminder:**

- Please note that from July 15, 2024, ODeX will be the exclusive option for our cash customers.

If you have questions concerning the above changes, please contact [us.support@odexglobal.com](mailto:us.support@odexglobal.com), who will be happy to guide you based on your individual situation.

Best regards,

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**Maria-Fernanda**



**Niklas Jan**

from our Customer Communications Team