



Here's an update on Booking Confirmations for U.S. and Canada

Dear Arlene,

We are continuously working towards supporting your cargo planning. Starting immediately, we are introducing a new feature in our booking process designed to enhance flexibility and provide you with more shipping options. As a result, you may occasionally receive booking confirmations that include alternative routing options for your shipments.

These alternative routes are carefully chosen to align with your shipment plans and are provided proactively to minimize the need for rebooking or searching for available options, even if they differ from your originally requested routing schedule. If your shipment has been assigned an alternative, the details will be available in two sections of your Booking Confirmation document:

- The routing section, which includes the confirmed routing and schedule.
- The remarks section, which provides additional information under the headline 'Alternative Space Offered*'

To ensure you have full control over your shipment's journey, the alternative space offer is offered with a 24-hour window during which you can decline the alternative routing without incurring any Booking Cancellation surcharges. This ensures flexibility in managing your shipping plans at no additional cost.

For more details on the standard booking cancellation policy in your region, please visit our [website](#). We are excited to bring this enhancement in your booking experience.

Should you have any questions, please reach out to our teams at your preferred location who will assist you with your individual situation.

*Please note that bookings made in our Long Beach office or through our US FLAG team are not currently included in this new initiative.

Best regards,



Maria-Fernanda

from our Customer Communications Team

Your entire shipping process in one place



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