

Customer Information



COVID-19 Update for India

Dear Customer,

The coronavirus is impacting virtually all economies and businesses across the globe. In these challenging times Hamburg Süd is by your side! Knowing how crucial it is for you, we are doing everything in our power to keep your cargo moving and we are looking for flexible solutions to meet your needs in this unprecedented situation.

You can reach your contact persons as usual via email or telephone though we have switched to home office in most locations worldwide. Our offices throughout India remain operational with all staff working remotely from the safety of their own home with adequate IT infrastructure to avoid any disruptions. Our ocean network (port-port connections) and all our hub ports are fully working. Up to now we have seen only temporary disruptions in single ports. The lockdown pan India has been extended till 03rd May 2020. In addition, we would like to keep you posted on the following local operational status that is important for you:

Ports & Terminals

Fully functioning/Not affected.

- Ports and Terminals in Nhava Sheva and Mundra continue to remain operational
- Some delays expected on vessel operations due to shortage of operators, internal transport vehicles

Schedule Integrity

- To match the reduced demand from Indian Subcontinent and Middle East to North Europe and Mediterranean, Hamburg Sud has endeavored to make a series of blanked sailings
- We have blank sailing for the ME1 service in week 19 and week 23 for India
- Adjustment will be made according to the change in demand

Yards / Depots

Fully functioning/Not affected.

- CFS's and Empty Yards continue to remain operational with skeletal staff
- With public transportation being shut in cities, surveyors & laborers are facing difficulty in reaching site locations
- CFS's will find it challenging to evacuate containers from the port unless import units are cleared timely. We encourage customers to plan import clearance based on the relaxation provided by authorities allowing customs house agents and forwarding agents to work.

Intermodal / Customs House Brokerage (CHB)

Fully functioning/Not affected.

- We have been able to provide our import store door operations in Pune / Aurangabad till now though there is a possibility that our store-door operations might take a hit due to the changing scenario and issues with non-availability of truck drivers and local restrictions on movement.



HAMBURG SÜD

Rail / Carrier Haulage

Fully functioning/Not affected.

- Rail movement is not an issue so far as we see there are no restrictions on freight trains
- For ICD's once box is at Container yard we are confident of moving it as trains are working fine

Issuance of B/Ls

Fully functioning/Not affected.

- Please release Waybills where possible , you can also opt for Seaway BL while filling the shipping instructions
- Request for B/L Print at Destination (where an Original BL is mandatory at destination)
- In case you do require original bills of lading, Hamburg Süd will be happy to assist with an "Electronic telex release" of bills of lading – whereby we will keep the original bills of lading with Hamburg Süd, providing you with non-negotiable copy on email and allow release of cargo to the consignee / nominated party on your request alone.

Counters and Delivery Order

Mumbai - Customers can surrender Original BL in counter functional at Maersk CFS at Nhava Sheva where we continue to accept Original Bill of Lading related documents for Telex Release / Amendments / Import Delivery Orders.

Delhi – Customers can surrender Original BL in counter at our Delhi office which would be open thrice a week (MON/WED/FRI) from 12PM – 02PM where we continue to accept Original Bill of Lading related documents for Telex Release / Amendments / Import Delivery Orders.

CMS Counters – We are collaborating with Maersk and can now accept Original Bill of Lading from customers at the Maersk CMS Counters Pan-India. Please contact your local office to take prior appointment to the nearest CMS Counter. This will help us in providing solutions to our customers Pan-India.

- We endeavor to have one of our staff occasionally in our other offices as and when we get travel permission from respective authorities. We will keep you informed through our local offices.
- Only **online payments** will be accepted for import and export shipments
- **Imports:** Please send your import requests regarding House BL filing, Third Party CFS, DPD – CFS requests, only through ODeX. Forwarders are requested to upload their DO directly into ODeX by registering with ODeX. In case of endorsements, please avail the endorsement modules available in ODeX for seamless services.

In case you cannot surrender Original Bill of Lading due to various reasons, the options available are outlined below. Please note that this is only applicable during contingency situation.



<p>Original Bill issued, stuck with export or import bank</p>	<ul style="list-style-type: none"> - Letter of Indemnity - Bank letter (standard template attached) - Scan copy of the original bill of lading - Shippers confirmation 	<ol style="list-style-type: none"> 1) Scanned colour copy of the template document on bank letterhead and signed. 2) Colour Scan copy of one copy of the original BL front and back page 3) Colour Scan copy of the LOI on customer's letterhead - to be signed and stamped 4) Shippers Confirmation that the cargo may be released to consignee
<p>Original Bill issued, stuck with shipper or consignee</p>	<ul style="list-style-type: none"> - Letter of Indemnity - Scan Copy of the original BL - Bank Guarantee or Insurance cover - Shippers confirmation 	<ol style="list-style-type: none"> 1) Colour Scan copy of one copy of the original BL front and back page 2) Colour Scan copy of the LOI on shipper's letterhead - to be signed and stamped 3) Bank Guarantee needs to be valid for 2 years minimum and for 2 times cargo value or Insurance Cover 4) Shippers Confirmation that the cargo may be released to consignee
<p>Original Bill issued in -transit</p>	<ul style="list-style-type: none"> - Letter of Indemnity - Courier Airway BL Number & Company Name - Bank Guarantee or Insurance cover - Scan copy of the original bill of lading - Shippers confirmation 	<ol style="list-style-type: none"> 1) Courier Airway BL Number & Courier Company Name + statement that they have the corresponding parcel in their possession 2) Color Scan copy of the LOI on shipper's letterhead - to be signed and stamped 3) Bank Guarantee needs to be valid for 2 years minimum and for 2 times cargo value or insurance cover 4) Shippers Confirmation that the cargo may be released to consignee <p>Courier company email: Should be an email outlining that they have possession of Courier BL no XXX from company YYY which cannot be delivered due to the COVID-19 situation</p>

Note: The template for the Letter of Indemnity (LOI) is attached separately as a word file along with the advisory. Once the situation is back to normal, that is movement restrictions are lifted in the country, you would need to:

- Return the full set of original bills of lading to us within 21 days OR
- Provide the original Letter of Indemnity + Bank guarantee to our offices

Failure to do this would lead to hold cargo for future shipments



Shipping Bill Handover Process

- Our port agents and surveyors are available at Seabird CFS to receiving shipping Bills.
- We will accept scan copies of shipping Bills through email. Please ensure that the subject line of the email reads as “<Container Number> | SB Scan copy Submission | SB No # XXXXXXX” with the following information in the body of the email

St.No	Container No	Container Size	Booking No	Shipping Bill No	Shipping Bill ID	LED Date	Invoice Date	Line Code	POL	Item to POD	PPD	Invoice	Tonnage Or Container	Make & Year	Operator	Mat.	EMA Rate	Cargo Desc	Category	UPL No	Class	Rate Type	B. Yard Remarks For Use Photo Date	Time For Use Release Date	
Ex.	12345678	20	12345678	XXXX	XXXXXX		XXXXXX	MB			LOOY	MBLN	1	2011YADABC	Export	ABC	ABC								

- Customers can submit scan copy of shipping bill after registering with ODeX and submit it online
- We encourage customers to explore Master Marine portal for Shipping Bill submission by registering using the link <http://mmd3.mastergroups.com/>.

eCommerce Services

Please also have a look at the eCommerce section of our website, where you can easily book the following solutions online:

- Web Booking: Simply submit your booking requests online
- INSTANT: Booking spot cargo with INSTANT offers you a fixed price and guaranteed loading as booked.
- Web Shipping Instruction: This tool gives you a convenient method for digitally transmitting your Shipping Instruction to us.
- e-B/L

Resources:



COVID-19 Information

We are in constant communication with our customers to optimize the deployment of available resources. Rest assured that we are making every effort to maximize our capacity to support your needs. Our teams are doing their best to support you during this tough situation, and we appreciate your patience.

Should you have any concerns and /or questions (incl. eCommerce channels), please don't hesitate to contact your local customer service or sales representative to support you.

Kind regards and stay healthy!

Your Hamburg Süd team