

Hapag Lloyd Terminal Collections Customer Notice

Date: 01 February 2025
To: Hapag Lloyd U.S. Customers
From: Philip Summers

RE: HAPAG LLOYD IMPORT DEMURRAGE MANAGEMENT PORTAL

Note: For questions please contact RNATerminalContracts@hlag.com
If you do not have a PayCargo account, you may register at: <https://paycargo.com/>
Learn more about the Hapag Lloyd Import Demurrage Management Portal at: [TBD - Insert Support Site URL]

Hapag Lloyd is deploying a North American fee payment portal across all terminals servicing U.S. customers. This will serve as the primary customer interface for OSRA compliant payment activities related to the settlement of demurrage and other Hapag Lloyd cargo related charges.

Our focus is on delivering increased customer service across the North American market. This initiative will merge payment activities currently handled independently by Hapag Lloyd systems. PayCargo and its affiliates have been chosen as the underlying Payment Network servicing this critical initiative. Most likely, you are familiar with PayCargo's market dominant platform of over 130,000 intermodal logistic Vendors and Payers. PayCargo is particularly networked within the marine logistics industry, representing nearly every Ocean Carrier, NVOCC / Forwarder and North American marine and rail terminal.

The portal will provide Hapag Lloyd customers with container watchlist and fee payment functionality providing a single lens for Hapag Lloyd customer service. This is intended to improve container throughput, reduce dwelling units and speed the immediate release of freight for Hapag Lloyd customers. Key features include a single point of payment (U.S.), quick online ACH and Credit Card payment, automated demurrage hold release and no demurrage invoices post out-gate.

We plan to launch the portal in a phased regional manner over the course of 2025. The planned launch dates are as follows:

GROUP 1 LAUNCH – 01 March 2025

Restricted to the following port terminal locations only

Houston – Bayport and Barbours Cut Container Terminals

The timing of the next Launch Groups will be communicated in follow on Hapag Lloyd Customer Notices

Import demurrage will be payable only through the portal after the launch dates. Additional port terminal location launch dates will be communicated in the coming weeks.

Sincerely,

Philip Summers, Director of Procurement, North America Region, Phillip.Summers@hlag.com