

# Hapag Lloyd Delivery Order release (COVID 19 only)

## Scenarios with Release of Delivery against Straight Bill of Ladings

### Scenario 1 - OBL in possession of the shipper

1. Please ask the shipper to surrender the full set of OBL's at origin office and convert to seaway bill of lading  
Or
2. Please ask the shipper to surrender the full set of OBL's at origin office and request telex release

### Scenario 2 - OBL in transit from shipper to consignee (ex. stuck in courier due to lockdown)

Please help us with the below documents on email to assist with release of delivery order:

1. Email from shipper to [india.import@hlag.com](mailto:india.import@hlag.com) requesting release of delivery order to the consignee.  
\*\* Email should include the below:
  - a. Scanned PDF copy of the letter of request (on shippers letterhead), signed & stamped by the shipper's authorized signatory – (format attached)
  - b. PDF copy of the signatory's passport
  - c. Scanned Color PDF copy of the original bill of lading (all pages front and back) bearing the mark "Accomplished" written all over the bill of lading
2. Email from the consignee to [india.import@hlag.com](mailto:india.import@hlag.com) requesting release of the delivery order.

\*\*Email should include the below:

- a. Scanned PDF copy of the letter of request (on consignee's letterhead), signed & stamped by the consignee's authorized signatory – (format attached)
- b. PDF copy of the signatory's passport or aadhar card
- c. Endorsed copies of HBL (if HBL involved)
- d. CHA Authorization on consignee letterhead (duly stamped and signed)
- e. Scanned copy of the commercial invoice
- f. Indemnity Bond receipt copy (if already submitted) for factory de-stuff delivery. Else, you may provide the same on consignee letterhead. Link to indemnity bond format  
<https://www.hapag-lloyd.com/content/dam/website/downloads/pdf/Factory%20De-stuffing%20Bond%202020.pdf>
- g. Copy of the payment confirmation message received from our account team or doc number

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## **Scenario 3 - OBL in custody of the consignee but cannot be surrendered due to our counter being closed**

Please help us with the below documents on email to assist with release of delivery order:

1. Email from shipper to [india.import@hlag.com](mailto:india.import@hlag.com) requesting release of delivery order to the consignee.  
\*\* Email should include the below:
  - a. Scanned PDF copy of the letter of request (on shippers letterhead), signed & stamped by the shipper's authorized signatory – (format attached)
  - b. Scanned copy of authorized signatory's passport
  
2. Email from the consignee to [india.import@hlag.com](mailto:india.import@hlag.com) requesting release of the delivery order.  
\*\*Email should include the below:
  - a. Scanned Color PDF copy of the original bill of lading (all pages front and back) bearing the mark "Accomplished" written all over the bill of lading – (format attached)
  - b. Scanned PDF copy of the letter of request (on consignee's letterhead), signed & stamped by the consignee's authorized signatory
  - c. Scanned PDF copy of the signatory's passport or aadhar card
  - d. Endorsed copies of HBL (if HBL involved)
  - e. CHA Authorization on consignee letterhead (duly stamped and signed)
  - f. Scanned copy of the commercial invoice
  - g. Indemnity Bond receipt copy (if already submitted) for factory de-stuff delivery. Else, you may provide the same on consignee letterhead. Link to indemnity bond format  
<https://www.hapag-lloyd.com/content/dam/website/downloads/pdf/Factory%20De-stuffing%20Bond%202020.pdf>
  - h. Copy of the payment confirmation message received from our account team or doc number

# Hapag Lloyd Delivery Order release (COVID 19 only)

## Scenarios with Release of Delivery against "To Order" Bill of Ladings

### Scenario 1 – "To Order" OBL in possession of the shipper

1. Please ask the shipper to surrender the full set of OBL's at origin office and convert to seaway bill of lading

### Scenario 2 – "To Order" OBL in possession of the bank

Please help us with the below documents on email to assist with release of delivery order:

1. Email request for delivery order release from the endorsing bank to [india.import@hlag.com](mailto:india.import@hlag.com) stating the below
  - a. Confirmation on the possession of original bills of ladings with the bank
  - b. Bank is okay with release of cargo to notify party
  - c. Confirmation that the OBL's will be passed on to the notify party as soon as possible
  - d. Scanned color PDF copy of the original bill of lading (all pages front and back) bearing the mark "Accomplished" written all over the bill of lading
2. Email request for delivery order release from the consignee to [india.import@hlag.com](mailto:india.import@hlag.com) along with the below
  - a. Scanned PDF copy of the letter of request (on consignee's letterhead), signed & stamped by the consignee's authorized signatory – (format attached)
  - b. PDF copy of the signatory's passport or aadhar card
  - c. Endorsed copies of HBL (if HBL involved)
  - d. CHA Authorization on consignee letterhead (duly stamped and signed)
  - e. Scanned copy of the commercial invoice
  - f. Indemnity Bond receipt copy (if already submitted) for factory de-stuff delivery. Else, you may provide the same on consignee letterhead. Link to indemnity bond format <https://www.hapag-lloyd.com/content/dam/website/downloads/pdf/Factory%20De-stuffing%20Bond%202020.pdf>
  - g. Copy of the payment confirmation message received from our account team or doc number

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## **Scenario 3 – “To Order” OBL in possession of the consignee**

Please help us with the below documents on email to assist with release of delivery order:

- a. Email request for delivery order release from the endorsing bank to [india.import@hlag.com](mailto:india.import@hlag.com) stating that the bank is okay with release of cargo to notify party
  
2. Email request for delivery order release from the consignee to [india.import@hlag.com](mailto:india.import@hlag.com) along with the below
  - a. Scanned Color PDF copy of the original bill of lading (all pages front and back) bearing the mark “Accomplished” written all over the bill of lading
  - b. Scanned PDF copy of the letter of request (on consignee’s letterhead), signed & stamped by the consignee’s authorized signatory – (format attached)
  - c. Scanned PDF copy of the signatory’s passport or aadhar card
  - d. Endorsed copies of HBL (if HBL involved)
  - e. CHA Authorization on consignee letterhead (duly stamped and signed)
  - f. Scanned copy of the commercial invoice
  - g. Indemnity Bond receipt copy (if already submitted) for factory de-stuff delivery. Else, you may provide the same on consignee letterhead. Link to indemnity bond format <https://www.hapag-lloyd.com/content/dam/website/downloads/pdf/Factory%20De-stuffing%20Bond%202020.pdf>
  - h. Copy of the payment confirmation message received from our account team or doc number

# Hapag Lloyd Delivery Order release (COVID 19 only)

## Release of delivery orders for shipments on Seaway Bills of Lading

Please upload the below mentioned documents on ODeX portal and request for delivery order release via ODeX:

1. Endorsed copy of Hapag Lloyd Seaway Bill of Lading
2. Endorsed copies of HBL (if HBL involved)
3. CHA authorization on consignee letterhead
4. Indemnity Bond receipt copy (if already submitted) for factory de-stuff delivery. Else, you may provide the same on consignee letterhead. Link to indemnity bond format <https://www.hapag-lloyd.com/content/dam/website/downloads/pdf/Factory%20De-stuffing%20Bond%202020.pdf>
5. Copy of the payment confirmation message received from our account team or doc number

### **Online guide for upload of documents on ODeX available on the below links:**

1. Online submission of documents for shipments - Seaway Bill of Lading (No HBL's).  
[https://odex.co/openHelpDocumentByNm.do?fileNm=Seaway%20BL\\_eDO\\_Request\\_User\\_Manual.pdf](https://odex.co/openHelpDocumentByNm.do?fileNm=Seaway%20BL_eDO_Request_User_Manual.pdf)
2. Online submission of documents for shipments – Seaway Bill of Lading (HBL's involved).  
[https://odex.co/openHelpDocumentByNm.do?fileNm=Endorsed\\_Seaway%20BL\\_eDO\\_Request\\_User\\_Manual.pdf](https://odex.co/openHelpDocumentByNm.do?fileNm=Endorsed_Seaway%20BL_eDO_Request_User_Manual.pdf)