

# Customer information: process LCL-Import

## Release - collections with online-pre-registration

Dear customers, partners and carriers,

From April 3rd, 2023 on, registered website users (shipment tracking) will be able to use the function to pre-register collections online.

In order to be able to use this function, please create an account via the login area of the shipment-tracking webpage (select "Register") entering your user name, e-mail and password.

A basic functional description is available on our homepage and shipment tracking webpage.

In the course of pre-registering a collection, you transmit all data, documents and the planned collection time in advance the day before, if possible until 2 p.m., and receive a pickup-PIN after the documents have been checked.

The driver then only needs to report to the import front desk presenting this pickup-PIN.

Please note that you will not receive immediate feedback on the registrations you have sent as it may take some time to check for completeness and consistency.

The pickup-PIN will only be generated after a positive result and is retrievable in your shipment tracking user area. In case of discrepancies or missing documents, the registration will be rejected and may be submitted again after correction or with added documents.

Due to the upstream document check, the on-site registration effort is reduced significantly, and thus also the general cycle times in front desk registration. In addition, active usage assumed, the planning security of all process participants increases. Please note that customs clearance of the respective shipments will only be checked upon arrival of the truck and remains a basic requirement to deliver a shipment.

Pre-registered trucks, provided they show up at the specified pick-up time, will be granted priority and therefore accelerated processing compared to unregistered vehicles, as long as they have been pre-registered punctual.

Please note that this means registering no later than 12:00 p.m. the day before for collections next morning and no later than 2:00 p.m. the day before for collections next afternoon.

Collections without prior online registration will still be possible, but if necessary subordinate, due to the priority of registered vehicles.

Best regards,

the terminal management

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Sitz: Hamburg  
Registergericht: Amtsgericht Hamburg, HRB 41065  
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Wir arbeiten ausschließlich auf Grundlage der Allgemeinen Deutschen Spediteurbedingungen (ADSp) in der jeweils neuesten Fassung. Eine entsprechende Versicherungspolice haben wir gezeichnet.  
Achtung, Beschränkungen in der Ziffer 23 ADSp (gesetzliche Haftung für Güterschäden nach § 431 HGB für Schäden in speditionellem Gewahrsam). Die Haftung beschränkt sich auf maximal € 5,00 bzw. 8,33 SZR je KG, je Ereignis auf € 1 Mio oder 2 SZR je KG.

Shipments according to conditions, tariff and Bill of Lading. All tariffs subject to war risk surcharge/baff/caf etc. as valid at the time of shipment. All our operations and conditions are based on the general conditions of the german freight forwarder association (Allgemeine Deutsche Spediteurbedingungen) latest issue.