**JOB OPENING – REQUISITION FORM**

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| **Sr. No.** | **Heads** | **Details** |
| 1. | Name of Employer | Hapag-Lloyd Business Services LLP |
| 2. | Nature of Business | Hapag-Lloyd is a Global Shipping line, with its Global Headquarters in Hamburg Germany. With a staff compliment of nearly 13,000 employees, we operate 121 Liner services with 235 Vessels and are present in 399 locations. |
| 3. | Postal Address | 403 & 404 Satellite Gazebo,A-Wing, 4th FloorGuru Hargovindji Marg. Andheri (East),Mumbai – 400 093 |
| 4. | Tele., E-mail & Website | Telephone:  +91 22 6821 0202Website : www.hlag.com |
| 5. | Contact person’s name, designation, Tele. No. & e-mail | Meghna.patil@hlag.com022 67812700  |
| 6. | Vacancy description : |
| .1 Position including nature of work | **Customer Service Bookings (Export)**Attending customer request and processing the booking by retrieving rates, analysing inventory level and CL2 as per preferred routing for quality and timely service.Main tasks – * Receive, evaluate and administer update requests from Customers
* Verifying the HAZ documents, commodity, guidelines as per FIS and HL policy
* Processing FLEXI bookings and helping customers to plan their shipments on targeted vessel
* Monitor booking issuance in terms of allocation, CL2, booking instructions from SST
* Follow-up with customers for missing detailslike SI, documents for special shipments, etc.
* Cleaning/balancing the vessel by rolling over the shipments for which SI is not received after the cut off
* Handling TREX and disputes for shipments he/she is responsible for
* For general (in time bookings) check type of cargo (BB/DG/OOG), equipment and slot availability
* Verify AMS/ACI self-filers – Automated NVO Shipments
* Retrieve Revenue from FIS RA and create additional charges according local tariff
* Co-ordinate with Sales and Sales support for pending/missing RA.
* Liaise with Operations and Sales

Support tasks – * Attend customer requirements from booking request until departure of vessel
* Handling OOG shipments in absence of her colleague
* Review AMS manual on HIP to trouble shoot and answer questions
* Advise transhipment status to customer, if requested
* Update customers on schedule/cut-off changes
* Send short shipment (shut-out) notices to customers.
* Liaise with ED for container placement and container linkages
* Clean up system after vessel departure i.e. tallying bookings on FIS with the port onboard report.
* Check DG acceptance. In case of cargo denials from Hazmat desk contact customer for further details. Update DG details until cargo is accepted confirm booking, create and send booking confirmation
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| .2 Number of vacancies | 5 |
| .3 Approx. monthly compensation & other benefits | Rs. 20000/- per month (permanent opening on the payroll of the organization) |
| .4 Location of Employment | Mumbai, Andheri East |
| .5 Any other details | Hapag-Lloyd is a leading global liner shipping company with 235 modern ships, 11.9 million TEU (Twenty-foot Equivalent Unit) transported per year, around 12,800 motivated employees in 398 offices in 128 countries.Hapag-Lloyd offers a fleet with a total capacity of 1.7 Million TEU, as well as a container stock of more than 2.5 million TEU including one of the world’s largest and most modern reefer container fleets. A total of 121 liner services worldwideensure fast and reliable connections between more than 600 ports on all the continents.Hapag-Lloyd belongs to the leading oceancarriers for the trades Transatlantic, Middle East, Latin America and Intra-America. |

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