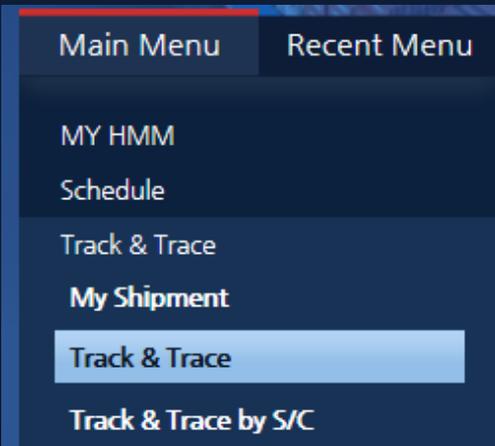




**E-BOOKING
GUIDE
(N. AMERICA)
TRACK & TRACE**

Tracking and Tracing your cargo can be done by B/L number, Container number, Booking number, or even your P/O (reference) number.

Simply enter in the number (s) you would like to track, and click “inquiry”



The screenshot shows the 'Track & Trace' web interface. At the top right, there is a breadcrumb trail: 'Track & Trace > Track & Trace'. The main heading is 'Track & Trace'. Below this, there is a form with four rows of input fields: 'B/L Number', 'Container Number', 'Booking Number', and 'P/O Number'. Each row has three input boxes and a '+ADD' button to its right. A red box highlights the input fields. To the right of the form, there are two buttons: 'Reset' and 'Inquiry', with 'Inquiry' highlighted by a red box. At the bottom of the form, there is a checkbox labeled '화물위치조회 내역에 저장하시겠습니까?' which is checked.

Upon your entry you will see the tracking results.

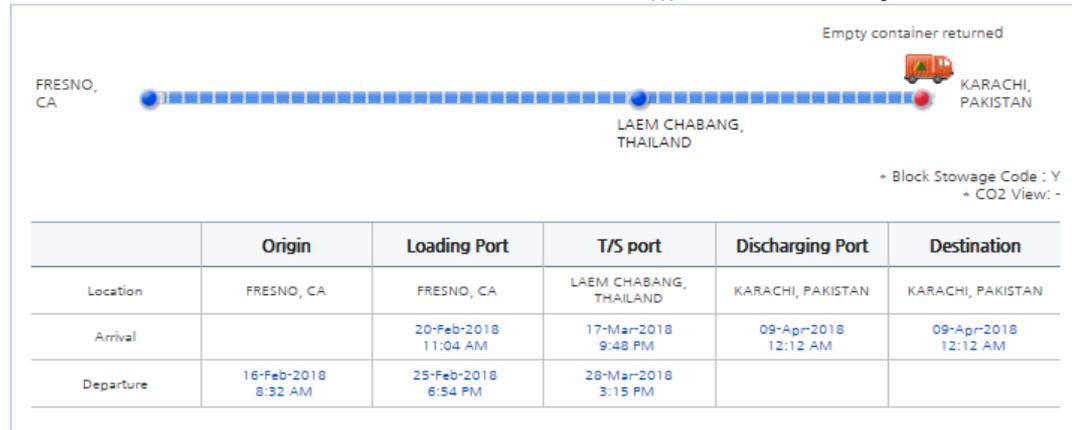
If dates are listed in “RED” they are estimated.

If dates are listed in “BLUE” they are actual dates and times.

Tracking Results

[Map](#)
[Rollover alert](#)
[B/L Copy](#)
[Arrival Notice](#)
[DEM/DET](#)

+ To view Map, please install Microsoft Silverlight. Click here to download.



+ Red : Estimated Date & Time

+ Blue : Actual Date & Time

+ All dates and times are local dates and times.

+ Estimated data is given without guarantee and subject to change without prior notice.

+ If your shipment is blank now, please contact with HMM for more details.

+ Weight is based on VGM. It could be blank if there's no VGM.

You will also see the detailed movement history of each container associated with the searched booking or b/l.

Vessel Movement

Vessel / Voyage	Route	Loading Port	Departure	Discharging Port	Arrival
HYUNDAI SINGAPORE 096W	P52	FRESNO, CA	25-Feb-2018 6:54 PM	LAEM CHABANG, THAILAND	17-Mar-2018 9:48 PM
X-PRESS KAILASH 178W	TNS	LAEM CHABANG, THAILAND	28-Mar-2018 3:15 PM	KARACHI, PAKISTAN	09-Apr-2018 12:12 AM

* If your T/S vessel movement is not reflected on HMM website, please contact HMM.

Shipment Progress

[Excel](#) [Rail ETD/ETA](#) [View Rail Move](#)

Date	Time	Location	Status Description	Mode
20-Apr-2018	5:08 PM	KARACHI, PAKISTAN	Empty container returned	Truck
20-Apr-2018	7:36 AM	KARACHI, PAKISTAN	Picked up for delivery	Truck
09-Apr-2018	2:19 AM	KARACHI, PAKISTAN	Discharged	X-PRESS KAILASH V 178W
09-Apr-2018	12:12 AM	KARACHI, PAKISTAN	Vessel Arrived	X-PRESS KAILASH V 178W
28-Mar-2018	3:15 PM	LAEM CHABANG, THAILAND	Vessel Departed	X-PRESS KAILASH V 178W
28-Mar-2018	11:16 AM	LAEM CHABANG, THAILAND	Shipped on	X-PRESS KAILASH V 178W
23-Mar-2018	10:00 PM	LAEM CHABANG, THAILAND	Gate In loading port	Truck
23-Mar-2018	9:28 PM	LAEM CHABANG, THAILAND	Inland transportation started	Truck
18-Mar-2018	1:24 AM	LAEM CHABANG, THAILAND	Discharged	HYUNDAI SINGAPORE V 096W
17-Mar-2018	9:48 PM	LAEM CHABANG, THAILAND	Vessel Arrived	HYUNDAI SINGAPORE V 096W
25-Feb-2018	6:54 PM	OAKLAND, CA	Vessel Departed	HYUNDAI SINGAPORE V 096W
25-Feb-2018	2:39 PM	OAKLAND, CA	Shipped on	HYUNDAI SINGAPORE V 096W
20-Feb-2018	11:04 AM	FRESNO, CA	Gate In loading port	Truck
16-Feb-2018	8:32 AM	OAKLAND, CA	Released to the shipper for stuffing	Truck

If container moves by rail, you can also view detailed rail tracking. Click “VIEW RAIL MOVE”

Pop up will display all data received from the rail provider.

Both, general shipment status and rail status, can be exported to excel as needed.

• Shipment Progress

[Excel](#)
[Rail ETD/ETA](#)
[View Rail Move](#)

Date	Time	Location	Status Description	Mode
19-May-2018	8:07 AM	TACOMA, WA	Gate In loading port	Rail
19-May-2018	8:06 AM	TACOMA, WA	Inland transportation started	Truck
18-May-2018	1:13 AM	TACOMA, WA	Gate in	Rail

CLM (Car Location Message)

CLM Data - HDMU2652062 [Print](#) [Excel](#)

Move Date/Time	From			Flat Car	Sight Code	Full/Empty	Train	Rail Co.	To		
	Location	State	Description						Location	State	Description
5/19/2018 13:00	USTIW	WA	TACOMA	BNSF237908	V	F	846200	TMBL			
5/18/2018 03:30	USTIW	WA	TACOMA	BNSF237908	R	F	846200	TMBL			
5/18/2018 03:29	USTIW	WA	TACOMA	BNSF237908	J	F	846200	TMBL			
5/18/2018 01:13	USTIW	WA	TACOMA	BNSF237908	A	F	SDT115	BNSF	USTIW	WA	TACBLAIR
5/17/2018 21:49	USIYW	WA	INTERBAY	BNSF237908	P	F	SDT115	BNSF	USTIW	WA	TACBLAIR
5/17/2018 09:11	USEAT	WA	WENATCHEE	BNSF237908	P	F	SDT115	BNSF	USTIW	WA	TACBLAIR
5/17/2018 01:42		ID	HAUYARD	BNSF237908	P	F	SDT115	BNSF	USTIW	WA	TACBLAIR
5/15/2018 10:19		WY	SHERIDAN	BNSF237908	P	F	SDT115	BNSF	USTIW	WA	TACBLAIR
5/15/2018 05:05		WY	DONCREEK	BNSF237908	P	F	SDT115	BNSF	USTIW	WA	TACBLAIR
5/14/2018 20:39		WY	DONCREEK	BNSF237908	A	F	SOD113	BNSF	USTIW	WA	TACBLAIR
5/14/2018 17:28		SD	EDGEMONT	BNSF237908	P	F	SOD113	BNSF	USTIW	WA	TACBLAIR
5/14/2018 11:57		NE	ALLIANCE	BNSF237908	P	F	SOD113	BNSF	USTIW	WA	TACBLAIR

[Back](#)

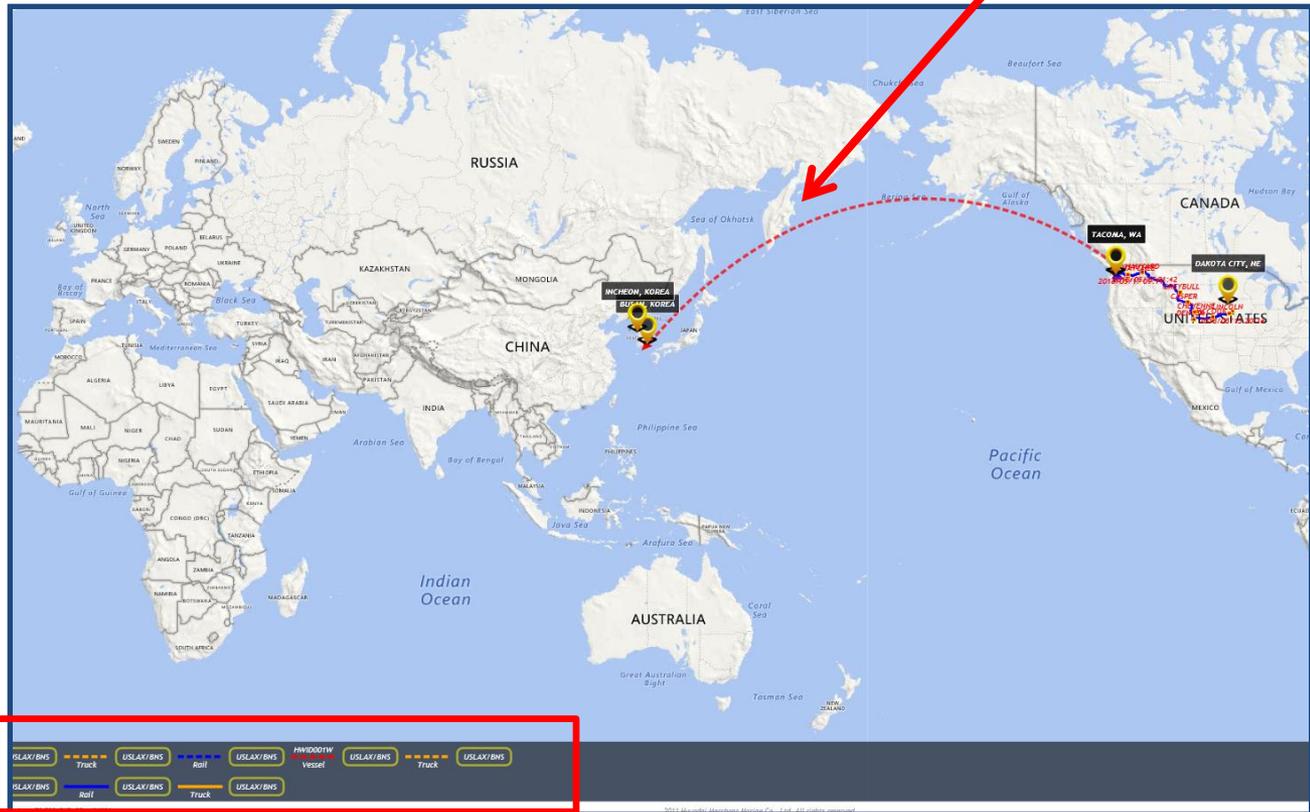
6. Track & Trace Cargo

If you are more visual, you can click on the map icon for tracking history.

Results will display a map with the course plotted out for your information as well as specific information as to how the cargo will be moved at destination (feeder, truck, barge, etc).

● **Current Location**

Location	Date/Time	Status Description	Tracking (Map)
TACOMA, WA	19-May-2018 8:07 AM	Gate In loading port	



The “My Shipment” option will also keep a summary of all your current shipments, including detailed information regarding detention and demurrage with total amount due.

Main Menu
Recent Menu

- MY HMM
- Schedule
- Track & Trace
- My Shipment
- Track & Trace
- Track & Trace by S/C
- Tracking History

My Shipment

✘ If you want to amend registered S/C No. or shipper name, Please contact your nearest HMM office.

- Demurrage, Detention information (for the past 52 weeks on a B/L basis)

Location	B/L count	CNTR count	Invoice count	Paid invoice	Outstanding		
					Invoice	Amount (USD)	See Detail
Origin	3	3	0	0	0		See Detail
Destination	7	10	1	0	1	204.09	See Detail

- Shipment Status (for the past 9 weeks on a booking basis)

Location	Status	Number of B/L	Number of Cntr
Origin		<u>48</u>	<u>59</u>
On Sail		<u>115</u>	<u>142</u>
Destination		<u>74</u>	<u>85</u>

6. Track & Trace Cargo

Under Shipment Status, selecting the underlined number will expand the menu to breakdown current status of each of your current shipments.

Clicking again, will break it down even further.

Click Track to return to the tracking screen for that specific container.

• Shipment Status (for the past 9 weeks on a booking basis)

Location	Status	Number of B/L	Number of Cntr
Origin		<u>48</u>	<u>59</u>
On Sail		<u>115</u>	<u>142</u>
Destination		<u>74</u>	<u>89</u>
Origin	Booked		
	Empty container released	<u>8</u>	<u>8</u>
	At inland CY for exporting		
	On inland transportation for exporting	<u>8</u>	<u>17</u>
	At Port of Loading(POL)	<u>32</u>	<u>34</u>

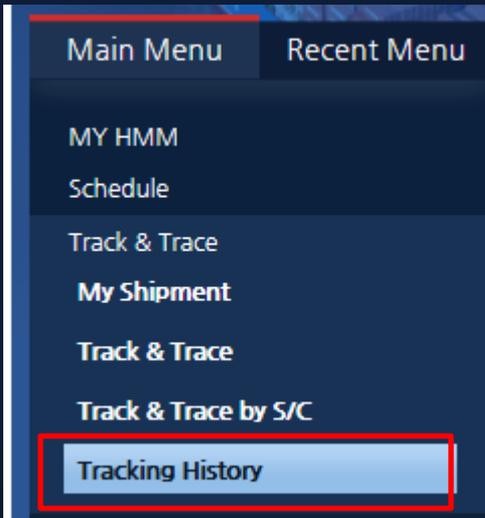
> Empty container released

B/L no.	Container no.	Origin	M.Vessel	Destination	Tracking
[Blacked out]	[Blacked out]	LOS ANGELES, CA	HYUNDAI BANGKOK 077W	GWANGJU, KYUNGKI-DO, KOREA	Track
[Blacked out]	[Blacked out]	LOS ANGELES, CA	HYUNDAI BANGKOK 077W	GWANGJU, KYUNGKI-DO, KOREA	Track
[Blacked out]	[Blacked out]	LOS ANGELES, CA	HYUNDAI BANGKOK 077W	GWANGJU, KYUNGKI-DO, KOREA	Track

* Example has been blacked out to protect our customer, however you will see your container & Bill of lading number

Website will also save the history of up to 25 shipments for 10 days.

To view your history, click “TRACKING HISTORY”, then find the specific shipment you would like to track and click “TRACK IT NOW”.



Tracking History

• Recent Trackings (Save up to 25 for 10 Days Only)

1	Booking	[Redacted]	Delete Track It Now Friday, May 18, 2018 1:38 PM EST
2	Booking	[Redacted]	Delete Track It Now Friday, May 18, 2018 1:11 PM EST
3	Booking	[Redacted]	Delete Track It Now Friday, May 18, 2018 11:37 AM EST
4	Booking	[Redacted]	Delete Track It Now Friday, May 18, 2018 11:36 AM EST
5	Booking	[Redacted]	Delete Track It Now Friday, May 18, 2018 11:36 AM EST
6	Booking	[Redacted]	Delete Track It Now Friday, May 18, 2018 11:35 AM EST
7	Booking	[Redacted]	Delete Track It Now Friday, May 18, 2018 11:35 AM EST

* Examples have been blacked out to protect our customer, however you will see your Booking or Bill of lading number

Another feature our website provides is setting up automatic notices for delays to your cargo.

Click on “ROLLOVER ALERT” to begin.

Alerts can be sent out for a specific shipment, or “ALL” shipments. Complete the info, and click “SAVE”.

Selected shipments that are delayed over 5 days at the t/s port, will automatically be notified to your inbox.

Tracking Results



T/S roll-over Notification

Setting by Shipment

Setting For All Shipments

B/L No.	<input type="text"/>
Notice Setting	Shipment in T/S port over <input type="text" value="5"/> days
Email Address	<input type="text"/> * You can input several addresses by typing semicolon(;)

B/L No.

HMM Hyundai Merchant Marine CO.,LTD.

e-mail Report

Control

Save

Dear Valued Customer,

This is to inform you delayed shipment in T/S port based on your requirement. Please find below shipment staying at T/S port over the day you set on www.hmm21.com

B/L No.	Origin	Destination	T/S port	Staying
	CHICAGO, IL	XINGANG, TIANJIN, CHINA	BUSAN, KOREA	5

If you want to check the shipment status, please contact with your nearest HMM office.
If you don't want to receive this email again, please change your T/S roll over setting in <email center> on www.hmm21.com

HMM Shiptrack - Mobile App

Schedule, cargo tracking, Booking & B/L details are available anytime, anywhere on your mobile device.

* Booking & B/L insert function is available on tablet version App only.

Contact us if you have any questions, or need assistance with your booking request!

General Phone Number: 800-7HYUNDAI

General Email Contacts

East Coast Region:

ecexport@hmm21.com

Midwest Region:

mwexport@hmm21.com

Gulf / PN / SF Regions:

pnsfgulfexport@hmm21.com

West Coast (LOS) Region:

psexport@hmm21.com

Web Help Desk Contacts

East Coast & Midwest:

Ms. Sarah Twomey (Spvr)

469-522-4808

sarah.twomey@hmm21.com

West Coast & Gulf:

Mr. Sungmin Ma (Spvr)

469-522-4750

sungminma@hmm21.com