

Interim PIN Solution for Container Pick-Ups at Major German Ports

Dear Customer,

Starting **February 12th, 2025**, Hapag-Lloyd will implement an interim solution for container pick-ups at the German ports of Hamburg, Bremerhaven, and Wilhelmshaven. The **PIN for container releases** will no longer be included in Hapag-Lloyd release documents but will instead be securely provided through a separate mail. This is part of the **transition to a PIN-free process** under the German Ports initiative by DAKOSY and dbh Logistics IT AG.

What will change for you?

Hapag-Lloyd release documents will no longer include a PIN. The new system will distribute PINs securely through the EDI service to terminals and via e-mail to the Initial Release Party (IRP). The IRP then has the option to forward the PIN to the next subcontractor, as is currently the case.

This interim phase is part of a broader move toward a PIN-free container release process to enhance security at German ports. Stakeholders will be notified of future changes and preparations, with no action needed for now.

Way forward:

- Continue sending release requests to Hapag-Lloyd's usual email addresses.
- You will continue to receive Hapag-Lloyd's release documents as usual – but without a PIN. Instead, the PIN will be sent by either Dakosy or dbh to the email of the requestor.
- If you or any subcontractors lose access to the PIN, please contact Hapag-Lloyd to re-trigger the release order. A new PIN will be emailed, overriding the previous one.
- Rest assured that neither Hapag-Lloyd, nor providers of the EDI service are able to see any generated PIN codes.

If you require additional information, please contact our teams at your nearest [location](#), who will guide you based on your individual situation.

Best regards,



Diana

from our Customer Communications Team