

Press release

Hapag-Lloyd, Kuehne+Nagel and Flowfox launch pilot to automate import container releases

Hapag-Lloyd and the innovative LogTech startup Flowfox start a pioneering pilot project set to redefine the global import container release processes. This landmark initiative will be initially launched in France with Kuehne+Nagel and in Germany with another major freight forwarder.

To underline the global approach the pilot will be launched in France and Germany simultaneously and also includes cross border shipment via Dutch and Belgian ports. Over the first three months, the closed testing environment will ensure a robust, error-free application before a broader customer and country roll-out.

The goal is to largely automate the process of releasing import containers between Hapag-Lloyd and its importing customers to achieve enormous efficiency gains for everyone involved. Typically, the release process is still very manual and error prone.

Danny Smolders, Managing Director Global Sales at Hapag-Lloyd:

“At Hapag-Lloyd, we are committed to elevate service standards and maximizing efficiencies to ensure our customers receive a best-in-class experience. Therefore, we are engaging in a pilot with Flowfox, as we firmly believe in the significant automation potential within the import process. We always aim to co-design processes with our strategic partners to seamlessly integrate our logistics operations.”

The pilot targets key benefits for Hapag-Lloyd's customers, aiming to substantially reduce delays in the release process and enhance transparency. By leveraging Flowfox' Drop-off Change product, the project also seeks to optimize empty return processes of containers, delivering direct value to customers.

Markus Johannsen, SVP Global Seafreight and Global Head of Operations Sea Logistics Kuehne+Nagel:

“At Kuehne+Nagel, we are consistently striving to provide our customers with the highest quality service and meet their global needs. Through ongoing enhancements to our operational standards and efficiency, we strive to exceed expectations. We recognize the immense potential of

Flowfox to significantly automate import processes. Therefore, we are commencing the pilot phase of the Flowfox platform in France, in partnership with major ocean carriers. This strategic operational improvement exemplifies our commitment outlined in the company's Roadmap 2026 and reinforces our dedication to elevating the overall customer experience."

Patrick Pehmöller, CEO at Flowfox:

" After four years of proof-of-concept phases, intensive study of global import processes, hard work and the development of a solution that covers all the different local processes, we are delighted to launch our platform in Europe. But for us, this is just the beginning. Our clear goal is to become a global standard that focuses on efficiency, security and data exchange."

Flowfox has been developing its platform since 2019 to globally standardize import processes between ocean carriers and forwarders, such as the import container release.

For more information about:

Hapag-Lloyd: <https://www.hapag-lloyd.com/>

Kuehne+Nagel: <https://www.kuehne-nagel.com/>

Flowfox: <https://www.flowfox.com/>