
OnePort Limited

electronic Release Order (eRO)

System Guide

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Consignees Interface

1.1. How do I get started?

- **Sign-up** : Visit <http://reg.oneport.com/> and sign up for the service.
- **Login**: Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system. Do the following steps:
 - If you are holding an original bill of lading, please read **Question 1.2** of this **System Guide** ;
 - If you are holding a sea waybill or a telex release bill of lading, please read **Question 1.3**.
 - **Forward to Trucking Company**: please refer to **Question 1.12**.

If the above easy steps do not address all your needs, please read the rest of this guide.

1.2. I am holding an original bill of lading. How do I obtain an eRO from my shipping line?

Please liaise with your shipping line and deliver the original bill to the liner first (but without waiting at the service counter for return of any documents). After that, you can continue to do the rest of the procedures on eRO platform.

Obtain eRO on eRO platform:

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
- Import Shipment:
 - Click **Import Shipment** under **My Shipment** tab.

- **Click Liner or Forwarder.** Then, select the liner/ the forwarder from pull-down menu.

- ◆ If you choose 'Liner':

For import of single shipment, please enter bill of lading no. and any one of container nos. in order to import the entire bill. For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Submit**.

Click **Import for preparing LOI**.

- ◆ If you choose 'Forwarder':

For import of single shipment, please enter the container no and click **Add** (please add all containers one-by-one). For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Import for preparing LOI**.

For single import, please enter related details.

Container No.:

For multiple import, please upload Excel / Text file here.

No file is chosen [Help on the file format](#)

Shipment details as below to be imported

Vessel Name	Voyage No.	Arrival Date	Liner
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Input **House Bill of Lading No.** and click **Submit** button.

Import Shipment

The below container(s) will be imported

Forwarder:

Please input House Bill of Lading No.:

- Submit Request:
 - Under **My Shipment** tab, check the containers which you have just imported. Click **Request eRO** button.

My Shipment My eRO eLO

Searching Criteria

Shipper: Consi

B/L No.: Containe

From: 22 Jan 2019

B/L No.	Shipper/Consignee
MESU8888828-1	Consignee Limite
	--
<input checked="" type="checkbox"/> Container No.	Seal No.
<input checked="" type="checkbox"/> MESU8111111	977841
<input checked="" type="checkbox"/> MESU8111112	977842
<input checked="" type="checkbox"/> MESU8111113	977843
<input checked="" type="checkbox"/> MESU8111114	977844
<input checked="" type="checkbox"/> MESU8111115	977845

- Fill out the details including **Contact Person, Phone No. & Email**. Upload payment and non-payment references. Select **Non-licensed cargo** or **Licensed cargo**. Check the box if you request liner-haul. Select **For Ocean Bill of Lading Shipment**. Click **Preview**.

Requesting for eRO		
B/L No.	Vessel/Voyages	Commodity
KCH900043400	KOTA LEGIT/KLGT0033E	
Container No. BMOU4370854		
Contact Person: <input type="text"/> Phone No.: <input type="text"/> Email: <input type="text"/>		
△ Payment		
Payment Reference No.:	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
<input type="button" value="More"/>		
(cheque no., ATM payment slip, etc.)		
△ Other Document		
Non Payment Reference No.:	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
<input type="button" value="More"/>		
(license, authorization letter, etc.)		
△ Request Note / Letter Of Indemnity		
Please indicate licensed cargo or not:		
<input type="radio"/> Non-licensed cargo <input type="radio"/> Licensed cargo		
Please select the bill type:		
<input type="radio"/> For Sea-Way Bill or Telex Release Shipment <input type="radio"/> For Ocean Bill of Lading Shipment		<input type="checkbox"/> Request for Liner-Haulage
<input type="button" value="Preview"/> <input type="button" value="Sign & Submit"/> <input type="button" value="Cancel"/>		

- Confirm that you have previewed the document. Click **Submit**.

Please click "Preview" button to read the Request Note, and then click "Submit" to submit it to shipping line / forwarder.		
<input checked="" type="checkbox"/>	I have read and checked the Request Note	
<input type="button" value="Preview"/> <input type="button" value="Submit"/> <input type="button" value="Cancel"/>		

- Await your liner to release the eRO on eRO platform.

1.3. I am holding a sea waybill or a telex release bill of lading. How do I obtain an eRO from my shipping line?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Import Shipment:
 - Click **Import Shipment** under **My Shipment** tab.

- Click **Liner** or **Forwarder**. Then, select the liner/ the forwarder from pull-down menu.
- ◆ If you choose 'Liner':

For import of single shipment, please enter bill of lading no. and any one of container nos. in order to import the entire bill. For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Submit**.

Click **Import** for preparing LOI.

- ◆ If you choose 'Forwarder':
- For import of single shipment, please enter the container no and click **Add** (please add all containers one-by-one). For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Import for preparing LOI**.

For single import, please enter related details.

Container No.:

For multiple import, please upload Excel / Text file here.

No file is chosen [Help on the file format](#)

Shipment details as below to be imported

Vessel Name	Voyage No.	Arrival Date	Liner

Container No.	Cntr size / type	Seal No.

Input **House Bill of Lading No.** and click **Submit** button.

Import Shipment

The below container(s) will be imported

Forwarder:

Please input House Bill of Lading No.:

- Submit Request:
 - Under **My Shipment** tab, check the containers you have just imported. Click **Request eRO** button.

My Shipment My eRO eLO

Searching Criteria

Shipper: Consi

B/L No.: Containe

From: 22 Jan 2019

B/L No.	Shipper/Consigne
MESU8888828-1	Consignee Limite
	--
<input checked="" type="checkbox"/> Container No.	Seal No.
<input checked="" type="checkbox"/> MESU8111111	977841
<input checked="" type="checkbox"/> MESU8111112	977842
<input checked="" type="checkbox"/> MESU8111113	977843
<input checked="" type="checkbox"/> MESU8111114	977844
<input checked="" type="checkbox"/> MESU8111115	977845

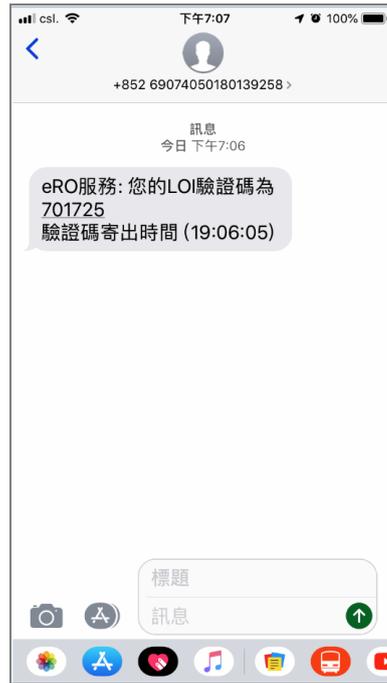
- Fill out the details including **Contact Person, Phone No. & Email**. Upload payment & non-payment references. Select **Non-licensed cargo** or **Licensed cargo**. Check the box if you request liner-haul. Select **For Sea-Waybill shipment** or **For Telex Release Shipment**. Click **Preview**.

Requesting for eRO		
B/L No.	Vessel/Voyages	Commodity
KCH900043400	KOTA LEGIT/KLGT0033E	
Container No. BMOU4370854		
Contact Person: <input type="text"/> Phone No.: <input type="text"/> Email: <input type="text"/>		
△ Payment		
Payment Reference No.:	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="button" value="More"/>	
(cheque no., ATM payment slip, etc.)		
△ Other Document		
Non Payment Reference No.:	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="button" value="More"/>	
(license, authorization letter, etc.)		
△ Request Note / Letter Of Indemnity		
Please indicate licensed cargo or not:		
<input type="radio"/> Non-licensed cargo <input type="radio"/> Licensed cargo		
Please select the bill type:		
<input type="radio"/> For Sea-Way Bill or Telex Release Shipment <input type="radio"/> For Ocean Bill of Lading Shipment		<input type="checkbox"/> Request for Liner-Haulage
<input type="button" value="Preview"/> <input type="button" value="Sign & Submit"/> <input type="button" value="Cancel"/>		

- Confirm that you have previewed the document. Click **Sign & Submit**.

Please click "Preview" button to read the Request Note, and then click "Submit" to submit it to shipping line / forwarder.		
<input checked="" type="checkbox"/>	I have read and checked the Request Note	
<input type="button" value="Preview"/>	<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>

- You will receive a one-time Online Authorization Code on your mobile phone or by email.



- Enter the code on eRO platform and click **Submit**.

- Await your liner to release the eRO on eRO platform.

1.4. I usually obtain release orders from freight forwarders.

What should I do?

All the steps outlined on the above Questions 1.2 & 1.3 are the same, except that you should choose **Forwarder** instead of **Liner** when you import shipments.

1.5. I accidentally import a wrong shipment. How do I undo the action?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** &

Password. Then, click **Submit** to log into the system.

- Under **My Shipment** tab, click the **Release Inbound Shipment** button next to the wrong shipment. Then, click **OK** to confirm.

My Shipment My eRO eLOI Signing Trust Report

Searching Criteria

Shipper: [] Consignee: [] Notify Party: [] Vessel Name: []

B/L No.: [] Container No.: [] Voyage No.: [] Trusted Agent

From: 11 Feb 2019 To: 18 Feb 2019

Search Reset

B/L No.	Shipper/Consignee/Notify Party	Vessel/Voyages	Trusted Agent
	TESTING SHIPPER		
MESU555525-1	TESTING CONSIGNEE	BIEN DONG STAR/902S	Release Inbound Shipment

Request eRO Import Shipment

1.6. I do not receive the one-time Online Authorization Code when I sign the eLOI. What should I do?

When you sign the eLOI, the following page will appear on eRO platform. Click **Resend OAC** button or **Send OAC via Backup Email** button as indicated by red circles below in order to re-send the Online Authorization Code. If you still could not obtain the code on your mobile phone or in your email inbox, please contact OnePort.

Password Authentication

One-Time Password Authentication

To further proceed with the sign-off and submission, you are required to enter a one-time Online Authorization Code (OAC). The OAC is now being sent to your registered mobile phone number or email address. Please check your mobile phone or email, enter the OAC below and click "Submit". This LOI will be submitted to the shipping line / forwarder.

Please enter the Online Authorization Code (OAC): []

OAC sent time: 09:50:22

Submit Cancel Resend OAC Send OAC via Backup Email

1.7. My eLOI contains a wrong container. Should I correct or cancel it?

Under this scenario, you have to cancel the eLOI and re-issue a new one.

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.

- Cancel eLOI:
 - Click **eLOI** tab.



- Select the relevant eLOI by checking the corresponding box.
- Click **Cancel eLOI** button.



- Re-issue eLOI: please refer to the above **Questions 1.2 & 1.3** °

1.8. What should I do if the liner refuses to issue an eRO due to payment amount dispute?

Your liner may notify you either by phone/email or through eRO system (by cancelling your eLOI).

Notification by phone/mail:

If your liner notifies you by phone/ email, please firstly resolve the issue with the liner and then request the liner to release the eRO on eRO platform.

Notification by cancelling your eLOI on eRO platform:

If your liner chooses to cancel your eLOI on eRO platform, you have to resubmit a new eLOI.

- Directly contact your liner and settle the payment amount dispute;
- Submit a new eLOI application and attach all payment references; and
- Request your liner to release eRO on eRO platform.

Notification by rejecting your eLOI on eRO platform:

If your liner chooses to reject your eLOI on eRO platform, you will receive an email notification and you have to amend the eLOI. For eLOI amendment, please refer to **1.10** of this **System Guide**.

Request your liner to release eRO on eRO platform.

1.9. What should I do if the liner refuses to issue an eRO due to an omission of a reference copy during submission of eLOI?

Same as **Question 1.8** under **Consignees Interface** section of this **System Guide**.

1.10. What should I do if the eLOI I submitted contains

incorrect information?

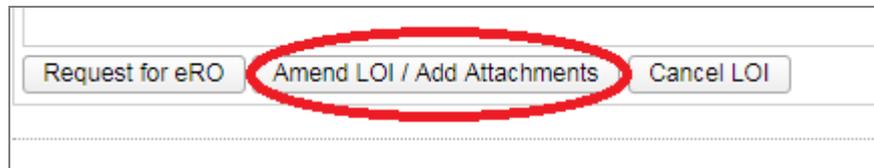
Once you have submitted an eLOI to your liner, you cannot change the information except adding payment/ non-payment references.

To add additional payment/ non-payment references, please do the followings:

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
- Click **eLOI** tab.



- Enter your searching criteria and click **Search** button. Check the relevant box to select the eLOI. Click **Amend LOI/ Add Attachments** button to further proceed.



1.11. How do I authorize my agent to do all the work for me?

- You are required to do a one-time authorization on eRO platform.
 - Login: Visit <https://ero.oneport.com>. Enter **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
 - Click **Trust** tab.



- Click **Add** button.

My Shipment | My eRO | eLOI | Signing | **Trust** | Report

You must grant authorization to your agent for preparing eLOIs and obtaining eROs on your behalf.

List of Your Trusted Agents

Company ID	Company Name	Authorized Date	Authorized By (user ID)
<input type="button" value="Add"/> <input type="button" value="Remove"/>			

- Enter the Company ID of the agent. Click **Submit** button.

Add Authorization

Your Agent's Company ID:

Agent:

- Upon obtaining the authorization, your agent will be able to handle all eROs which belong to you. You should clearly communicate with your agent about which containers/ bills of lading your agent needs to handle on your behalf. Then, your agent can log into eRO platform to proceed.

1.12. How do I pass on the eRO to my trucking partner?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Click **My eRO** tab.

My Shipment | **My eRO** | eLOI | Signing | Trust | Report

Searching Criteria

- Enter your searching criteria and click **Search** button. Check the relevant box to select the eRO. Click **Forward** button.

- For each laden pickup and empty return, enter the Company ID of your trucking company or select from the list. Click **Forward** button.

Forward Release Order

Container No.	Seal No.	Size / Type	eRO No.
OOLU7990659		40GP	OP-0019118

Laden Pickup

Company ID Company Name

Empty Return

Same as above Company ID Company Name

- Select which party will pay for the Port Security Charge. Click **Confirm** button.
- Once the eRO is forwarded to the trucking company, the trucking company will take charge to assign/ change driver and plate number.

1.13. If I mistakenly forward an eRO to a trucking company, what should I do to undo the action?

- If you mistakenly forward an eRO, the **Status** of the container will appear as **Forwarded**.

My Shipment	My eRO	eLOI	Signing	Trust	Report		
Searching Criteria							
B/L No.: <input type="text"/>		Vessel Name: <input type="text"/>		Voyage No.: <input type="text"/>			
From: 23 Jan 2019		To: 30 Jan 2019					
<input type="button" value="Search"/>		<input type="button" value="Reset"/>					
B/L No.	Vessel/Voyages						
MESU8888828-2	CMA CGM MISSISSIPPI...						
<input type="checkbox"/>	Container No.	Seal No.	Size / Type	Status	Forward to	Assign to	Hold /
<input type="checkbox"/>	MESU8222221	977841	40GP	Forwarded	POON KEE LOGISTI...	Pickup: Return:	
<input type="checkbox"/>	MESU8222222	977842	40GP	New		Pickup: Return:	

- To undo, please go through **Cancel/ Revert Forward** action on eRO platform:
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
 - Under **My eRO** tab, click the relevant **Cancel/ Revert Forward** button.

- Click **Cancel Forward**.

- Counter-check the details and click **Cancel Forward**.

- Click **OK** button.

1.14. What should I do to change a trucking company for handling a particular eRO?

- Follow Question 1.13 to withdraw an eRO.
- Follow Question 1.12 to forward the eRO again.

1.15. If I mistakenly forward an eRO to a consignee, what should I do to undo the action?

If you mistakenly forward an eRO to a consignee, you have to contact **the consignee** to do the followings on eRO platform.

- Login: Visit <https://ero.oneport.com>. Enter **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
- Under **My eRO** tab, click the relevant **Cancel/ Revert Forward** button.

The screenshot shows the 'My eRO' tab in the eRO platform. The 'Searching Criteria' section includes fields for Bill No., Vessel Name, Voyage No., Container No., Status, From, To, PSC Status, and Consignee Agent. Below this is a table with columns: Container No., Seal No., Size / Type, States, Forward to, Assign to, Hold / Void, Pickup / Return, Pick-up by, Returned by / in days, Consignee Agent, PSC Status, and Container Status. A row is selected with a checkbox, and the 'Cancel/Revert Forward' button is circled in red.

- Click **Cancel Forward**.

The screenshot shows the 'Forward Release Order' dialog box. It contains fields for Container No., Seal No., Size / Type, eRO No., eLOI No., and B/L No. Below these are sections for 'Laden Pickup' and 'Empty Return', each with 'Company ID' and 'Company Name' fields. A 'Cancel Forward' button is circled in red.

- Counter-check the details and click **Cancel Forward**.

The screenshot shows the 'eRO' dialog box with the following details: Container No.: [redacted], Status: Forwarded, Forwarded to: [redacted], Forwarded by: [redacted], Forwarded Date: 02/04/2019 09:51. A 'Cancel Forward' button is circled in red.

- Click **OK** button.

The screenshot shows an 'INFORMATION' dialog box with the message: 'Are you sure to cancel the eRO Forward?'. There are 'OK' and 'Cancel' buttons, with the 'OK' button circled in red.

1.16. I have already sold a bill of lading to my business partner. What should I do to pass on the eRO?

To pass on the eRO, please do the followings on eRO platform:

- Login: Visit <https://ero.oneport.com>. Enter **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
- Under **My eRO** tab, check the relevant box to select the eRO. Click **Forward** button.

My Shipment **My eRO** eLOI Signing Trust Report

Searching Criteria

B/L No.: Vessel Name: Voyage No.:

From: 15 Feb 2019 To: 22 Feb 2019

Search Reset

B/L No.	Vessel/Voyages					
CKLU8888828-2	SKY CHALLENGE/1811S					
<input type="checkbox"/>	Container No.	Seal No.	Size / Type	Status	Forward to	Assign to
<input checked="" type="checkbox"/>	CKLU8222225	GAOU6006E	40 HCGP	New		Pickup: Return:

Forward Direct Assignment

- For each laden pickup and empty return, enter the OnePort **Company ID** of your business partner or select from the list. Click **Confirm** button.

Forward Release Order

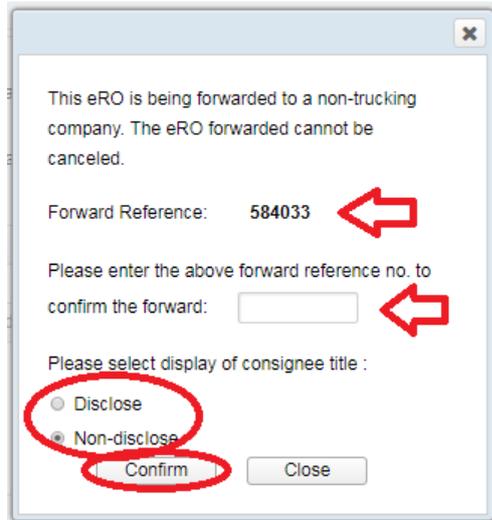
To: OnePort Company ID

Company PROFIT INDUSTRIAL BUILDING, 1-15 KWAI FUNG CRESCENT, KWAI CHUNG Contact person: Tel:

Container No.	Seal No.	Size / Type	eRO no.	eLOI No.	B/L No.
<input type="text"/>	<input type="text"/>	40 HCGP	OP-0005080	OBL-0003778	<input type="text"/>

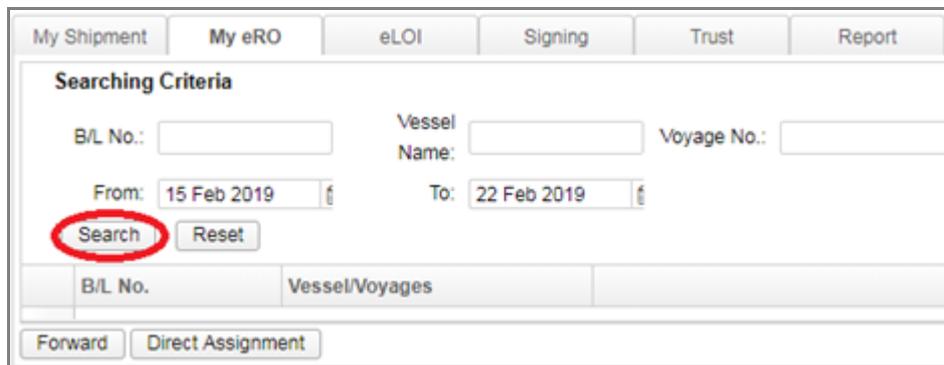
Confirm Cancel

- A pop-up window will show a forward reference number. Enter the forward reference number on screen. Select whether you would like to disclose the name of consignee to recipient of the eRO. Then, click **Confirm** button.



1.17. What should I do to search and retrieve a particular eRO?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Under **My eRO** tab, enter one or more searching criteria including bill of lading no., vessel name, voyage no., container no., status, date range, PSC status & consignee agent. Click **Search** button.



1.18. Can I print out each eRO reference copy for reference?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- The corresponding bill will appear in **My eRO** tab.
- Click the icon (as circled below) to extend the fields of a bill.

My Shipment | **My eRO** | eLOI | Signing

Searching Criteria

B/L No.: Vessel Name:

From: 15 Feb 2019 To: 22 Feb 2019

B/L No.	Vessel/Voyages
<input type="button" value="+"/> CKLU8888828-2	SKY CHALLENGE/1811S

- Click the container number to call for a pop-up window.

My Shipment | **My eRO** | eLOI | Signing

Searching Criteria

B/L No.: Vessel Name:

From: 15 Feb 2019 To: 22 Feb 2019

B/L No.	Vessel/Voyages										
<input type="button" value="-"/> CKLU8888828-2	SKY CHALLENGE/1811S										
<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Container No.</th> <th>Seal No.</th> <th>Size / Type</th> <th>Status</th> <th>Forward</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> <u>CKLU8222225</u></td> <td>GAOU6006E</td> <td>40 HCGP</td> <td>New</td> <td></td> </tr> </tbody> </table>	Container No.	Seal No.	Size / Type	Status	Forward	<input type="checkbox"/> <u>CKLU8222225</u>	GAOU6006E	40 HCGP	New	
Container No.	Seal No.	Size / Type	Status	Forward							
<input type="checkbox"/> <u>CKLU8222225</u>	GAOU6006E	40 HCGP	New								

- The following pop-up window will appear. Click **print eRO** button.

FCL Release Order

To: FLOATA (DEPOT S) Tel: 852-2742 6984		Laden pick-up by 03 October 2018	
Vessel Name SKY CHALLENGE	Voyage No. 1811S	Estimated Date of Arrival	Bill of Lading No. CKLU8888828-2
Place of Receipt BUSAN	Port of Loading BUSAN	Place of Delivery HONG KONG	
Container No. CKLU8222225 (40 HCGP)	Seal No. GAOU600687...	Empty returned by / in days 12 day(s)	
Remarks: alpha ext		Empty Container Return Location XXX	

- Click **Print** icon to proceed.



1.19. I am a consignee with a number of agents handling my bills of lading. What should I do?

You are required to grant a one-time authorization to each of your agents for handling your containers. With the authorization, an authorized agent is able to handle your eROs as long as the authorization stays valid. Please do the followings on eRO platform for all of your agents:

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Click **Trust** tab.



- Click **Add** button.

My Shipment | My eRO | eLOI | Signing | **Trust** | Report

You must grant authorization to your agent for preparing eLOIs and obtaining eROs on your behalf.

List of Your Trusted Agents

Company ID	Company Name	Authorized Date	Authorized By (user ID)
<input type="button" value="Add"/> <input type="button" value="Remove"/>			

- Enter the Company ID of the agent. Click **Submit** button.

Add Authorization

Your Agent's Company ID:

Agent:

2. Freight Forwarders Interface

2.1. How do I get started?

- **Sign-up** : Visit <http://reg.oneport.com/> and sign up for the service.
- **Login**: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system. Do the following steps:
 - **Collect release orders from liners:**
 - ◆ If you are holding an original bill of lading, please read **Question 2.2** of this **System Guide** ;
 - ◆ If you are holding a sea waybill or a telex release bill of lading, please read **Question 2.3**.
 - **Release eROs to your customers (i.e. consignees)**: please refer to **Question 2.10**.
 - **Forward to Trucking Company**: please refer to **Question 2.14**.

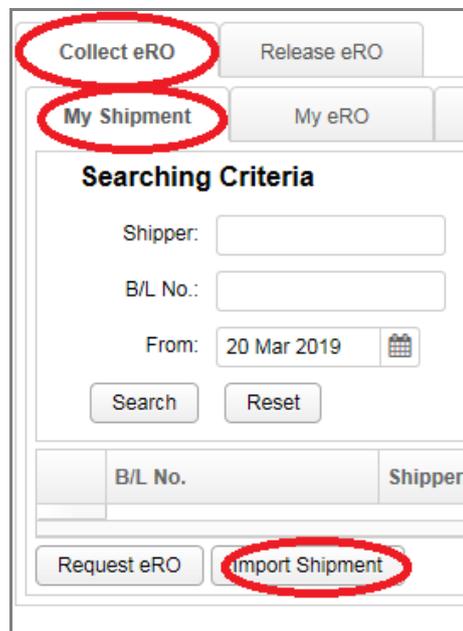
If the above easy steps do not address all your needs, please read the rest of this guide.

2.2. I am holding an original bill of lading. How do I obtain an eRO from my shipping line?

Please liaise with your shipping line and deliver the original bill to the liner first (without waiting at the service counter for return of any documents). After that, you can continue to do the rest of the procedures on eRO platform.

Obtain eRO on eRO platform:

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Import Shipment:
 - Click **Collect eRO**. Click **Import Shipment** under **My Shipment** tab.



The screenshot displays the eRO platform interface. At the top, there are two buttons: 'Collect eRO' and 'Release eRO'. Below them are two tabs: 'My Shipment' and 'My eRO'. The 'My Shipment' tab is selected and highlighted with a red circle. Underneath the tabs is a 'Searching Criteria' section with the following fields: 'Shipper:' (text input), 'B/L No.:' (text input), and 'From:' (date input showing '20 Mar 2019' with a calendar icon). Below these fields are 'Search' and 'Reset' buttons. At the bottom of the interface, there are two buttons: 'Request eRO' and 'Import Shipment'. The 'Import Shipment' button is highlighted with a red circle.

- Select your liner from pull-down menu.
For import of single shipment, please enter bill of lading no. and any one of container nos. in order to import the entire bill. For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Submit**.

Click **Import** for preparing LOI.

- Submit Request:

- Click **Collect eRO**. Under My eRO tab, check the containers just imported. Click **Request eRO** button.

- Fill out the details including **Contact Person, Phone No. & Email**.

Upload payment and non-payment references. Select **Non-licensed cargo** or **Licensed cargo**. Check the box if you request liner-haul. Select **For Ocean Bill of Lading Shipment**. Click **Preview**.

Requesting for eRO		
B/L No.	Vessel/Voyages	Commodity
KCH900043400	KOTA LEGIT/KLGT0033E	
Container No. BMOU4370854		
Contact Person:	Phone No.:	Email:
<input type="text"/>	<input type="text"/>	<input type="text"/>
△ Payment		
Payment Reference No.:	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="button" value="More"/>	
(cheque no., ATM payment slip, etc.)		
△ Other Document		
Non Payment Reference No.:	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="button" value="More"/>	
(license, authorization letter, etc.)		
△ Request Note / Letter Of Indemnity		
Please indicate licensed cargo or not:		
<input type="radio"/> Non-licensed cargo <input type="radio"/> Licensed cargo		
Please select the bill type:		
<input type="radio"/> For Sea-Way Bill or Telex Release Shipment <input type="radio"/> For Ocean Bill of Lading Shipment		<input type="checkbox"/> Request for Liner-Haul
<input type="button" value="Preview"/> <input type="button" value="Sign & Submit"/> <input type="button" value="Cancel"/>		

■ Confirm that you have previewed the document. Click **Submit**.

Please click "Preview" button to read the Request Note, and then click "Submit" to submit it to shipping line / forwarder.		
<input checked="" type="checkbox"/>	I have read and checked the Request Note	
<input type="button" value="Preview"/>	<input checked="" type="button" value="Submit"/>	<input type="button" value="Cancel"/>

- Await your liner to release the eRO on eRO platform.

2.3. I am holding a sea waybill or a telex release bill of lading. How do I obtain an eRO from my shipping line?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Import Shipment:
 - Click **Collect eRO**. Click **Import Shipment** under **My Shipment** tab.

- Select your liner from pull-down menu.

For import of single shipment, please enter bill of lading no. and any one of container nos. in order to import the entire bill. For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Submit**.

Click **Import** for preparing LOI.

- Submit Request:

- Under My eRO tab, check the containers just imported. Click **Request eRO** button.

Collect eRO Release eRO

My Shipment My eRO

Searching Criteria

Shipper:

B/L No.:

From: 22 Jan 2019

Search Reset

B/L No.	Shipp
MESU8888828-1	Cons

<input checked="" type="checkbox"/>	Container No.	Seal
<input checked="" type="checkbox"/>	MESU8111111	9778
<input checked="" type="checkbox"/>	MESU8111112	9778
<input checked="" type="checkbox"/>	MESU8111113	9778
<input checked="" type="checkbox"/>	MESU8111114	9778
<input checked="" type="checkbox"/>	MESU8111115	9778

Request eRO Import Shipment

- Fill out the details including **Contact Person, Phone No. & Email**. Upload payment & non-payment references. Select **Non-licensed cargo** or **Licensed cargo**. Check the box if you request liner-haul. Select **For Sea-Waybill shipment** or **For Telex Release Shipment**. Click **Preview**.

Requesting for eRO		
B/L No.	Vessel/Voyages	Commodity
KCH900043400	KOTA LEGIT/KLGT0033E	
Container No. BMOU4370854		
Contact Person: <input type="text"/> Phone No.: <input type="text"/> Email: <input type="text"/>		
△ Payment		
Payment Reference No.:	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
<input type="button" value="More"/>		
(cheque no., ATM payment slip, etc.)		
△ Other Document		
Non Payment Reference No.:	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
	<input type="text"/>	<input type="button" value="Attach"/>
<input type="button" value="More"/>		
(license, authorization letter, etc.)		
△ Request Note / Letter Of Indemnity		
Please indicate licensed cargo or not:		
<input type="radio"/> Non-licensed cargo <input type="radio"/> Licensed cargo		
Please select the bill type:		
<input type="radio"/> For Sea-Way Bill or Telex Release Shipment		<input type="radio"/> Request for Liner-Haulage
<input type="radio"/> For Ocean Bill of Lading Shipment		
<input type="button" value="Preview"/> <input type="button" value="Sign & Submit"/> <input type="button" value="Cancel"/>		

- Confirm that you have previewed the document. Click **Sign & Submit**.

Please click "Preview" button to read the Request Note, and then click "Submit" to submit it to shipping line / forwarder.

I have read and checked the Request Note

- You will receive a one-time Online Authorization Code on your mobile phone or by email.



- Enter the code on eRO platform and click **Submit**.

Password Authentication

One-Time Password Authentication

To further proceed with the sign-off and submission, you are required to enter a one-time Online Authorization Code (OAC). The OAC is now being sent to your registered mobile phone number or email address. Please check your mobile phone or email, enter the OAC below and click "Submit". This LOI will be submitted to the shipping line / forwarder.

Please enter the Online Authorization Code (OAC):

OAC sent time: 19:06:05

- Await your liner to release the eRO on eRO platform.

2.4. In the process of collecting eRO from my liner, I accidentally import a wrong shipment. What should I do to undo the action?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Click **Collect eRO**.

- Under **My Shipment** tab, click the **Release Inbound Shipment** button next to the wrong shipment. Then, click **OK** to confirm.

My Shipment My eRO eLOI Signing Trust Report

Searching Criteria

Shipper: Consignee: Notify Party: Vessel Name:

B/L No.: Container No.: Voyage No.: Trusted Agent:

From: 11 Feb 2019 To: 18 Feb 2019

B/L No.	Shipper/Consignee/Notify Party	Vessel/Voyages	Trusted Agent
MESU555525-1	TESTING SHIPPER TESTING CONSIGNEE	BIEN DONG STAR/902S	<input type="button" value="Release Inbound Shipment"/>

2.5. In the process of collecting eRO from my liner, my eLOI contains a wrong container. Should I correct or cancel

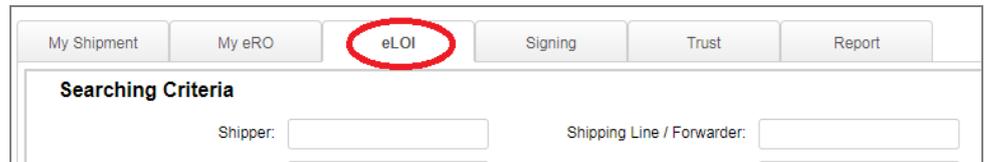
it?

Under this scenario, you have to cancel the eLOI and re-issue a new one.

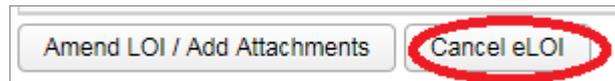
- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Click **Collect eRO**.



- Cancel eLOI:
 - Click **eLOI** tab.



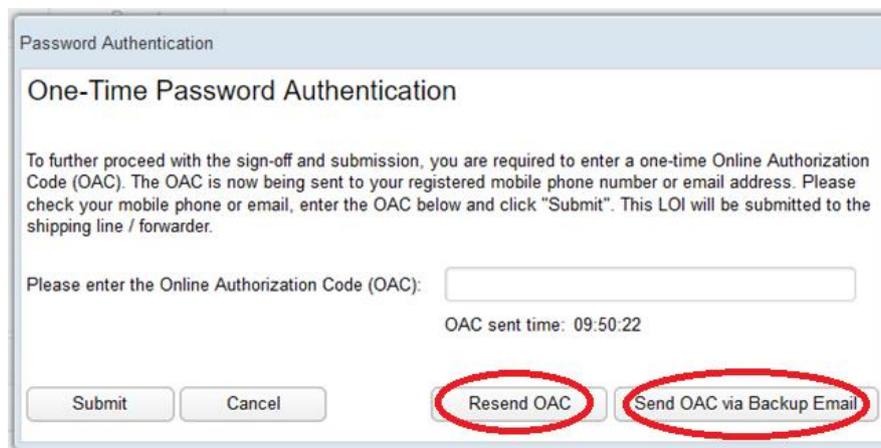
- Select the relevant eLOI by checking the corresponding box.
- Click **Cancel eLOI** button.



- Re-issue eLOI: please refer to the above **Questions 2.2 & 2.3**.

2.6. I do not receive the one-time Online Authorization Code when I sign the eLOI. What should I do?

When you sign the eLOI, the following page will appear on eRO platform. Click **Resend OAC** button or **Send OAC via Backup Email** button as indicated by red circles below in order to re-send the Online Authorization Code. If you still could not obtain the code on your mobile phone or in your email inbox, please contact OnePort.



2.7. What should I do if the liner refuses to issue an eRO due to payment amount dispute?

Your liner may notify you either by phone/email or through eRO system (by cancelling your eLOI).

Notification by phone/mail:

If your liner notifies you by phone/ email, please firstly resolve the issue with the liner and then request the liner to release the eRO on eRO platform.

Notification by cancelling your eLOI on eRO platform:

If your liner chooses to cancel your eLOI on eRO platform, you have to resubmit a new eLOI.

- Directly contact your liner and settle the payment amount dispute;
- Submit a new eLOI application and attach all payment references; and
- Request your liner to release the eRO on eRO platform.

Notification by rejecting your eLOI on eRO platform:

If your liner chooses to reject your eLOI on eRO platform, you will receive an email notification and you have to amend the eLOI. For eLOI amendment, please refer to **2.9** of this **System Guide**.

2.8. What should I do if the liner refuses to issue an eRO due to an omission of a reference copy during submission of eLOI?

Please refer to the answer of **Question 2.7**.

2.9. What should I do if the eLOI I submitted contains incorrect information?

Once you have submitted an eLOI to your liner, you cannot change the information except adding payment/ non-payment references.

To add additional payment/ non-payment references, please do the followings:

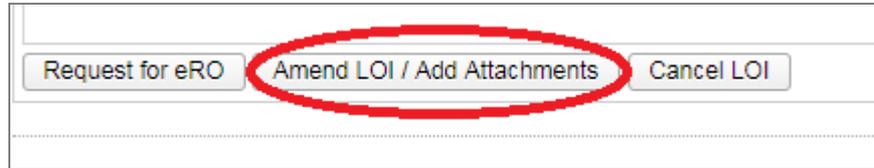
- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Click **Collect eRO**.



- Click **eLOI** tab.



- Enter your searching criteria and click **Search** button. Check the relevant box to select the eLOI. Click **Amend LOI/ Add Attachments** button to further proceed.

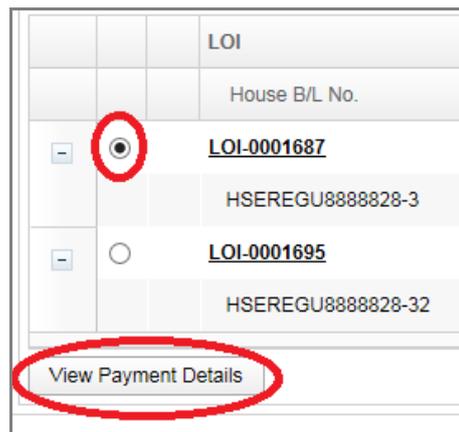


2.10. What should I do after I receive eLOI & related references from my customers (i.e. consignees)?

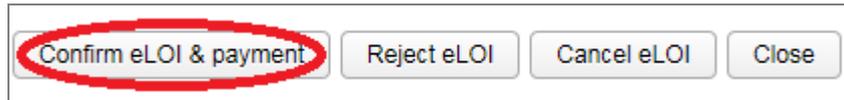
- Once your consignee has submitted an eLOI to you, you will receive an email notification issued by eRO system.
- Upon receiving the email, please log into the system to do the followings:
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
 - Click **Release eRO**. Click **eLOI** tab.



- Select the relevant eLOI. Click **View Payment Details**.



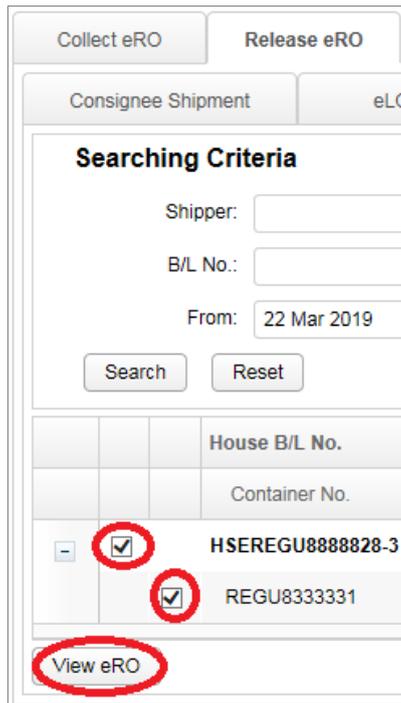
- A separate window, which shows all payment and non-payment references, will pop up. If you are satisfied with the information submitted by your consignee, choose the suitable options listed on the field named "**Confirm Payment with:**". Then, click **Confirm eLOI & payment**.



- Click **Release eRO**. Click **eRO** tab.



- Select the relevant eRO. Click **View eRO**.



- Another window will pop. Click **Release eRO**.



2.11. If I generally do not require my customers (i.e. consignees) to submit eLOIs, what should I do to release an eRO?

Operational procedures may vary among forwarders. If you generally do not require your customers (i.e. consignees) to submit eLOIs, please do the followings when you confirm to release an eRO to your customer:

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Click **Collect eRO**. Under **My eRO** tab, check the relevant box to select the eRO. Click **Release without eLOI** button.

- Enter the OnePort **Company ID** of your customer (i.e. the consignee) or select from the list. Click **Release to consignee** button.

- A pop-up window will show a release reference number. Enter the release reference number on screen. Select whether you would like to disclose the name of consignee to recipient of the eRO. Then, click **Confirm** button.

2.12. My consignee submitted an eLOI with wrong container information. Should I correct or cancel it?

Under this scenario, your consignee should follow **Question 1.7** to cancel the eLOI and re-issue a new eLOI.

2.13. What should I do if my consignee & I have payment dispute issue?

You may notify your consignee either by phone/email or through eRO system (by cancelling your eLOI).

Notification by phone/email:

Please contact your consignee to resolve the issue. If it is satisfactorily resolved, you can further release the eRO on eRO platform.

Notification by cancelling your eLOI on eRO platform:

You can choose to cancel the eLOI on eRO platform (by clicking **Cancel eLOI** button). Upon resolving the payment dispute with your consignee, please advise your consignee to re-submit a new eLOI.



2.14. How do I pass on an eRO to my trucking partner upon receipt from my liner?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.

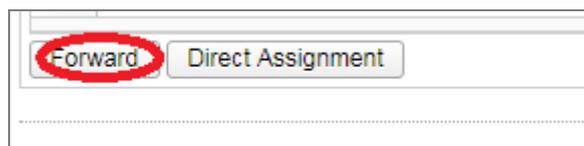
- Click **Collect eRO**.



- Click **My eRO** tab.



- Enter your searching criteria and click **Search** button. Check the relevant box to select the eRO. Click **Forward** button.



- For each laden pickup and empty return, enter the Company ID of your trucking company or select from the list. Click **Forward** button.

- Select which party will pay for the Port Security Charge. Click **Confirm** button.

2.15. If I mistakenly forward an eRO to a trucking company, what should I do to undo the action?

- If you mistakenly forward an eRO, the **Status** of the container will appear as **Forwarded**.

B/L No.	Vessel/Voyages					
MESU8888828-2	CMA CGM MISSISSIPPI/...					
Container No.	Seal No.	Size / Type	Status	Forward to	Assign to	Hold /
<input type="checkbox"/> MESU8222221	977841	40GP	Forwarded	POON KEE	Pickup:	
				LOGISTI...	Return:	
<input type="checkbox"/> MESU8222222	977842	40GP	New		Pickup:	
					Return:	

- To undo, please go through **Cancel/ Revert Forward** action on eRO platform:
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
 - Click **Collect eRO**.

- Under **My eRO** tab, click the relevant **Cancel/ Revert Forward** button.

My eRO

Searching Criteria

BL No.: Vessel Name: Voyage No.: Container No.: Status: -- New --

From: 16 Aug 2020 To: 23 Aug 2020 PSC Status: -- All Records -- Consignee Agent: -- All Records --

BL No.	Vessel/Voyage	Container No.	Seal No.	Size / Type	Status	Forward to	Assign to	Hold / Void	Pickup / Return	Pick-up by	Returned by / in days	Consignee Agent	PSC Status	Container Status
202475711	EMERIK LANCOIS09W			40 HCGP	New				Pickup: MTL Return: Please check above website	14080200 23:59:59	21080200		PSC Pending	

Cancel/Reset Forward

- Click **Cancel Forward**.

Forward Release Order

Container No.	Seal No.	Size / Type	eRO No.	eLOI No.	B/L No.
		40 HCGP	OP-0019456	OBL-0004552	

Laden Pickup

Company ID: Company Name: **Cancel Forward**

Empty Return

Same as above Company ID: Company Name: **Cancel Forward**

Forward Cancel

- Counter-check the details and click **Cancel Forward**.

eRO

Container No.: [Redacted]

Status: Forwarded

Forwarded to: [Redacted]

Forwarded by: [Redacted]

Forwarded Date: 02/04/2019 09:51

Cancel Forward Back

- Click **OK** button.

INFORMATION

Are you sure to cancel the eRO Forward?

OK Cancel

2.16. What should I do to search and retrieve a particular eRO?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Click **Collect eRO**.



- Under **My eRO** tab, enter one or more searching criteria including bill of lading no., vessel name, voyage no., container no., status, date range and PSC status. Click **Search** button.

My Shipment | **My eRO** | eLOI | Signing

Searching Criteria

B/L No.: Vessel Name:

From: 15 Feb 2019 To: 22 Feb 2019

Search

B/L No.	Vessel/Voyages

2.17. Can I print out each eRO reference copy for reference?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Click **Collect eRO**.



- The corresponding bill will appear in **My eRO** tab.
- Click the icon (as circled below) to extend the fields of a bill.

My Shipment | **My eRO** | eLOI | Signing

Searching Criteria

B/L No.: Vessel Name:

From: 15 Feb 2019 To: 22 Feb 2019

B/L No.	Vessel/Voyages
<input type="button" value="+"/> CKLU8888828-2	SKY CHALLENGE/1811S

- Click the container number to call for a pop-up window.

My Shipment	My eRO	eLOI	Signing		
Searching Criteria					
B/L No.: <input type="text"/>		Vessel Name: <input type="text"/>			
From: 15 Feb 2019		To: 22 Feb 2019			
<input type="button" value="Search"/>		<input type="button" value="Reset"/>			
B/L No.	Vessel/Voyages				
CKLU8888828-2	SKY CHALLENGE/1811S				
<input type="checkbox"/>	Container No.	Seal No.	Size / Type	Status	Forward
<input type="checkbox"/>	<u>CKLU8222225</u>	GAOU6006E	40 HC GP	New	
<input type="button" value="Forward"/>		<input type="button" value="Direct Assignment"/>			

- The following pop-up window will appear. Click **print eRO** button.

FCL Release Order			
To: FLOATA (DEPOT S) Tel: 852-2742 6984		Laden pick-up by 03 October 2018	
Vessel Name SKY CHALLENGE	Voyage No. 1811S	Estimated Date of Arrival	Bill of Lading No. CKLU8888828-2
Place of Receipt BUSAN	Port of Loading BUSAN	Place of Delivery HONG KONG	
Container No. CKLU8222225 (40 HC GP)	Seal No. GAOU600687...		Empty returned by / in days 12 day(s)
Remarks: alpha ext		Empty Container Return Location XXX	
<input type="button" value="print eRO"/>		<input type="button" value="Back"/>	

- Click **Print** icon to proceed.

- + 70% 

• 日期: 2018-01-20 14:48:52

電子提櫃單參考紀錄

Electronic Release Order Reference

發出者: **MEDITERRANEAN SHIPPING CO., S.A.**

是: **香港國際貨櫃碼頭** 免費期至: **10 September 2018**

電話: 26197315

Please release the subject container to the designated trucking contractor.



收貨人/貨物到港之通知人: Consignee Limited 地址:			
船名 CMA CGM MISSISSIPPI	航次 181AEE	預計抵港日期	海運提單編號 MESU888828-2
收貨地 HONG KONG	裝貨港 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	卸貨港 HONG KONG	次貨地 ABOVYAN ARMENIA, KOTAYK PROVINCE, NORTH OF YEREVAN.
貨櫃編號 MESU8222221	封條編號 977841	尺碼類別 40GP	
回貨期限 12 March 2018		註	

3. Consignee Agents Interface

3.1. How do I get started?

- **Sign-up:** Visit <http://reg.oneport.com/> and sign up for the service.
- **Authorization by your consignee:** please ask your consignee to grant authorization to you (pls refer to **Question 1.11** of this **System Guide**).
- **Login:** Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system. Do the following steps:
 - First of all, select the right consignee from the list of your consignee customers (please refer to **Question 3.3** of this **System Guide**);
 - If you are holding an original bill of lading, please read **Question 3.5** of this **System Guide**;
 - If you are holding a sea waybill or a telex release bill of lading, please read **Question 3.6**.
- **Forward to Trucking Company:** please refer to **Question 3.14**.

If the above easy steps do not address all your needs, please read the rest of this guide.

3.2. My customer is the “Consignee” printed on the arrival notice while I am just an agent. How do I obtain the eRO on behalf of my customer?

- Your customer (i.e. the consignee) is required to do a one-time authorization to grant you the authority to handle his containers. With the authorization, you are able to handle eROs on your customer’s behalf as long as the authorization stays valid. Your customer should do the followings on eRO platform.
 - Login: Visit <https://ero.oneport.com>. Enter **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
 - Click **Trust** tab.



- Click **Add** button.

- Enter the Company ID of the agent. Click **Submit** button.

- Upon obtaining the authorization, you will be able to handle all eROs which belong to your customer. Your customer should clearly communicate with you about which containers/ bills of lading you need to handle on his behalf. Then, you can log into eRO platform to proceed. Please follow steps outlined in **Questions 3.1** of this **System Guide**.

3.3. I have a number of consignee customers. How can I identify and differentiate the bills?

The system interface of a consignee agent has already taken care of the above concern. Upon logging into the system, you will firstly see the following screen which helps you identify which consignee you are about to work on behalf. Select the right consignee from the list before you further proceed.

3.4. Can I use the company chop of my consignee customer when I submit eLOI?

Yes. In the course of eLOI submission, you can choose between your company

chop or the company chop of your consignee. For operational details, please refer to **Questions 3.5 & 3.6**.

3.5. I am holding an original bill of lading. How do I obtain an eRO from shipping line?

Please liaise with your shipping line and deliver the original bill to the liner first (but without waiting at the service counter for return of any documents). After that, you can continue to do the rest of the procedures on eRO platform.

Obtain eRO on eRO platform:

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Select the relevant consignee from the pull-down menu.

Please select a consignee account to operate:

Your consignee allow you, as a trusted agent to prepare eLOIs and obtain the eROs one their behalf.

109537 ABC Company
261521 XYZ Company

- Import Shipment:
 - Click **Import Shipment** under **My Shipment** tab.

The screenshot shows the 'My Shipment' tab selected in the top navigation bar. Below it is a 'Searching Criteria' section with input fields for Shipper, Consignee, B/L No., Container No., From (22 Jan 2019), and To (29 Jan 2019). There are 'Search' and 'Reset' buttons. Below the search criteria is a table with columns 'B/L No.', 'Shipper/Consignee/Notify Party', and 'Ves'. At the bottom, there are two buttons: 'Request eRO' and 'Import Shipment', with the latter being circled in red.

- Click **Liner** or **Forwarder**. Then, select the liner/ the forwarder from pull-down menu.

The dialog box titled 'Import Shipment' displays the message: 'You are now operating for XYZ Company (Company ID:261521)'. Below this, it says 'Please select shipping line / forwarder.' There are two radio button options: 'Liner' and 'Forwarder', each followed by a text input field.

◆ If you choose 'Liner':

For import of single shipment, please enter bill of lading no. and any one of container nos. in order to import the entire bill. For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Submit**.

For single import, please enter related details.

Bill of Lading No.:

Container No.:

For multiple import, please upload Excel / Text file here.

No file is chosen [Help on the file format](#)

Click **Import for preparing LOI**.

◆ If you choose 'Forwarder':

For import of single shipment, please enter the container no and click **Add** (please add all containers one-by-one). For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Import for preparing LOI**.

For single import, please enter related details.

Container No.:

For multiple import, please upload Excel / Text file here.

No file is chosen [Help on the file format](#)

Shipment details as below to be imported

Vessel Name	Voyage No.	Arrival Date	Liner
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Container No.	Cntr size / type	Seal No.	<input type="text"/>

Input **House Bill of Lading No.** and click **Submit** button.

Import Shipment

The below container(s) will be imported

FCIU7153721

Forwarder: 261501

Please input House Bill of Lading No.: KMTCTOS0214791

Submit Cancel

- Submit Request:

- Under **My Shipment** tab, check the containers which you have just imported. Click **Request eRO** button.

My Shipment My eRO eLO

Searching Criteria

Shipper: Consignee:

B/L No.: Container No.:

From: 22 Jan 2019

Search Reset

B/L No.	Shipper/Consignee
MESU8888828-1	Consignee Limited

<input checked="" type="checkbox"/>	Container No.	Seal No.
<input checked="" type="checkbox"/>	MESU8111111	977841
<input checked="" type="checkbox"/>	MESU8111112	977842
<input checked="" type="checkbox"/>	MESU8111113	977843
<input checked="" type="checkbox"/>	MESU8111114	977844
<input checked="" type="checkbox"/>	MESU8111115	977845

Request eRO Import Shipment

- Fill out the details including **Contact Person, Phone No. & Email**. Upload payment and non-payment references. Select **Non-licensed cargo** or **Licensed cargo**. Check the box if you request liner-haul. Select **For Ocean Bill of Lading Shipment**. Select your chop (i.e. trustee's chop) or your consignee's chop (i.e. truster's chop). Click **Preview**.

Requesting for eRO

B/L No.	Vessel/Voyages	Commodity
OOLU4048941440	OOCL ITALY/097S	

Container No.
OOLU0350691

Contact Person: Phone No.: Email:

Δ Payment

Payment Reference No.:

(cheque no., ATM payment slip, etc.)

Δ Other Document

Non Payment Reference No.:

(license, authorization letter, etc.)

Δ Request Note / Letter Of Indemnity

Please indicate licensed cargo or not:
 Non-licensed cargo Licensed cargo

Please select the bill type: Request for Liner-Haul
 For Sea-Waybill shipment For Telex Release Shipment For Ocean Bill of Lading Shipment

Company Chop with:

- Confirm that you have previewed the document. Click **Submit**.

Please click "Preview" button to read the Request Note, and then click "Submit" to submit it to shipping line / forwarder.

I have read and checked the Request Note

- Await your liner to release the eRO on eRO platform.

3.6. I am holding a sea waybill or a telex release bill of lading. How do I obtain an eRO from my shipping line?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
- Select the relevant consignee from the pull-down menu.

Please select a consignee account to operate:

Your consignee allow you, as a trusted agent to prepare eLOIs and obtain the eROs one their behalf.

109537 ABC Company
261521 XYZ Company

- Import Shipment:
 - Click **Import Shipment** under **My Shipment** tab.

- Click **Liner** or **Forwarder**. Then, select the liner/ the forwarder from pull-down menu.

- ◆ If you choose 'Liner':

For import of single shipment, please enter bill of lading no. and any one of container nos. in order to import the entire bill. For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Submit**.

Click **Import** for preparing LOI.

- ◆ If you choose 'Forwarder':

For import of single shipment, please enter the container no and click **Add** (please add all containers one-by-one). For multiple shipments, click **Choose File** to select an excel or text file to be imported. Click **Upload** button. Click **Import for preparing LOI**.

For single import, please enter related details.

Container No.:

For multiple import, please upload Excel / Text file here.

No file is chosen [Help on the file format](#)

Shipment details as below to be imported

Vessel Name	Voyage No.	Arrival Date	Liner
Container No.	Cntr size / type	Seal No.	

Input **House Bill of Lading No.** and click **Submit** button.

Import Shipment

The below container(s) will be imported

Forwarder: 261501

Please input House Bill of Lading No.:

- Submit Request:
 - Under **My Shipment** tab, check the containers you have just imported. Click **Request eRO** button.

My Shipment My eRO eLO

Searching Criteria

Shipper: Consignee:

B/L No.: Container No.:

From: 22 Jan 2019

B/L No.	Shipper/Consignee
MESU8888828-1	Consignee Limited

<input checked="" type="checkbox"/>	Container No.	Seal No.
<input checked="" type="checkbox"/>	MESU8111111	977841
<input checked="" type="checkbox"/>	MESU8111112	977842
<input checked="" type="checkbox"/>	MESU8111113	977843
<input checked="" type="checkbox"/>	MESU8111114	977844
<input checked="" type="checkbox"/>	MESU8111115	977845

- Fill out the details including **Contact Person, Phone No. & Email**. Upload payment & non-payment references. Select **Non-licensed cargo** or **Licensed cargo**. Check the box if you request liner-haul. Select **For Sea-Waybill shipment** or **For Telex Release Shipment**. Select your chop (i.e. trustee's chop) or your consignee's chop (i.e. truster's chop). Click **Preview**.

Requesting for eRO

B/L No.	Vessel/Voyages	Commodity
OOLU4048941440	OOCL ITALY/097S	

Container No.
OOLU0350691

Contact Person: Phone No.: Email:

Payment

Payment Reference No.:

(cheque no., ATM payment slip, etc.)

Other Document

Non Payment Reference No.:

(license, authorization letter, etc.)

Request Note / Letter Of Indemnity

Please indicate licensed cargo or not:
 Non-licensed cargo Licensed cargo

Please select the bill type: Request for Liner-Haul

For Sea-Waybill shipment For Telex Release Shipment For Ocean Bill of Lading Shipment

Please fill in Letter of Indemnity below for delivery of container without production of Bill of Lading.
 To: ORIENT OVERSEAS CONTAINER LINE LTD.,

We, the undersigned and the consignee of the captioned consignment(s), hereby request your company to release the corresponding Import Release Order(s) to the bearer of this Letter of Authorization with the original signature and company stamp of the consignee upon all due charges paid to you.
 LOI Signer: Alex Poon

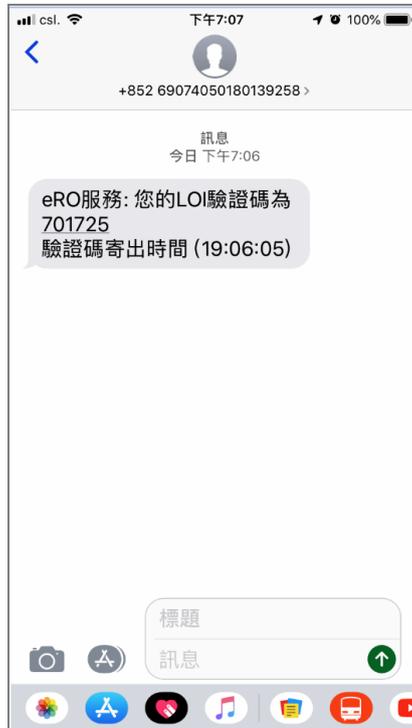
Company Chop with:

- Confirm that you have previewed the document. Click **Sign & Submit**.

Please click "Preview" button to read the Request Note, and then click "Submit" to submit it to shipping line / forwarder.

I have read and checked the Request Note

- You will receive a one-time Online Authorization Code on your mobile phone or by email.



- Enter the code on eRO platform and click **Submit**.

Password Authentication

One-Time Password Authentication

To further proceed with the sign-off and submission, you are required to enter a one-time Online Authorization Code (OAC). The OAC is now being sent to your registered mobile phone number or email address. Please check your mobile phone or email, enter the OAC below and click "Submit". This LOI will be submitted to the shipping line / forwarder.

Please enter the Online Authorization Code (OAC):

OAC sent time: 19:06:05

- Await your liner to release the eRO on eRO platform.

3.7. I usually obtain release orders from freight forwarders. What should I do?

All the steps outlined on the above Questions 3.5 & 3.6 are the same, except that you should choose **Liner** instead of **Forwarder** when you import shipments.

3.8. I accidentally import a wrong shipment. How do I undo the action?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Select the relevant consignee from the pull-down menu.

Please select a consignee account to operate:

Your consignee allow you, as a trusted agent to prepare eLOIs and obtain the eROs one their behalf.

- 109537 ABC Company
- 261521 XYZ Company

- Under **My Shipment** tab, click the **Release Inbound Shipment** button next to the wrong shipment. Then, click **OK** to confirm.

My Shipment | My eRO | eLOI | Signing | Trust | Report

Searching Criteria

Shipper: Consignee: Notify Party: Vessel Name:

B/L No.: Container No.: Voyage No.: Trusted Agent:

From: 11 Feb 2019 To: 18 Feb 2019

B/L No.	Shipper/Consignee/Notify Party	Vessel/Voyages	Trusted Agent
MESU555525-1	TESTING SHIPPER TESTING CONSIGNEE	BIEN DONG STAR/902S	<input type="button" value="Release Inbound Shipmer"/>

3.9. I do not receive the one-time Online Authorization Code when I sign the eLOI. What should I do?

When you sign the eLOI, the following page will appear on eRO platform. Click **Resend OAC** button or **Send OAC via Backup Email** button as indicated by red circles below in order to re-send the Online Authorization Code. If you still could not obtain the code on your mobile phone or in your email inbox, please contact OnePort.

Password Authentication

One-Time Password Authentication

To further proceed with the sign-off and submission, you are required to enter a one-time Online Authorization Code (OAC). The OAC is now being sent to your registered mobile phone number or email address. Please check your mobile phone or email, enter the OAC below and click "Submit". This LOI will be submitted to the shipping line / forwarder.

Please enter the Online Authorization Code (OAC):

OAC sent time: 09:50:22

3.10. My eLOI contains a wrong container. Should I correct or cancel it?

Under this scenario, you have to cancel the eLOI and re-issue a new one.

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Select the relevant consignee from the pull-down menu.

Please select a consignee account to operate:

Your consignee allow you, as a trusted agent to prepare eLOIs and obtain the eROs one their behalf.

- 109537 ABC Company
- 261521 XYZ Company

- Cancel eLOI:

- Click **eLOI** tab.

My Shipment | My eRO | **eLOI** | Signing | Trust | Report

Searching Criteria

Shipper: Shipping Line / Forwarder:

- Select the relevant eLOI by checking the corresponding box.
 - Click **Cancel eLOI** button.

- Re-issue eLOI: please refer to the above **Questions 3.5 & 3.6** °

3.11. What should I do if the liner refuses to issue an eRO due to payment amount dispute?

Your liner may notify you either by phone/email or through eRO system (by cancelling your eLOI).

Notification by phone/mail:

If your liner notifies you by phone/ email, please firstly resolve the issue with the liner and then request the liner to release the eRO on eRO platform.

Notification by cancelling your eLOI on eRO platform:

If your liner chooses to cancel your eLOI on eRO platform, you have to resubmit a new eLOI.

- Directly contact your liner and settle the payment amount dispute;
- Submit a new eLOI application and attach all payment references; and
- Request your liner to release eRO on eRO platform.

Notification by rejecting your eLOI on eRO platform:

If your liner chooses to reject your eLOI on eRO platform, you will receive an email notification and you have to amend the eLOI. For eLOI amendment, please refer to **3.13** of this **System Guide**.

3.12. What should I do if the liner refuses to issue an eRO due to an omission of a reference copy during submission of eLOI?

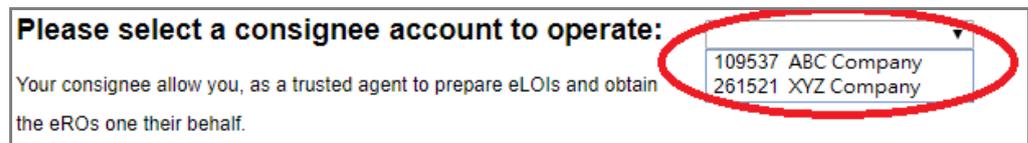
Same as **Question 3.11** of this **System Guide**.

3.13. What should I do if the eLOI I submitted contains incorrect information?

Once you have submitted an eLOI to your liner, you cannot change the information except adding payment/ non-payment references.

To add additional payment/ non-payment references, please do the followings:

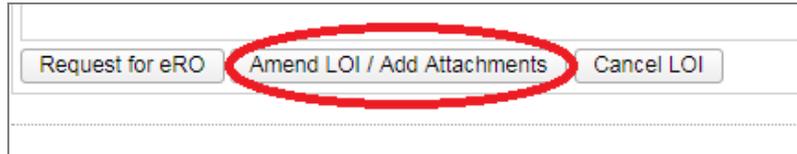
- Login: Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
- Select the relevant consignee from the pull-down menu.



- Click **eLOI** tab.

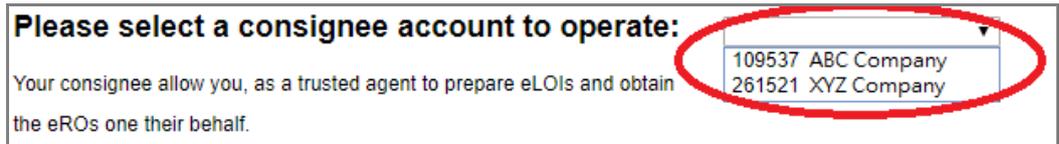


- Enter your searching criteria and click **Search** button. Check the relevant box to select the eLOI. Click **Amend LOI/ Add Attachments** button to further proceed.



3.14. How do I pass on the eRO to my trucking partner?

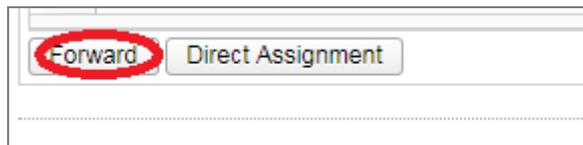
- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Select the relevant consignee from the pull-down menu.



- Click **My eRO** tab.



- Enter your searching criteria and click **Search** button. Check the relevant box to select the eRO. Click **Forward** button.



- For each laden pickup and empty return, enter the Company ID of your trucking company or select from the list. Click **Forward** button.

Container No.	Seal No.	Size / Type	eRO No.	e
OOLU7990659		40GP	OP-0019118	L

Laden Pickup

Company ID Company Name

Empty Return

Same as above Company ID Company Name

- Select which party will pay for the Port Security Charge. Click **Confirm** button.

3.15. If I mistakenly forward an eRO to a trucking company, what should I do to undo the action?

- If you mistakenly forward an eRO, the **Status** of the container will appear as **Forwarded**.

The screenshot shows the 'My eRO' tab selected. Under 'Searching Criteria', there are fields for B/L No., Vessel Name, Voyage No., From (23 Jan 2019), and To (30 Jan 2019). Below this is a table of search results:

B/L No.	Vessel/Voyages
MESU8888828-2	CMA CGM MISSISSIPPI...

Container No.	Seal No.	Size / Type	Status	Forward to	Assign to	Hold /
<input type="checkbox"/> MESU8222221	977841	40GP	Forwarded	POON KEE LOGISTI...	Pickup: Return:	
<input type="checkbox"/> MESU8222222	977842	40GP	New		Pickup: Return:	

- To undo, please go through **Cancel/ Revert Forward** action on eRO platform:
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
 - Select the relevant consignee from the pull-down menu.

Please select a consignee account to operate:

Your consignee allow you, as a trusted agent to prepare eLOIs and obtain the eROs one their behalf.

109537 ABC Company
261521 XYZ Company

- Under **My eRO** tab, click the relevant **Cancel/ Revert Forward** button.

The screenshot shows the 'My eRO' tab selected. Under 'Searching Criteria', there are fields for B/L No., Vessel Name, Voyage No., Container No., Status, From (16 Aug 2020), To (23 Aug 2020), PSC Status, and Consignee Agent. Below this is a table of search results:

B/L No.	Vessel/Voyages
203475711	MAERSK LANCOISOW

Container No.	Seal No.	Size / Type	Status	Forward to	Assign to	Hold / Unit	Pickup / Return	Pick-up by	Returned by / in days	Consignee Agent	PSC Status	Container Status
<input checked="" type="checkbox"/> MESU2128386	M113583	40 HGP	New	Return:	Pickup: Return:		Pickup: MTL Return: Please check above website	14080200 235859	21080200	PSC Pending		

Buttons: Forward, Direct Assignment, Cancel/Revert Forward, Download

- Click **Cancel Forward**.

Container No.	Seal No.	Size / Type	eRO No.	eLOI No.	B/L No.
[REDACTED]	[REDACTED]	40 HCGP	OP-0019456	OBL-0004552	[REDACTED]

Laden Pickup

Company ID: [REDACTED] Company Name: [REDACTED] **Cancel Forward**

Empty Return

Same as above Company ID: [REDACTED] Company Name: [REDACTED] Cancel Forward

Forward Cancel

- Counter-check the details and click **Cancel Forward**.

eRO

Container No.: [REDACTED]
 Status: Forwarded
 Forwarded to: [REDACTED]
 Forwarded by: [REDACTED]
 Forwarded Date: 02/04/2019 09:51

Cancel Forward Back

- Click OK button.

INFORMATION

Are you sure to cancel the eRO Forward?

OK Cancel

3.16. What should I do to change a trucking company for handling a particular eRO?

- Follow Question 3.15 to withdraw an eRO.
- Follow Question 3.14 to forward the eRO again.

3.17. What should I do to search and retrieve a particular eRO?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Select the relevant consignee from the pull-down menu.

Please select a consignee account to operate:

Your consignee allow you, as a trusted agent to prepare eLOIs and obtain the eROs one their behalf.

109537 ABC Company
 261521 XYZ Company

- Under **My eRO** tab, enter one or more searching criteria including bill of lading no., vessel name, voyage no., container no., status, date range, PSC status & consignee agent. Click **Search** button.

My Shipment	My eRO	eLOI	Signing	Trust	Report
Searching Criteria					
B/L No.:		Vessel Name:		Voyage No.:	
From: 15 Feb 2019		To: 22 Feb 2019			
Search		Reset			
B/L No.		Vessel/Voyages			
Forward		Direct Assignment			

3.18. Can I print out each eRO reference copy for reference?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Select the relevant consignee from the pull-down menu.

Please select a consignee account to operate:

Your consignee allow you, as a trusted agent to prepare eLOIs and obtain the eROs one their behalf.

109537 ABC Company
 261521 XYZ Company

- The corresponding bill will appear in **My eRO** tab.
- Click the icon (as circled below) to extend the fields of a bill.

My Shipment	My eRO	eLOI	Signing
Searching Criteria			
B/L No.:		Vessel Name:	
From: 15 Feb 2019		To: 22 Feb 2019	
Search		Reset	
B/L No.		Vessel/Voyages	
<div style="border: 1px solid black; padding: 2px;"> + CKLU8888828-2 </div>		SKY CHALLENGE/1811S	
Forward		Direct Assignment	

- Click the container number to call for a pop-up window.

My Shipment My eRO eLOI Signing

Searching Criteria

B/L No.: Vessel Name:

From: 15 Feb 2019 To: 22 Feb 2019

B/L No.	Vessel/Voyages										
CKLU8888828-2	SKY CHALLENGE/1811S										
<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Container No.</th> <th>Seal No.</th> <th>Size / Type</th> <th>Status</th> <th>Forward</th> </tr> </thead> <tbody> <tr> <td><u>CKLU8222225</u></td> <td>GAOU6006E</td> <td>40 HCGP</td> <td>New</td> <td></td> </tr> </tbody> </table>	Container No.	Seal No.	Size / Type	Status	Forward	<u>CKLU8222225</u>	GAOU6006E	40 HCGP	New	
Container No.	Seal No.	Size / Type	Status	Forward							
<u>CKLU8222225</u>	GAOU6006E	40 HCGP	New								

- The following pop-up window will appear. Click **print eRO** button.

FCL Release Order

To: FLOATA (DEPOT S) Tel: 852-2742 6984		Laden pick-up by 03 October 2018	
Vessel Name SKY CHALLENGE	Voyage No. 1811S	Estimated Date of Arrival	Bill of Lading No. CKLU8888828-2
Place of Receipt BUSAN	Port of Loading BUSAN	Place of Delivery HONG KONG	
Container No. CKLU8222225 (40 HCGP)	Seal No. GAOU600687...		Empty returned by / in days 12 day(s)
Remarks: alpha ext		Empty Container Return Location XXX	

- Click **Print** icon to proceed.

日期: 2018-09-10 14:48:52

電子提櫃單參考紀錄
Electronic Release Order Reference

發出者: MEDITERRANEAN SHIPPING CO., S.A.
香港國際貨櫃碼頭 免費期至: 10 September 2018
電話: 26197315

Please release the subject container to the designated trucking contractor.

收貨人/貨物到港之通知人: Consignee Limited 地址:			
船名 CMA CGM MISSISSIPPI	航次 181AEE	預計抵港日期	海運提單編號 MESU8888828-2
收貨地 HONG KONG	裝貨地 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	卸貨地 HONG KONG	交貨地 ABOVYAN ARMENIA, KOTAYK PROVINCE, NORTH OF YEREVAN.
貨櫃編號 MESU8222221	封條編號 977341	尺碼類別 40GP	
開單時間 12 March 2018	註		

4. Trucking Companies Interface (web version)

4.1. How do I get started?

- Please liaise with your customer and ensure he/ she has already forwarded an eRO to you.
- **Login:** Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- **Assign to Tractor:** Assign a plate no. and a driver under **My eRO** tab. Print out the eRO Reference Copy and pass onto your driver for pick-up at terminal.
- Follow the system instruction and return an empty container.

If the above easy steps do not address all your needs, please read the rest of this guide.

4.2. How do I receive an eRO sent by my consignee?

- Inform your consignee of your OnePort **Company ID** and advise your consignee to forward the eRO to you. Your consignee can refer to the **Question 1.12** under **Consignees Interface** section of this **System Guide**.
- Retrieve the eRO on eRO platform.
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
 - The corresponding container will appear in **My eRO** tab.
 - Check the relevant box to select. Click **Print eRO** button to retrieve the corresponding eRO.

My eRO Report

Searching Criteria

Container No.: Send from:

From: 22 Mar 2019 To: 01 Apr

Search Reset

	Container No.	Size / Type	Shipping Line	Laden
<input checked="" type="checkbox"/>	REGU8444443	40GP	REGU	22 Mar

Assign Forward **Print eRO**

70%

日期: 2019-01-30 14:48:52

電子提櫃單參考紀錄
Electronic Release Order Reference

發出者: MEDITERRANEAN SHIPPING CO., S.A.
香港國際貨櫃碼頭 免費電話: 10 September 2018
電話: 26197315

Please release the subject container to the designated trucking contractor.

收貨人/貨物到港之通知人:
Consignee Limited
地址:

船名 CMA CGM MISSISSIPPI	航次 181AEE	預計抵港日期	海運提單編號 MESU888828-2
收貨地 HONG KONG	裝貨港 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	卸貨港 HONG KONG	次貨地 ABOVYAN ARMENIA, KOTAYK PROVINCE, NORTH OF YEREVAN.
貨櫃編號 MESU8222221	封條編號 977841	尺碼類別 40GP	

4.3. How do I forward an eRO to my business partner?

- Contact your business partner to obtain his/ her OnePort **Company ID**.
- Forward the eRO to your partner on eRO platform.
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
 - The corresponding container will appear in **My eRO** tab.
 - Check the relevant box to select. Then, click **Forward** button.

My eRO Report

Searching Criteria

Container No.: Send from:

From: 14 Mar 2019 To: 02 Apr

Search Reset

	Container No.	Size / Type	Shipping Line	Laden
<input checked="" type="checkbox"/>	REGU8444443	40GP	REGU	22 Mar

Assign Forward Print eRO

- For each laden pickup and empty return, enter the OnePort **Company ID** of your business partner. Click **Forward**.

Forward Release Order

Container No.	Seal No.	Size / Type	eRO No.	e
OOLU7990659		40GP	OP-0019118	L

Laden Pickup

Company ID Company Name Revert Forward

Empty Return

Same as above Company ID Company Name Revert Forward

Forward Cancel

- Choose whether you agree to pay for the Port Security Charge of the corresponding container.

PSC Nomination

The PSC nomination for the following container(s) will be paid by your company (POON KEE LOGISTIC COMPANY LIMITED)

- [REDACTED]

Agree Disagree

Confirm Cancel

- If you do not agree, choose between the following options:
 - Pay by the party that receives the eRO and
 - Revert the eRO to the sending party for further processing.

PSC Nomination

The PSC nomination for the following container(s) will be paid by your company (POON KEE LOGISTIC COMPANY LIMITED)

- [REDACTED]

Agree Disagree

Please select payer who will pay for the PSC nomination

Pay by the party that receives the eRO

Revert the eRO to the sending party for further processing

- Click Confirm button.

4.4. If I mistakenly forward an eRO to a wrongful party, what should I do to undo the action?

- If you mistakenly forward an eRO, the **Status** of the container will appear as **Forwarded**.

My eRO

Searching Criteria

Container No.: Send from: Forward to: Status: -- Forwarded --

From: 13 Mar 2019 To: 02 Apr 2019 PSC Status: -- All Record(s) --

Container No.	Size / Ty	Shipping Line	Laden pick-up /	Empty returned by / in	eRO no.	Send from	Forward to	Assign to	Status	Ho
MAEU5222221	20RF	maeu	14 February 2019	24 February 2019	OP-0002861	[REDACTED]	[REDACTED]	Pickup: Return:	Forwarded	

- To undo, please go through **Cancel/ Revert Forward** action on eRO platform:
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
 - Under **My eRO** tab, click **Cancel/ Revert Forward** button.

My Shipment My eRO eRO Signing Trust Report

Searching Criteria

BL No.: Vessel Name: Voyage No.: Container No.: Status: -- None --

From: 18 Aug 2020 To: 23 Aug 2020 PSC Status: -- All Record(s) -- Consignee Agent: -- All Record(s) --

BL No.	Vessel/Voyage	Container No.	Size / Type	States	Forward to	Assign to	Hold / Void	Pickup / Return	Pick up by	Returned by / in days	Consignee Agent	PSC Status	Container Status
203475711	MAERSK LANCOISSW	MAEU5222221	40 HCOP	New				Pickup: Return: Return: Please check above website	14082020 23:59:59	21082020		PSC Pending	Cancel/Revert Forward

- Click **Cancel Forward**.

- Counter-check the details and click **Cancel Forward**.

- Click OK button.

4.5. What should I do to search and retrieve a particular eRO?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Under **My eRO** tab, enter one or more searching criteria including container no., sender, recipient, status, time range and PSC status. Click **Search** button.

4.6. Can I print out each eRO copy for reference?

Yes.

- To retrieve the eRO on eRO platform, please do the followings:
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID & Password**. Then, click **Submit** to log into the system.
 - The corresponding container will appear in **My eRO** tab.
 - Check the relevant box to select. Click **Print eRO** button to retrieve the corresponding eRO.

The screenshot shows the 'My eRO' interface. At the top, there is a 'My eRO' tab (circled in red) and a 'Report' button. Below this is the 'Searching Criteria' section with fields for 'Container No.', 'Send from', 'From' (22 Mar 2019), and 'To' (01 Apr). There are 'Search' and 'Reset' buttons. Below the search criteria is a table with columns: 'Container No.', 'Size / Type', 'Shipping Line', and 'Laden'. The first row in the table is: REGU8444443 40GP REGU 22 Mar. Below the table are buttons for 'Assign', 'Forward', and 'Print eRO' (circled in red).

- Click **Print** icon to proceed.

The screenshot shows a printed document titled '電子提櫃單參考紀錄' (Electronic Release Order Reference) with a QR code. The document includes the following information:

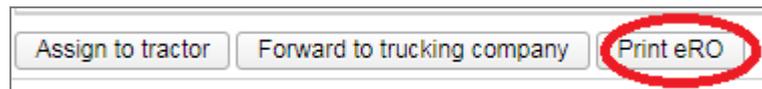
發出者: MEDITERRANEAN SHIPPING CO., S.A.
地址: 香港國際貨運碼頭 電話: 26197315
免費期至: 10 September 2018
Please release the subject container to the designated trucking contractor.

收貨人/貨物到港之通知人:
Consignee Limited
地址:

船名	航次	預計抵港日期	海運提單編號
CMA CGM MISSISSIPPI	181AEE		MESU8888828-2
收貨地	裝貨地	卸貨地	交貨地
HONG KONG	AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	HONG KONG	ABOVYAN ARMENIA, KOTAYK PROVINCE, NORTH OF YEREVAN.
貨櫃編號	封條編號	尺碼類別	
MESU8222221	977841	40GP	
回貨期限	註		
12 March 2019			

4.7. Can I print out or store eRO on eRO platform?

- Yes. eRO data will be retained for 7 years. 90-day data is available online for instant access.
- To access an eRO online, please go through the following steps:
 - Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
 - Follow **Question 4.5** above to retrieve your desired eROs. Check all the relevant boxes of the eROs.
 - Click **Print eRO** button.



- The system will retrieve and display all of your chosen eROs. Click print icon to proceed with the printing process.



電子提櫃單參考紀錄
Electronic Release Order Reference

發出者: MEDITERRANEAN SHIPPING CO., S.A.
地址: 香港國際貨櫃碼頭 電話: 26197315
免費期至: 10 September 2018

Please release the subject container to the designated trucking contractor.

收貨人/貨物到港之通知人:
Consignee Limited
地址:

船名	航次	預計抵港日期	海運提單編號
CMA CGM MISSISSIPPI	181AEE		MESU8888828-2
收貨地 HONG KONG	裝貨地 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	卸貨地 HONG KONG	交貨地 ABOVYAN ARMENIA, KOTAYK PROVINCE, NORTH OF YEREVAN.
貨櫃編號 MESU8222221	封條編號 977841	尺碼類別 40GP	
回貨時間 12 March 2018		註	

(Applicable to trucking companies only)

4.8. How do I add a new plate number or driver details in my eRO account?

- Follow these steps to add new plate numbers and driver details.
 - Please contact Kwai Tsing container terminals' TID Centre (Tel: 2407-8833) to update your plate numbers and drivers in the TID database. After some time upon completion, the new plate numbers will also be updated on eRO platform.
 - New drivers:
 - ◆ After some time upon completion of the above action, contact OnePort to add User IDs for new drivers and make appropriate settings.

4.9. How do I assign a plate number and a driver for an eRO?

- Visit <https://ero.oneport.com>. Enter your **Company ID, User ID & Password**. Then, click **Submit** to log into the system.
- Under **My eRO** tab, select the appropriate container and click **Assign**.

The screenshot shows the 'My eRO' tab selected in the top navigation bar. Below it is a 'Searching Criteria' section with input fields for 'Container No.', 'Send from', 'From' (14 Mar 2019), and 'To' (02 Apr). There are 'Search' and 'Reset' buttons. Below the search criteria is a table with the following data:

	Container No.	Size / Type	Shipping Line	Laden
<input checked="" type="checkbox"/>	REGU8444443	40GP	REGU	22 Mar

At the bottom of the table, there are three buttons: 'Assign', 'Forward', and 'Print eRO'. The 'Assign' button is circled in red.

- Select the plate number & the driver, enter mobile numbers and click **Assign to tractor**.

4.10. How do I change the assigned plate number or driver?

Follow the steps demonstrated in above **Question 4.9**.

4.11. How do I make tractor appointments?

After login, select those containers, which you would like to process, under **My eRO** tab. Click **Tractor Appointment** button.

Check the **Appoint** checkbox. Select pickup date and time. Click **Confirm** button.

4.12. How do I change the time of a tractor appointment?

After login, select those containers, which you would like to process, under **My eRO** tab. Click **Tractor Appointment** button.

The screenshot shows a web interface for 'My eRO'. At the top left, 'My eRO' is circled in red. To its right is a 'Report' button. Below this is a 'Searching Criteria' section with input fields for 'Container No.', 'Send from:', 'From: 06 May 2021', and 'To: 13'. There are 'Search' and 'Reset' buttons. Below the search criteria is a table with the following columns: 'Container No.', 'Size / Type', 'Liner', and 'Pick-up by'. The first row of data is circled in red and contains a checked checkbox, a blacked-out container number, '40 HCGP', 'MAEU', and '05/05/2021 23:59:59'. At the bottom of the interface, there are buttons for 'Assign', 'Forward', 'View eRO', and 'Tractor Appointment', with the last one circled in red.

Container No.	Size / Type	Liner	Pick-up by
<input checked="" type="checkbox"/>	[Redacted]	40 HCGP	MAEU 05/05/2021 23:59:59

Click **Change** button. Select pickup date and time. Click **Confirm** button.
 Click **Accept Change** and **Confirm**. Click **Close**.

5. Trucking Companies Interface (mobile app version)

5.1. How do my drivers download the mobile app HKiPort eRO?

iPhone

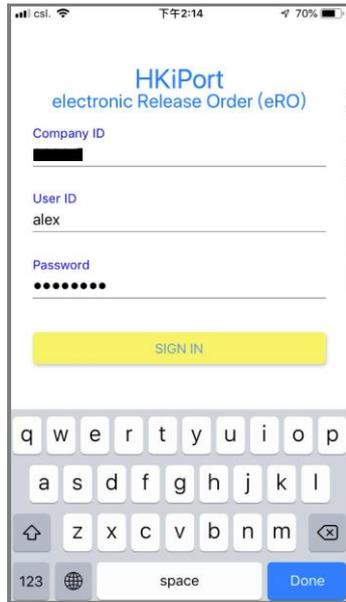
Press the Apple App Store icon to access Apple App Store. Search **HKiPort eRO**. Press the **HKiPort eRO** icon and press "INSTALL" button.

Android

Press the Google Play icon to access Google Play Store. Search **HKiPort eRO**. Press the **HKiPort eRO** icon and press "INSTALL" button.

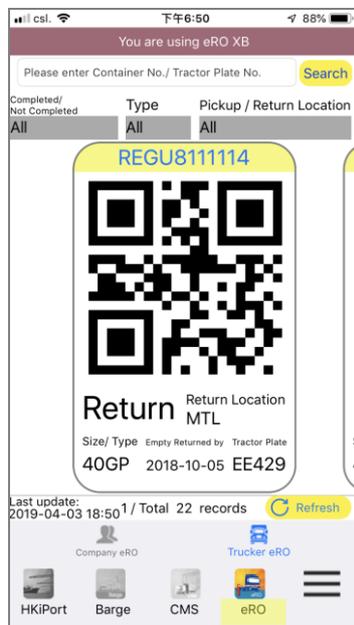
5.2. How do my drivers log into HKiPort eRO?

After download and installation of **HKiPort eRO**, press the icon of the newly installed app. Enter **Company ID, User ID & Password**. Press **Sign In** button.



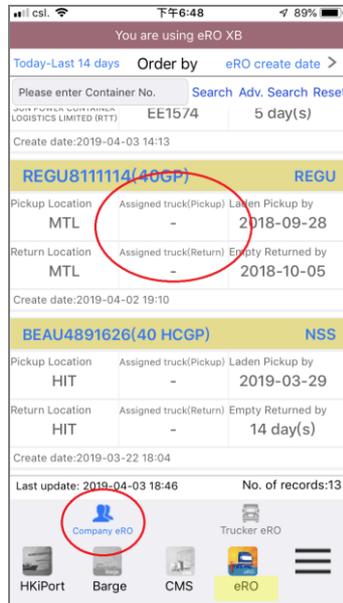
5.3. How do my drivers receive eROs?

- Please make sure you have already assigned the container to your driver following the above **Question 4.9**. The eRO will be automatically added to your driver's account.
- Please advise your driver to download and log into HKiPort eRO following the above **Questions 5.1** and **5.2**. After login, your driver will see the QR code of the eRO. Otherwise, your driver can enter **container number** or **plate number** to search the QR code of the eRO.



5.4. How do I assign plate number and driver on HKiPort eRO?

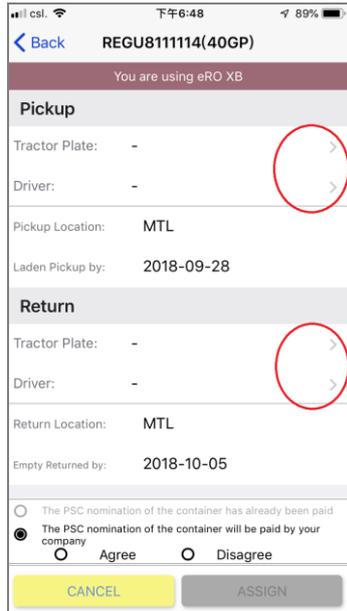
- Download & log into HKiPort eRO following **Questions 5.1 & 5.2** above.
- Click on those containers which have not been assigned with tractor & driver (see below for example).



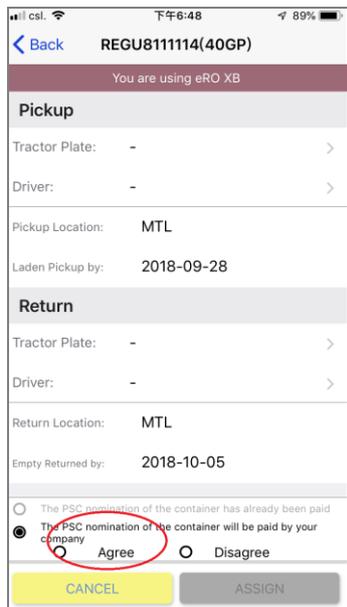
- Click **ASSIGN TO TRACTOR** button.



- Click the following symbols highlighted by red circles below in order to gain access to lists of plate numbers and drivers which you can choose from.



- Choose whether you agree to settle the Port Security Charge for the container.



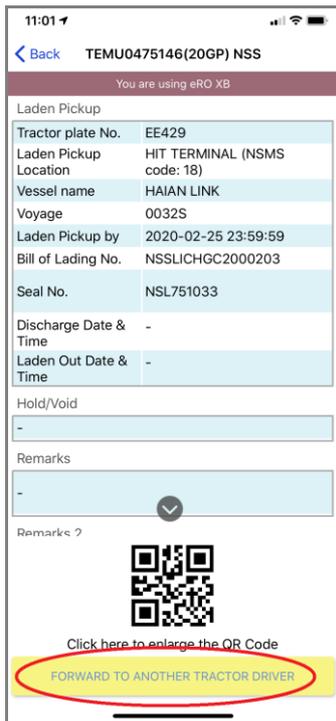
- Press **ASSIGN** button.

5.5. How does a driver pass on an eRO to another driver of your trucking company?

- Please advise the driver to download and log into HKiPort eRO following the above **Questions 5.1** and **5.2**. After login, the driver will see the QR code of the eRO. Otherwise, the driver can enter **container number** or **plate number** to search the QR code of the eRO.



- Press Forward to Another Tractor Driver.



- Choose the driver from the list.



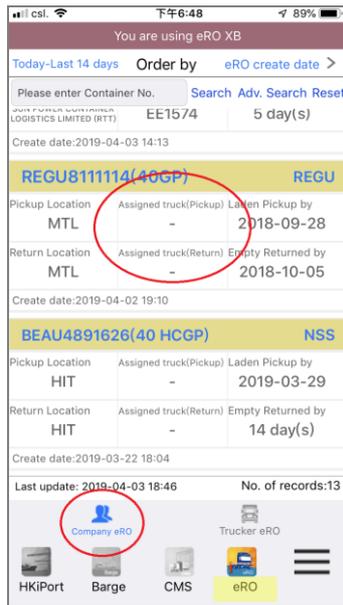
- Press **Confirm** button.



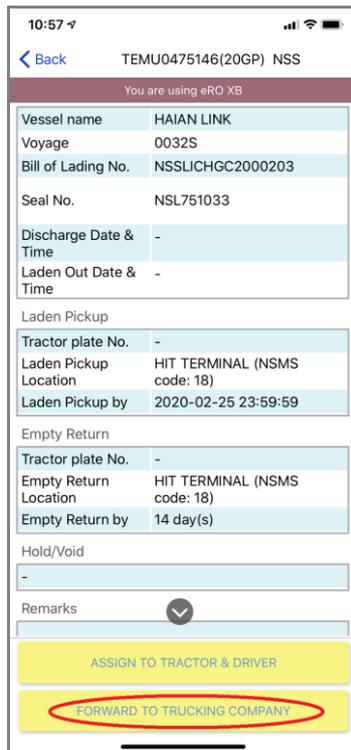
5.6. How does a trucking company forward an eRO to another trucking company?

- Download & log into HKiPort eRO following **Questions 5.1 & 5.2** above.

- Click on the eRO (see below for example).



- Press Forward to Trucking Company.



- Enter **OnePort Company ID** or select **Company Name** from the list. Choose whether you agree to pay PSC on behalf of the consignee. Press **Forward to Trucking Company**.

10:57

Forward Release Order

You are using eRO XB

Forward to trucking company as below

OnePort Company ID

Company name

Container Number	TEMU0475146
Seal No.	NSL751033
Size(Type)	20GP
eRO Number	OP-0005053
LOI	OBL-0003754
Bill of Lading No.	NSSLICHGC2000203

Monthly Nomination Limit : HKD500
 Remaining Balance : HKD440
 The PSC nomination for the following container(s) will be paid by your company
 - TEMU0475146

Agree Disagree

5.7. How do I make tractor appointments?

- After login, press the **eGate** icon at the bottom. Press the container which you would like to process in order to retrieve further details.
- Press **Appoint** button next to **Tractor Appointment**. Select pickup date and time. Press **Confirm** button.

5.8. How do I change the time of a tractor appointment?

- After login, press the **eGate** icon at the bottom. Press the container which you would like to process in order to retrieve further details.
- Press **Change** button next to **Tractor Appointment**. Select pickup date and time. Press **Confirm** button. Press **Confirm**.

6. Trucking Agents Interface

6.1. Definition of a Trucking Agent

A trucking agent is an agent who does not hold any Tractor Identity Number (TID) card issued by Kwai Tsing terminals while having the need in daily operations to receive/forward eROs from/to other TID card holders (trucking companies).

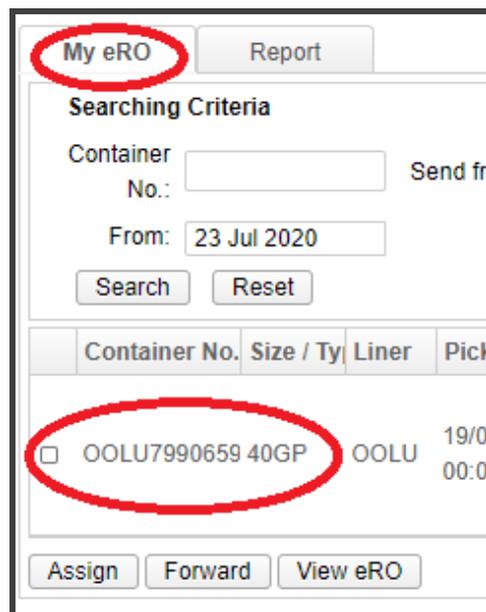
6.2. How do I get started?

- Please liaise with your customer and ensure he/ she has already forwarded an eRO to you.
- **Login:** Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- **Forward to Trucking Company:** Forward to your trucking partner under **My eRO** tab.

If the above easy steps do not address all your needs, please read the rest of this guide.

6.3. How do I receive an eRO sent by my consignee?

- Inform your consignee of your OnePort **Company ID** and advise your consignee to forward the eRO to you. Your consignee can refer to the **Question 1.12** under **Consignees Interface** section of this **System Guide**.
- Retrieve the eRO on eRO platform.
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
 - The corresponding container will appear in **My eRO** tab.



The screenshot shows the 'My eRO' tab selected in the top navigation bar. Below it is a 'Searching Criteria' section with input fields for 'Container No.', 'From' (set to '23 Jul 2020'), and 'Send from'. There are 'Search' and 'Reset' buttons. Below the search criteria is a table with columns: 'Container No.', 'Size / Ty', 'Liner', and 'Pick'. The table contains one row with the container number 'OOLU7990659 40GP', 'OOLU' as the liner, and '19/07 00:00' as the pick-up date. A red circle highlights the 'My eRO' tab and the container row. At the bottom of the table are 'Assign', 'Forward', and 'View eRO' buttons.

Container No.	Size / Ty	Liner	Pick
<input type="checkbox"/> OOLU7990659 40GP		OOLU	19/07 00:00

6.4. How do I forward an eRO to my trucking partner (i.e. trucking company in possession of a TID)?

- Contact your trucking partner to obtain his/ her OnePort **Company ID**.
- Forward the eRO to your partner on eRO platform.

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- The corresponding container will appear in **My eRO** tab.
- Check the relevant box to select. Then, click **Forward** button.

The screenshot shows the 'My eRO' interface. At the top, there is a 'My eRO' tab (circled in red) and a 'Report' button. Below this is the 'Searching Criteria' section with input fields for 'Container No.', 'Send from', 'From' (14 Mar 2019), and 'To' (02 Apr). There are 'Search' and 'Reset' buttons. Below the search criteria is a table with columns: Container No., Size / Type, Shipping Line, and Laden. The first row of the table has a checked checkbox (circled in red), Container No. REGU8444443, Size / Type 40GP, Shipping Line REGU, and Laden 22 Mar. At the bottom, there are 'Assign', 'Forward' (circled in red), and 'Print eRO' buttons.

- For each laden pickup and empty return, enter the OnePort **Company ID** of your business partner. Click **Confirm**.

The screenshot shows the 'Forward Release Order' form. At the top, there is a table with columns: Container No., Seal No., Size / Type, eRO No., and e. The first row has Container No. OOLU7990659, Seal No. (empty), Size / Type 40GP, eRO No. OP-0019118, and e L. Below the table are two sections: 'Laden Pickup' and 'Empty Return'. Each section has a 'Company ID' input field (circled in red) and a 'Company Name' dropdown menu. There are 'Revert Forward' buttons for each section. At the bottom, there is a 'Forward' button (circled in red) and a 'Cancel' button.

- Choose whether you agree to pay for the Port Security Charge of the corresponding container.

The screenshot shows the 'PSC Nomination' form. It displays the following information: Monthly Nomination Limit: HKD 4,000; Remaining Balance: HKD 3,970. Below this, it states: 'The PSC nomination for the following container(s) will be paid by your company (TRUCKING AGENT CO. LTD.)'. The container number '- OOLU7990659' is listed. At the bottom, there are two radio buttons: 'Agree' (circled in red) and 'Disagree'. There are also 'Confirm' and 'Process Later' buttons.

- If you do not agree, choose between the following options:
 - **Pay by the party that receives the eRO** and
 - **Revert the eRO to the sending party for further processing.**

- Click Confirm button.

6.5. If I mistakenly forward an eRO to a wrongful party, what should I do to undo the action?

- If you mistakenly forward an eRO, the **Status** of the container will appear as **Forwarded**.

Container No.	Size / Ty / Liner	Pick-up by	Returned by / in	eRO No.	Send from	Forward to / Assign to	Assign to	Status	Hold / Void	PSC Status	Container Sta
OOLU7990659 40GP	OOLU	19/07/2020 00:00:00	25/07/2020	OP-0019118	Pickup: UPLOAD HOUSE... (261501) Return: UPLOAD HOUSE... (261501)	Pickup: POON KEE LOG... (08888) Return: POON KEE LOG... (08888)	Pickup: ... Return: ...	Pickup: Forward Return: Forward		PSC Nominated	Cancel / Revert For
EISU5806391 20RF	EISU	07/01/2019 00:00:00	5 day(s)	OP-0019278				Pickup: Cancel Return: Cancel		PSC Pending	

- To undo, please go through **Cancel/ Revert Forward** action on eRO platform:
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
 - Under **My eRO** tab, click **Cancel/ Revert Forward** button.

My eRO Report

Searching Criteria

Assigner No: [] Sent from: [] Forward to / Assign to (TID): [] Status: [All Record(s)]

From: 22 Jul 2020 To: 29 Jul 2020 PSC Status: [All Record(s)]

Search [] Reset []

Container No.	Size / Type	Liner	Pick-up by	Returned by / in days	eRO No.	Send from	Forward to / Assign to	Assign to	Status	Hold / Void	PSC Status	Container Status
OOLU7990659	40GP	OOLU	19/07/2020 00:00:00	25/07/2020	OP-0019118	Pickup: UPLoad HOUSE... (281501) Return: UPLoad HOUSE... (281501)	Pickup: POON KEE LOG... (08888) Return: POON KEE LOG... (08888)	Pickup: Return:	Pickup: Forwarded Return: Forwarded		PSC Nominated	Cancel / Revert Forward
EISU800391	20RF	EISU	07/01/2019 00:00:00	5 day(s)	CP-0019278				Pickup: Cancelled Return: Cancelled		PSC Pending	

Forward [] View eRO [] Download []

■ Click **Cancel Forward**

Forward Release Order

Container No.	Seal No.	Size / Type	eRO No.	eLOI
OOLU7990659		40GP	OP-0019118	LOI-0

Laden Pickup

Company ID: [] Company Name: [] **Cancel Forward**

Empty Return

Same as above Company ID: [] Company Name: [] **Cancel Forward**

Forward [] Cancel []

■ Counter-check the details and click **Cancel Forward**.

eRO

Container No.: OOLU7990659 (40GP)

Status: Forwarded

Forwarded to: []

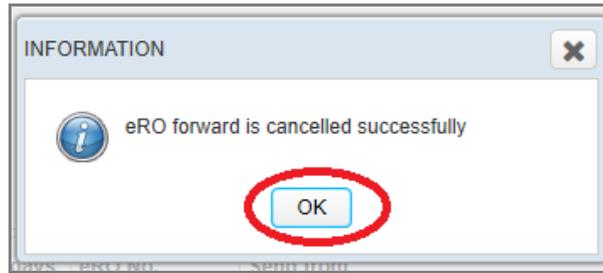
Forwarded by: user

Forwarded Date: 29/07/2020 15:34

Type: Pickup

Cancel Forward Back

■ Click **OK** button.



6.6. What should I do to search and retrieve a particular eRO?

- Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
- Under **My eRO** tab, enter one or more searching criteria including container no., sender, recipient, status, time range and PSC status. Click **Search** button.

 A screenshot of the 'My eRO' search interface. At the top, there are two tabs: 'My eRO' and 'Report'. Below the tabs is a 'Searching Criteria' section with several input fields: 'Container No.', 'Send from', 'Forward to / Assign to (TID)', 'Status' (dropdown menu showing '-- New --'), 'From' (calendar icon, showing '22 Jul 2020'), 'To' (calendar icon, showing '29 Jul 2020'), and 'PSC Status' (dropdown menu showing '-- All Record(s) --'). Below these fields are two buttons: 'Search' (circled in red) and 'Reset'. At the bottom, there is a table header with columns: 'Container No.', 'Size / Type', 'Liner', 'Pick-up by', 'Returned by / in days', 'eRO No.', 'Send from', 'Forward to / Assign to', and 'Assign'. Below the table header are three buttons: 'Assign', 'Forward', and 'View eRO'.

6.7. Can I print out each eRO copy for reference?

Yes.

- To retrieve the eRO on eRO platform, please do the followings:
 - Login: Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
 - The corresponding container will appear in **My eRO** tab.
 - Check the relevant box to select. Click **View eRO** button to retrieve the corresponding eRO.

My eRO Report

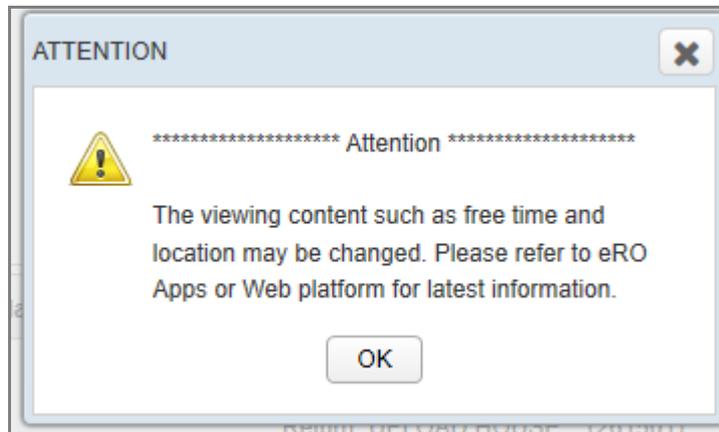
Searching Criteria

Container No.:

From: 22 Jul 2020

Container No.	Size / Type	Liner
<input checked="" type="checkbox"/> OOLU7990659	40GP	OOLU

- A pop-up window will appear, reminding you that the viewing content such as free time and location may be changed and you should refer to HKiPort eRO or Web platform for latest information. Click **OK**.



- Click **Print** icon to proceed.

Printed on : 2020-07-29 16:06:22

電子提櫃單參考紀錄

Electronic Release Order Reference

Issued by: **ORIENT OVERSEAS CONTAINER LINE LTD.**

To: HIT CHT ACT Free storage till: **19/07/2020 00:00:00**
Tel : 852-2115 2115

Please release the subject container to the designated trucking contractor.

Consignee/Notify Party:
Address :

提櫃權，須一天前與碼頭預約。約權如有問題請致電OOCL顧客服務部查詢(普通貨)25066666，(冷凍貨)25066806。
普通櫃 (僅限在DPW所加的非稅櫃) 如未能於船到後7天內提櫃，蓋櫃將轉往MTL碼頭存放。約權電話:21152115。
冷凍櫃 (非稅櫃) 如未能於船到6天內提櫃，蓋櫃將轉往青衣招商碼頭存放。約權電話 : 24368274/75/76。

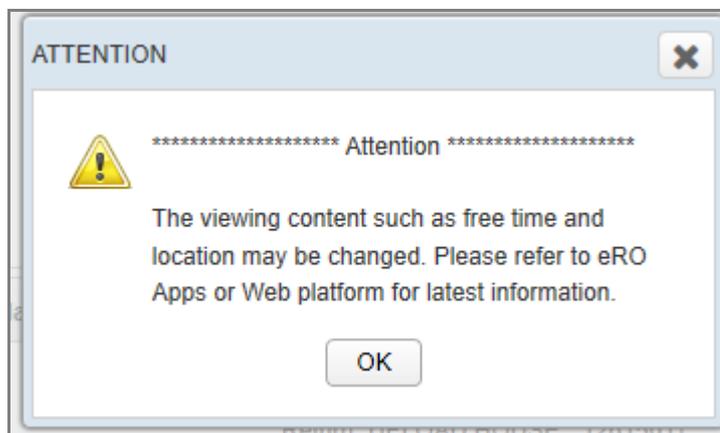
Vessel Name	Voyage No.	Estimated Date of Arrival	Bill of Lading No.
OOCL CHARLESTON	483S	19/05/2020	OOLU4407609670

6.8. Can I print out or store eRO on eRO platform?

- Yes. eRO data will be retained for 7 years. 90-day data is available online for instant access.
- To access an eRO online, please go through the following steps:
 - Visit <https://ero.oneport.com>. Enter your **Company ID**, **User ID & Password**. Then, click **Submit** to log into the system.
 - Follow **Question 1** above to retrieve your desired eROs. Check all the relevant boxes of the eROs.
 - Click **View eRO** button.



- A pop-up window will appear, reminding you that the viewing content such as free time and location may be changed and you should refer to HKiPort eRO or Web platform for latest information. Click **OK**.



- The system will retrieve and display all of your chosen eROs. Click print icon to proceed with the printing process.

