### electronic Release Order (eRO)

System Guide

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### **Consignees Interface**

### 1.1. How do I get started?

- **Sign-up** : Visit <u>http://reg.oneport.com/</u> and sign up for the service.
- Login: Visit <u>https://ero.oneport.com</u>. 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 <u>https://ero.oneport.com</u>. Enter your Company ID, User ID & Password. Then, click Submit to log into the system.
- Import Shipment:
  - Click Import Shipment under My Shipment tab.

My Shipment	My eRO	eLOI	Signing
Searching Cr	riteria		
Shipper:		Consignee:	
B/L No.:		Container No.:	
From: 22	2 Jan 2019 🛗	To:	29 Jan 2019  🛗
Search	Reset		
B/L No.	Ship	per/Consignee/Notif	y Party

- <u>Click Liner or Forwarder</u>. 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**.

For single import, please enter related details. Bill of Lading No.:
Container No.:
Submit Reset Cancel
For multiple import, please upload Excel / Text file here.
Choose File No file is chosen <u>Help on the file format</u>
Upload
Submit Reset Cancel

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.:		Add	]		
For multiple import, please upload Excel / Text file here.					
Choose File No fi	Choose File No file is chosen <u>Help on the file format</u>				
Upload Shipment details as below to be imported					
Vessel Name Voyage No. Arrival Date Liner					
Container No. Cntr size / type Seal No.					
Import for preparing LOI Reset Cancel					

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

1	Import Shipment	
9	The below container(s) will be imported	
	FCIU7153721	
c	Forwarder:	261501
R	Please input House Bill of Lading No .:	KMTCTOS0214791
10	Submit Cancel	

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

My S	Shipm	ent	My eRC	)	eLO	
Se	Searching Criteria					
	Ship	per:			Consi	
	B/L	No.:			Containe	
	Fr	om: 2	2 Jan 2019			
	Searc	h	Reset			
	B/L No. Shipper/Consigne					
-						
0	MESU8888828-1			Consi	gnee Limite	
		$\mathbf{A}$		-		
		Conta	ainer No.	Seal N	lo.	
		<b>⊘</b> M	SU8111111	97784	11	
		<b>V</b> M	SU8111112	97784	42	
	M ISU8		SU8111113	97784	13	
	▼MESU811114		97784	14		
			ESU8111115	97784	15	
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. Click Preview.

		Re	questing for eRO		
B/L No.	Vessel/Voyages Commodity				
KCH900043400	KOTA LEGIT/KLGT0033E				
Container No.					
BMOU4370854					
Contact Person:	Phone No.:	Emai	l:		
			<b>∆</b> Payment		
Payment Reference			Attach		
NO.:			Attach		
			Attach		
	More				
(cheque no., ATM pav	ment slip, etc.)				
(			Other Desument		
		Δ	Other Document		
Non Payment		C.	Attach		
Reference No		C.	Attach		
			Attach		
N	lore				
(license, authorization let	tter, etc.)				
		∧ Request	Note / Letter Of Inde	nnity	
Please indicate licensed of	cargo or not:				
Non-licensed cargo	licensed cargo				
Please select the bill type	E.			Requ	est for Liner-Hau
For Sea-Way Bill or Tell	lex Release Ship	ment © For Oc	ean Bill of Lading Ship	ment	
Preview Sign & Subr	mit Cancel				

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



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

My Shipment	My eRO	eLOI	Signing
Searching C	riteria		
Shipper:		Consignee:	
B/L No.:		Container No.:	
From: 2	2 Jan 2019 🛗	To:	29 Jan 2019
Search	Reset		
B/L No.	Ship	per/Consignee/Notif	y Party

- <u>Click Liner or Forwarder</u>. 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**.

For single import, please enter related details. Bill of Lading No.:
Container No.:
Submit Reset Cancel
For multiple import, please upload Excel / Text file here.
Choose File No file is chosen <u>Help on the file format</u>
Upload
Submit Reset Cancel

#### 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.:		Add	)		
For multiple import, please upload Excel / Text file here.					
Choose File No file is chosen <u>Help on the file format</u>					
Upload Shipment details as below to be imported					
Vessel Name	Liner				
Container No. Cntr size / type Seal No.					
Import for preparing LOI Reset Cancel					

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

Import Shipment	
The below container(s) w	ill be imported
FCIU7153721	
Forwarder:	261501
Please input House Bill of	Lading No.: KMTCTOS0214791
Submit Cancel	

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

My S	Shipment	My eRO		eLO
Se	archin	g Criteria		
	Shipper:			Consi
	B/L No.:			Containe
	From:	22 Jan 2019	**	
	Search	Reset		
	B/L No.		Shippe	er/Consigne
a	MESU88	88828-1	Consig	gnee Limite
	C C	ontainer No.	Seal N	0.
	5	MESU811111	97784	1
	ß	MESU811112	97784	2
	5	M ISU8111113	97784	3
	5	MESU8111114	97784	4
		ESU8111115	97784	5
Requ	est eRO	Import Shipme	nt	

■ 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**.

		Re	questing for eRO	
B/L No.		Vessel/Voyag	ges	Commodity
KCH900043400		KOTA LEGIT	/KLGT0033E	
Container No.				
BMOU4370854				
Contact Person:	Phone No.:	Emai	l:	
			A Payment	
Payment Reference			C Attach	
10			Attach	
			Attach	
	More			
(cheque no., ATM pa	yment slip, etc.)			
		Δ	Other Document	
Non Payment		C	Attach	
Reference No.:			A 44 1	
			Attach	
	Mana	E	Attach	
	Nore			
(license, authorization le	etter, etc.)			
		∧ Request	Note / Letter Of Indemni	ty
Please indicate licensed	cargo or not:			
<ul> <li>Non-licensed cargo</li> </ul>	Licensed cargo			
Please select the bill typ	e:			Request for Liner-Hau
For Sea-Way Bill or Television For Sea-Way Bill or Television	elex Release Ship	ment © For Oc	ean Bill of Lading Shipme	nt
Preview Sign & Sub	omit 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.
Request Note
Preview Submit Cancel

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

ul csi. 🗢	下午7:07	<b>1</b> 🗿 100% 🔲
<	Ω	
+8	52 6907405018013925	8 >
	訊息 今日 下午7:06	
eRO服務: 701725	您的LOI驗證碼為	
驗證碼寄出	出時間 (19:06:05)	
	標題	
۰ ال	💽 🎵 🚺	

Enter the code on eRO platform and click Submit.

One-Time Password Authentication	on
To further proceed with the sign-off and submit Authorization Code (OAC). The OAC is now be email address. Please check your mobile phon This LOI will be submitted to the shipping line	ssion, you are required to enter a one-time Online eing sent to your registered mobile phone number or ne or email, enter the OAC below and click "Submit". / forwarder.
Please enter the Online Authorization Code	701725
Please enter the Online Authorization Code (OAC):	701725 OAC sent time: 19:06:05

- 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 eRC	) eLOI	Signing	Trust	Report		
S	earching	Criteria						
	Shipper:		Consignee:		Notify Party:		Vessel Name:	
	B/L No.:		Container No.:		Voyage No.:			Trusted Ager
(	From: Search	11 Feb 2019 Reset	f To:	18 Feb 2019				
	B/L No.		Shipper/Consignee	Notify Party	Vessel/Voyages	Trus	sted Agent	
٠	MESU55	55525-1	TESTING SHIPPER TESTING CONSIGN	EE	BIEN DONG STAR/902	'S		Release Inbound Shipmer
Red	quest eRO	Import Sh	ipment					

### 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.

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

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

- Cancel eLOI:

My Shipment	My eRO	eLOI	Signing	Trust	Report
Searching C	riteria				

Select the relevant eLOI by checking the corresponding box.

#### Click Cancel eLOI button.

Amend LOI / Add Attachments	Cancel eLOI
-----------------------------	-------------

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

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

■ Click eLOI tab.

My Shipment	My eRO	eLOI	Signing	Trust	Report
Searching C	riteria				

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.

Request for eRO	Amend LOI / Add Attachments Cancel LOI

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



Click Add button.

You must grant authorizati	ion to your agent for prep	paring eLOIs and obtai	ining eROs on y	our behalf.
ist of Your Trusted Agen	Its			
Company ID Co	ompany Name	Authorized Date	Authorized By	(user II

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

Add Authorization	
Your Agent's Company ID:	
Submit Cancel	

- 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 <u>https://ero.oneport.com</u>. 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 Ci	riteria				

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

Forward Direct Assignment	

 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 Ord	ler					
Container No.	Seal No.		Size / Type	eR	O No.	е
OOLU7990659			40GP	OF	P-0019118	L
Laden Pickup Empty Return	Company ID Company ID	Company Nai	me	•	Revert Forward	d rd
Forward	Cancel					

- 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**.

М	ly S	hipme	nt My eRC		eLOI	Signir	ng	Trust	Report	
	Se	arch	ing Criteria							
	B/L No.:		Ves	sel Name:			Voyage No.:		c	
		Fro	om: 23 Jan 2019	<b>**</b>	To: 3	0 Jan 2019				
		Search	Reset							
	B/L No.			Vessel/Voyag	les					
E		MESU	8888828-2	CMA CGM MI	SSISSIPPI/					
			Container No.	Seal No.	Size / Type	Status	Forward to	Assig	n to	Hold /
		MESU8222221		977841	77841 40GP		Forwarded LOGISTI		p: n:	
			MESU8222222	977842	40GP	New		Pickup	p: n:	

- To undo, please go through **Cancel/ Revert Forward** action on eRO platform:
  - Login: Visit <u>https://ero.oneport.com</u>. 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.

S	earching Criteria														
	BL No:	Vess	el Name:			Voyage No.:		Container No.:		Status: - Ne	N	~			
	From: 16 Aug 2020	m	TO:	23 Aug 200	20 💼			PSC Status: - All	Record(s) - 🗸 Consig	nee Agent - All	Record(s)	~			
	Search Reset														
	BIL No.	VesselVoyage	5												
	203475711	MAERSKLANC	:0/030W												
	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	
	MRKU2128185	MX1135853	40 HCGP	New	Pickup: Return:		Pickup: Return:		Pickup: MTL Return: Please check above	14/08/2020	21/08/2020		PSC Pending	<	Caricel / Revert P

#### ■ Click Cancel Forward.

Forward Release Ord	er						×
Container No.	Seal No.		Size / Type	eRO No.	eLOI No.	B/L No.	
	1		40 HCGP	OP-0019456	OBL-0004552		
Laden Pickup							
	Company ID	Company Name		Cancel Forward	$\triangleright$		
Empty Return							
Same as above	Company ID	Company Name		Cancel Forward	i		
Forward	Cancel						

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

eRO			×
Cont Statu Forw Forw	ainer No.: is: varded to: varded by: varded Date: ncel Forward	Forwarded 02/04/2019 09:51 Back	

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  $\underline{\text{the}}$  consignee to do the followings on eRO platform.

- Login: Visit <u>https://ero.oneport.com</u>. 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.



■ Click Cancel Forward.

Forward Release Ord	er						×
Container No.	Seal No.		Size / Type	eRO No.	eLOI No.	B/L No.	
	1		40 HCGP	OP-0019456	OBL-0004552		
Laden Pickup	Company ID	Company Name		Cancel Forwar			
Empty Return	Company ID	Company Name		~			
Forward	Cancel						

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

eRO		1
Container No.: Status: Forwarded to: Forwarded by: Forwarded Date: Cancel Forward	Forwarded 02/04/2019 09:51 Back	

Click OK button.



## 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 <u>https://ero.oneport.com</u>. 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 S	Shipment My eRO	eL	01	Signir	ng Trus	t Report			
Se	earching Criteria	-							
	B/L No.:		Vessel Name:		Voyage	No.:			
	From: 15 Feb 2019 Search Reset	ť	To: 22	2 Feb 201	9 (				
	B/L No.	Vessel/Voya	ges						
=	CKLU8888828-2	SKY CHALLE	NGE/1811	IS					
	Container No.	Seal No.	Size / Typ	Status Forward to Ass		Assign to I			
	CKLU8222225	GAOU60068	40 HCGP	New		Pickup: Return:			
Forv	ward Direct Assignme	ent							

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 Ord	er				
To: OnePort Compa	ny ID		<b>R</b> AN		
Company :		1-15 KWAI FUNG CRESCENT , KWAI CHUNG	BUILDING, Conta Tel:	ct person:	
Container No.	Seal No.	Size / Type	eRO no.	eLOI No.	B/L No.
		40 HCGP	OP-0005080	OBL-0003778	CHECCHOCK + CC + C + C + C + C + C + C + C + C
Confirm Can	cel				

- 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.

	×
This eRO is being forwarded to a non-trucking company. The eRO forwarded cannot be canceled.	
Forward Reference: 584033	
Please enter the above forward reference no. to	
confirm the forward:	
Please select display of consignee title :	
<ul> <li>Disclose</li> </ul>	
Non-disclose	
Close	

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

- Login: Visit <u>https://ero.oneport.com</u>. 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.

Ay Shipment	My eRO	eLOI	Signing	Trust	Report
Searching	Criteria				
B/L No.:		Vessel Name:		Voyage No.:	
From: Search	15 Feb 2019 Reset	f To:	22 Feb 2019	4	
B/L No.		Vessel/Voyages			

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

- Login: Visit <u>https://ero.oneport.com</u>. 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 C	riteria			
B/L No.:			Vessel Name:	
From: 1 Search	5 Feb 2019 Reset	ť	To:	22 Feb 2019
B/L No.	V	/essel/V	oyages	
CKLU8888	828-2 S ect Assignmen	KY CHA	ALLENGE/1	811S

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

My S	Shipmer	nt My eRO	eL	.01	Signin	g
S	earchir	ng Criteria				
	B/L No.	.:		Vessel Name:		
	From	15 Feb 2019	É	To: 2	2 Feb 2019	9 (
	Search	Reset				
	B/L No	D.	Vessel/Voya	ges		
=	CKLU	8888828-2	SKY CHALLE	ENGE/181	1S	
		Container No.	Seal No.	Size / Typ	Status	Forwa
	<	CKLU8222225	GAOU60068	40 HCGP	New	
For	ward	Direct Assignme	ent			

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

FCL Release Order				×
To: FLOATA (DEPO	T S)	Laden pick-up by		
Tel: 852-2742 69	984	03 October 2018		
Vessel Name	Voyage No.	Estimated Date of Arrival	Bill of Lading No.	
SKY CHALLENGE	1811S		CKLU8888828-2	
Place of Receipt	Port of Loading	Place of Delivery		
BUSAN	BUSAN	HONG KONG		
Container No.	Seal No.		Empty returned by / in days	
CKLU8222225 (40 HCGP)	GAOU600687		12 day(s)	
Remarks:			Empty Container Return Location	
alpha ext			xxx	
		print eRO Back		

- Click **Print** icon to proceed.

				- 列印跡 : 2019-01-30 14:46:52	
		電子提櫃	單參考紀錡		
	E	lectronic Releas	se Order Refe	rence	-83
發出者:	MEDITE	RRANEAN SHIPPING	CO., S.A.		
呈:	香港國際貨	機構調	免倉期至:	10 September 2018	
	電話:261	97315			
III at 1 at 1 T	Please re	elease the subject conta	iner to the designate	d trucking contractor.	
船名		就次	預計抵港日期	海運提單編號	
船名 CMA CGM MIS	SISSIPPI	航次 181AEE	預計抵港日期	海運提單編號 MESU8888828-2	
船名 CMA CGM MIS 收貨地	SISSIPPI	航次 181AEE 婆賞港	預計抵滞日期 卸貨港	海運振草運統 MESU8888828-2 交貨地	
船名 CMA CGM MIS 收貨地 HONG KONG	SISSIPPI	航次 181AEE 義道海 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	預計抵港日期 卸貨港 HONG KONG	海道換單編統 MESU8888828-2 交貨地 ABOYYAN ARMENIA, KOTAYK PROVINCE, NORTH OF YEREVAN.	
船名 CMA CGM MIS 收貨地 HONG KONG 貨權編號	SISSIPPI	航次 181AEE 柔貨港 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA. 對使濃鏡	預計推港目期 卸貨港 HONG KONG 尺碼類別	海道換單編統 MESU8888828-2 交貨地 ABOYYAN ARMENIA, KOTAYK PROVINCE, NORTH OF YEREVAN.	

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



- Click Add button.

You must grant authorization to your agent for preparing eLOIs and obtaining eROs on your behalf.	You must grant authorizatio	on to your agent for p	preparing eLOIs and obt	aining eROs on y	your behalf.
ist of Your Trusted Agents	ist of Your Trusted Agent				
		te			
	ist of rour musteu Agen	15			

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

Add Authorization	-
Your Agent's Company ID:	
Agent:	
Submit Cancel	

### **2.** Freight Forwarders Interface

### 2.1. How do I get started?

- **Sign-up** : Visit <u>http://reg.oneport.com/</u> and sign up for the service.
- Login: Visit <u>https://ero.oneport.com</u>. 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 <u>https://ero.oneport.com</u>. 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.

Collect eRO	Release eRO
My Shipment	My eRO
Searching C	Criteria
Shipper:	
B/L No.:	
From:	20 Mar 2019
Search	Reset
B/L No.	Shipper/
Request eRO	Import Shipment

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**.

Import	Shipment
	Please select shipping line.
_	Liner
F	For single import, please enter related details.
	Container No.:
	Submit Reset Cancel
	For multiple import, please upload Excel / Text file here.
	Choose File No file is chosen <u>Help on the file format</u>
	Upload
	Submit Reset Cancel

Click Import for preparing LOI.

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

1		
му	Snipment	y eRO
S	earching Criteria	1
	Shipper:	
	B/L No.:	
	From: 22 Jan 20	019 🛗
(	Search Reset	
	B/L No.	Ship
(E		
3	MESU8888828-1	Con
	•	-
	Container No	. Sea
	MESU8111	1111 977
	W.SU8111	1112 977
	<b>⊠</b> MESU8111	1113 977
	MESU8111	1114 977
	VIESU811	1115 977
-		

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:		
		∆ Paymen	t	
Payment Reference No.:		C Attach		
		C Attach		
		C Attach		
(	More			
(cheque no., ATM pay	ment slip, etc.)			
		∆ Other Docur	nent	
Non Payment Reference No.:		Attach		
		Attach		
		Attach		
N	lore			
(license, authorization let	ter, etc.)			
		A Request Note / Letter	Of Indemnity	
Please indicate licensed of	argo or not:			
Non-licensed cargo	icensed cargo			
Please select the bill type	:			Request for Liner-Ha
For Sea-Way Bill or Tel	ex Release Ship	oment <ul> <li>For Ocean Bill of La</li> </ul>	ding Shipment	
Preview Sign & Subr	mit Cancel			

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



- 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 <u>https://ero.oneport.com</u>. 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.

K	Collect eRO	Release ef	RO		
(	My Shipment	My eRO		eLOI	S
	Searching	Criteria			
	Shipper:			Consignee:	
	B/L No.:			Container No.:	
	From:	22 Jan 2019	<b>**</b>	To:	29 Jan 20
	Search	Reset			
	B/L No.		Ship	per/Consignee/Notif	y Party
	Request eRC	Import Shipme	nt		

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**.

Import \$	Shipment			
	Please select shipping	ine.		
_	Liner			•
	For single import, pleas Bill of Lading No.: Container No.: Submit Reset Can For multiple import, plea Choose File No file is choose	e enter related detail	ls. ext file here. Help on the file format	
	Submit Reset Can	el		

Click Import for preparing LOI.

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

M	y Shipment	My eRO
	Searching Crite	ria
	Shipper:	
	B/L No.:	
	From: 22 Ja	n 2019 🛗
	Search	set
	B/L No.	Ship
3	MESU8888828-1	 Con:
	Container	No. Seal
		9778
	M SU8	9778
		9778
		9778
		9778

■ 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 fo	or eRO
B/L No.		Vessel/Voyages	Commodity
KCH900043400		KOTA LEGIT/KLGT0033	E
Container No.			
BMOU4370854			
Contact Person:	Phone No.:	Email:	
		∆ Payme	nt
Payment Reference		C Attach	
		C Attach	
		C Attach	
	More		
(cheque no., ATM pa	yment slip, etc.)		
		∆ Other Docu	ument
Non Payment		Attach	
Reference No.:		Attach	
		Attach	
	More		
(license, authorization l	etter, etc.)		
		A Request Note / Lette	er Of Indemnity
Please indicate licensed	cargo or not:		
<ul> <li>Non-licensed cargo</li> </ul>	Licensed cargo		
Please select the bill typ	e:		Request for Liner-Hau
For Sea-Way Bill or T	elex Release Ship	ment <ul> <li>For Ocean Bill of L</li> </ul>	ading Shipment
Preview Sign & Sul	omit Cancel		

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



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

ul csi. 🗢	下午7:07	<b>1</b> ซ 100% 🔳
<	Ω	
+:	852 6907405018013925	8 >
	訊息 今日 下午7:06	
eRO服務: 701725	您的LOI驗證碼為	
驗證碼寄	出時間 (19:06:05)	
	標題	
		1
ی ک	🚺 🎵	

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

One-Time Password Authentication	on
To further proceed with the sign-off and submis Authorization Code (OAC). The OAC is now be email address. Please check your mobile phon This LOI will be submitted to the shipping line	ssion, you are required to enter a one-time Online eing sent to your registered mobile phone number or e or email, enter the OAC below and click "Submit" / forwarder.
Please enter the Online Authorization Code	701725
Please enter the Online Authorization Code (OAC):	701725 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 <u>https://ero.oneport.com</u>. 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.

iy s	earching Criteria		ning i rust	Кероп	
	Shipper:	Consignee:	Notify Party:	Vessel Name:	
	B/L No.:	Container No.:	Voyage No.:		Trusted A
	From: 11 Feb 2019 Search Reset	9 🧃 To: 18 Feb :	2019		
	B/L No.	Shipper/Consignee/Notify P	arty Vessel/Voyages	Trusted Agent	
+	MESU5555525-1	TESTING SHIPPER TESTING CONSIGNEE	BIEN DONG STAR/902S	(	Release Inbound Shipmer

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

Collect eRO	Release eRO	
	×	~

- Cancel eLOI:
  - Click eLOI tab.

My Shipment	My eRO	eLOI	Signing	Trust	Report
Searching C	riteria				
	Objener		Obioping	Line (Ferwarder:	

- 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.

Authorization
mitted to the

## 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 <u>https://ero.oneport.com</u>. Enter your Company ID, User ID &

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

■ Click Collect eRO.



Click eLOI tab.

My Shipment	My eRO	eLOI	Signing	Trust	Report	
Searching (	Criteria	$\sim$				

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.

Request for eRO Amend LOI / Add Attachments Cancel LOI	

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

Collect eRO Relea	ase eRO	
Consignee Shipment	eLOI	eRO

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.
Collect eRO	Release eRO	
	Release eRO	
Consignee SI	pment eLC	
Searchin	Criteria	
St	oper:	
B/	No.:	
	rom: 22 Mar 2019	
Search	Reset	
	House B/L No.	
	Container No.	
- 🕗	HSEREGU8888828-3	
	REGU8333331	
View 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 <u>https://ero.oneport.com</u>. 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.

Coll	ect eRO	Release eR	o		
Му	Shipment	My eRO	>1	eL	OI
S	earchin	g Criteria			
	B/L No.:			Vesse	I Name:
	From:	25 Mar 2019			To:
	Search	Reset			
	B/L No.		Vesse	l/Voyages	5
-	REGU88	88828-3	LORR	AINE/1801	10N
		ontainer No.	Seal N	lo.	Size / Typ
	Б	REGU8333333	64740	96	40GP
Forw	vard D	irect Assignment	Relea	ase withou	it eLOI

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

Release without eLOI					
To: OnePort Compar			>		
Container No.	Seal No.	Size / Type	eRO no.	LOI	B/L No.
REGU8333335	6474098	40GP	OP-0001809	LOI-0001686	REGU8888828-3
Release to consign	Cancel				

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.

	×
This eRO is being released to a non-trucking company. The	
eRO released cannot be canceled.	
Release Reference: 339698	
Please enter the above release reference no. to	
confirm the release:	
Please select display of consignee title : Disclose Non-disclose Confirm Close	

### 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.

Confirm eLOI & payment	Reject eLOI	Cancel eLOI	Close
		$\sim$	

### 2.14. How do I pass on an eRO to my trucking partner upon

#### receipt from my liner?

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



- Click My eRO tab.

My Shipment	My eRO	eLOI	Signing	Trust	Report	
Searching C	riteria					

- 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	r				
Container No.	Seal No.		Size / Type	eRO No.	е
OOLU7990659			40GP	OP-0019118	Ŀ
Laden Pickup	Company ID	Company Name		Revert Forward	
Same as above	Company ID	Company Name		Revert Forward	
Forward	Cancel				

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**.

My S	Shipmer	nt My eRO		eLOI	Signin	g	Trust		Report	
S	earchi	ing Criteria								
	B/L N	io.:	Ves	sel Name:			Voyage	No.:		С
	Fro	m: 23 Jan 2019	<b>***</b>	То: 3	0 Jan 2019					
	Search	Reset								
	B/L No		Vessel/Voyag	jes						
-	MESU	8888828-2	CMA CGM MI	SSISSIPPI/						
		Container No.	Seal No.	Size / Type	Status	Forwar	d to	Assign	to	Hold /
		MESU8222221	977841	40GP	Forwarded	POON H LOGIST	KEE 1	Pickup: Return:		
		MESU8222222	977842	40GP	New			Pickup: Return:		

- To undo, please go through Cancel/ Revert Forward action on eRO platform:
  - Login: Visit <u>https://ero.oneport.com</u>. 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.

on ching on terna													
BLNo:	Vessel Nar	æ		Voyage No.:	i i i	Container No.:		Status: - New	-	~			
From: 16 Aug 2020	<b>m</b>	lo: 23 Aug 2	120 m			PSC Status: - All R	lecord(s) - V Consig	nee Agent - All R	lecord(s) -	-			
Search Reset													
BIL No.	VesselVoyages												
203476711	MAERSK LANCOID3	w											
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	
			Pickup:		Pickup:		Pickup: MTL.	14/08/2020	21/08/2020		PSC Panding		Cancel / Resert S

#### ■ Click Cancel Forward.

Forward Release Ord	er						×
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	$\triangleright$		
Empty Return							
Same as above	Company ID	Company Name	,	Cancel Forward	i		
Forward	Cancel						

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

*
2/04/2019 09:51

Click OK button.



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

- Login: Visit <u>https://ero.oneport.com</u>. 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	ť	To:	22 Feb 2019	f
Search	Reset				
B/L No.		Vesse	l/Voyages		
Forward Di	rect Assignme	ent			

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

- Login: Visit <u>https://ero.oneport.com</u>. 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 C	riteria				
B/L No.:			Vessel Name:		
From: 1 Search	5 Feb 2019 Reset	ť	To:	22 Feb 2019	ť
B/L No.		Vessel/\	/oyages		
CKLU8888 Forward Dire	828-2 ect Assignme	SKY CH	ALLENGE/1	811S	

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

My s	Shipmen	nt My eRO		eL	01	Signir	ng
S	earchin	ıg Criteria					
	B/L No.	:			Vessel Name:		
	From	15 Feb 2019	Í		To: 2	2 Feb 201	9 (
	Search	Reset					
	B/L No	).	Vess	el/Voya	ges		
-	CKLU8	888828-2	SKY	CHALLE	ENGE/181	18	
		Container No.	Seal	No.	Size / Ty	Status	Forwa
For	ward	CKLU8222225	GAO	U60068	40 HCGP	New	
Fon	ward	Direct Assignme	ent				

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

FCL Release Order			×
To: FLOATA (DEPO Tel: 852-2742 69	TS) 984	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
		print eRO Back	

- Click **Print** icon to proceed.

	- + 7	<b>'0%</b> :	•
			- 列印路 : 2019-01-30 14:48:52
	電子提櫃 Electronic Releas	單參考紀錄 e Order Refe	erence
(要出者: MEDI 量: 香港園 電話:: Pleas	TERRANEAN SHIPPING C 際貨種碼頭 26197315 e release the subject contair	O., S.A. 免倉期至: ner to the designate	10 September 2018
收貸人/貸物到港之通知 Consignee Limited 地址:	JA:		
船名 CMA CGM MISSISSIPP	航次 181AEE	預計抵港日期	海運提單編號 MESU8888828-2
收重地 HONG KONG	要貨港 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	卸貨港 HONG KONG	交貨地 ABOVYAN ARMENIA, KOTAYK PROVINCE, NORTH OF YEREVAN.
貸檯編號 MESU822221	對條編號 977841	尺碼類別 40GP	
回吉時限 12 March 2019		註	

### 3. Consignee Agents Interface

#### 3.1. How do I get started?

- Sign-up: Visit <u>http://reg.oneport.com/</u> 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 <u>https://ero.oneport.com</u>. 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. <u>Your customer</u> should do the followings on eRO platform.
  - Login: Visit <u>https://ero.oneport.com</u>. Enter Company ID, User ID & Password. Then, click Submit to log into the system.
  - Click Trust tab.

Ay Shipment	My eRO	eLOI	Signing	Trust	Report
-------------	--------	------	---------	-------	--------

Click Add button.

My Shipment	My eRO	eLOI	Signing	Trust	Report
You must grant a	uthorization to yo	our agent for prepa	aring eLOIs and obtai	ining eROs on y	our behalf.
ist of Your Trus	ted Agents				
	10	News	Authorized Dete	Authorized Duri	(
C	$I = I \cap mnan$	y Name	Authorized Date	Authorized By	(user II
Company	Company				
Company	Romovo	-			
Company Add	Remove				

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

Add Authorization	
Your Agent's Company ID:	
Submit Cancel	

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



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

My Shipment My eRO	eLOI	Signing
Searching Criteria		
Shipper:	Consignee:	
B/L No.:	Container No.:	
From: 22 Jan 2019	To:	29 Jan 2019
Search Reset		
B/L No.	Shipper/Consignee/Notif	y Party
B/L No. Request eRC Import Shipmer	Shipper/Consignee/Notif	y Party

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

Import Shipment	×						
You are now	operating for XYZ Company (Company ID:261521)						
Please select	Please select shipping line / forwarder.						
<ul> <li>Liner</li> </ul>							
<ul> <li>Forwarder</li> </ul>							

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.:
Submit Reset Cancel
For multiple import, please upload Excel / Text file here.
Choose File No file is chosen <u>Help on the file format</u>
Upload
Submit Reset Cancel

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 rel	ated details.				
Container No.:		Add	]			
For multiple impo	ort, please upload	Excel / Text file I	nere.			
Choose File No fi	le is chosen	<u>Help on</u>	the file format			
Upload Shipment details as below to be imported						
Vessel Name	Voyage No.	Arrival Date	Liner			
Container No.	Cntr size / type	Seal No.				
Import for preparing	LOI Reset	Cancel				

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

1	Import Shipment	
9	The below container(s) will be imported	
	FCIU7153721	
d	Forwarder:	261501
R	Please input House Bill of Lading No.:	KMTCTOS0214791
11	Submit Cancel	

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

My	Shipm	ent	My eRC	)	eLO
S	earcl	ning (	Criteria		
	Ship	per:			Consi
	B/L	No.:			Containe
	Fr	om:	22 Jan 2019		
	Sear	ch	Reset		
	B/L N	ю.		Shipp	er/Consigne
-					
0	MES	U88888	328-1	Cons	ignee Limite
		$\mathbf{\Lambda}$			
		Cor	ainer No.	Seal	No.
		V N	ESU8111111	9778	41
		<b>V</b> M	SU8111112	9778	42
		<b>V</b> M	SU8111113	9778	43
		<b>V</b> N	ESU8111114	9778	44
			ESU8111115	9778	45
Requ	uest ef	20	Import Shipm	ent	

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:		
		∆ Payment		
Payment Reference No.:		( Attach		
		C Attach		
(cheque no., ATM paym	More ent slip, etc.)			
		△ Other Docum	nent	
Non Payment Reference No.:		C Attach		
	More	Attach		
(license, authorization lette	er, etc.)			
		△ Request Note / Letter	Of Indemnity	
Please indicate licensed ca	rgo or not:			
Non-licensed cargo	censed cargo			
Please select the bill type:				Request for Liner-Haul
For Sea-Waybill shipmer Company Chop with:	nt ⊚ For Telex Relea	se Shipment   For Ocean Bill o	f Lading Shipmer	nt

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



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



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

		Criteria	Searching
	Consignee:		Shipper:
	Container No.:		B/L No.:
29 Jan 2019	To:	22 Jan 2019 🛗	From:
		Reset	Search
y Party	er/Consignee/Notify	Ship	B/L No.
		Import Shinmont	Paguast aPC

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

Import Shipment	×
You are now oper	ating for XYZ Company (Company ID:261521)
Please select shippin	g line / forwarder.
<ul> <li>Liner</li> </ul>	
Forwarder	

• 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.:					
Submit Reset Cancel					
For multiple import, please upload Excel / Text file here.					
Choose File No file is chosen <u>Help on the file format</u>					
Upload					
Submit Reset Cancel					

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.:		Add				
For multiple import, please upload Excel / Text file here.						
Choose File No file is chosen <u>Help on the file format</u>						
Upload Shipment details as below to be imported						
Vessel Name	Voyage No.	Arrival Date	Liner			
Container No.	Cntr size / type	Seal No.				
Import for preparing LOI Reset Cancel						

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

1	Import Shipment	
	The below container(s) will be imported	
	FCIU7153721	
d	Forwarder:	261501
R	Please input House Bill of Lading No.:	KMTCTOS0214791
11 21	Submit Cancel	

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

S	earching	Criteria		
	Shipper:			Cons
	B/L No.:			Contain
	From:	22 Jan 2019		
	Search	Reset		
	B/L No.		Shippe	r/Consigne
-			-	
	MESU888	8828-1	Consig	nee Limite
	Co	ntainer No.	Seal N	0.
		MESU8111111	97784	1
	V	MESU8111112	97784	2
		MESU8111113	97784	3
		MESU8111114	97784	4
		HESU8111115	97784	5
-	unat a DO	Import Chinms	ant ]	

■ 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 e	RO
B/L No.	Vessel/Voyages	Commodity
OOLU4048941440	OOCL ITALY/097S	
Container No.		
OOLU0350691		
Contact Person: Ph	one No.: Email:	
	<u>∧</u> Payment	
Payment Reference	C Attach	
NO.:	Attach	
	Attach	
Mar		
(cheque no., Al M payment	silp, etc.)	
	△ Other Docume	ent
Non Payment	C Attach	
Reference No.:		
	Attach	
	e Attach	
More	ļ	
(license, authorization letter, e	tc.)	
	A Request Note / Letter C	Of Indemnity
Please indicate licensed cargo	or not:	
Non-licensed cargo	sed cargo	
Please select the bill type:	Request for Liner-Haul	
For Sea-Waybill shipment	For Telex Release Shipment  o For Ocea	n Bill of Lading Shipment
Please fill in Letter of Indemnity	y below for delivery of container without p	roduction of Bill of Lading.
To: ORIENT OVERSEAS CON	TAINER LINE LTD.,	
We, the undersigned and the c company to release the correst Authorization with the original s paid to you. LOI Signer: Alex Poon	onsignee of the captioned consignment(s oonding Import Release Order(s) to the b signature and company stamp of the cons	<ul> <li>b), hereby request your</li> <li>earer of this Letter of</li> <li>signee upon all due charges</li> </ul>
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.
ave read and checked the Request Note
$\sim$
Preview Submit 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**.

One-Time Fassword Authenticatio	on
To further proceed with the sign-off and submis Authorization Code (OAC). The OAC is now be email address. Please check your mobile phon This LOI will be submitted to the shipping line	ssion, you are required to enter a one-time Online ting sent to your registered mobile phone number o e or email, enter the OAC below and click "Submit" / forwarder.
Please enter the Online Authorization Code (OAC):	701725
Please enter the Online Authorization Code (OAC):	701725 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 <u>https://ero.oneport.com</u>. 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:	T	
Your consignee allow you, as a trusted agent to prepare eLOIs and obtain	109537 ABC Company 261521 XYZ Company	
the eROs one their behalf.		

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

My	Shipment	My eRC	) eLOI	Signing	Trust	Report			
	Searching	Criteria							
	Shipper:		Consignee:		Notify Party:		Vessel Name:		
	B/L No.:		Container No.:		Voyage No.:			Tru	sted Ager
	From: Search	11 Feb 2019 Reset	f To:	18 Feb 2019	<b>K</b>				
	B/L No.		Shipper/Consignee	Notify Party	Vessel/Voyages	Trus	ted Agent		
	MESU5	555525-1	TESTING SHIPPER TESTING CONSIGN	EE	BIEN DONG STAR/90	28		Release Inbound Ship	omer
R	equest eRO	Import Sh	ipment						

### 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.

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

### 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 <u>https://ero.oneport.com</u>. 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	109537 ABC Company 261521 XYZ Company	ン
the eROs one their behalf.		

- Cancel eLOI:
  - Click eLOI tab.

My Shipment	My eRO	eLOI	Signing	Trust	Report
Searching C	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 <u>https://ero.oneport.com</u>. Enter your Company ID, User ID &
   Password. Then, click Submit to log into the system.
- Select the relevant consignee from the pull-down menu.

Your consignee allow you, as a trusted agent to prepare eLOIs and obtain 261521 XYZ Company the eROs one their behalf.	Please select a consignee account to operate:		
the eROs one their behalf.	Your consignee allow you, as a trusted agent to prepare eLOIs and obtain	109537 ABC Company 261521 XYZ Company	ノ
	the eROs one their behalf.		

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 <u>https://ero.oneport.com</u>. 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	109537 ABC Company 261521 XYZ Company
the eROs one their behalf.	

- Click **My eRO** tab.

My Shipment	My eRO	eLOI	Signing	Trust	Report
Searching C	riteria				

- 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 Orde	er					
Container No.	Seal No.		Size / Type	eRO	No.	e
OOLU7990659			40GP	OP-	0019118	Ŀ
Laden Pickup Empty Return Same as above	Company ID Company ID Cancel	Company Name		~ (	Revert Forwar Revert Forwar	rd rd

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**.

	My Shipment My		y eRO	eLOI		Signin	ng	Trust		Report		
	Se	earch	ing Criteria									
	B/L No.:		lo.:		Vessel N	ame:			Voyage	No.:		C
	From: 23 Jan 2019		019 🛗		To:	30 Jan 2019						
		Search	Reset									
		B/L No.		Ves	sel/Voyages							
	-	MESU	MESU8888828-2		CGM MISSISS	SIPPI/						
Ļ			Container No.	. Sea	I No. Si	ze / Type	Status	Forwar	d to	Assig	n to	Hold /
ľ			MESU8222221		841 40	)GP	Forwarded LOGISTI		KEE Pickup 1 Return		n n	
			MESU8222	2222 977	842 40	)GP	New			Pickup Return	κ u	

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



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

36	earching Criteria														
	BIL No.:	Ves	sel Name:		Ve	yage No.:		Container No.:		Status: - Nev	¥	~			
	From: 16 Aug 2020	m	To:	23 Aug 200	20 💼			PSC Status: - Al	Record(s) - V Consi	pnee Agent - All F	Record(s)	~			
	Search Reset														
	BIL No.	VesselVoyag	les												
	203475711	MAERSKLAN	ICO/030W												
	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	
	MRKU2128186	MX1135853	40 HCGP	New	Pickup: Return:		Pickup. Return		Pickup: MTL Return: Please check above website	14/08/2020 23:59:59	21/08/2020		PSC Pending		Caricel / Revent

■ Click Cancel Forward.

Forward Release Ord	ler						×
Container No.	Seal No.		Size / Type	eRO No.	eLOI No.	B/L No.	
	1		40 HCGP	OP-0019456	OBL-0004552		
Laden Pickup	Company ID	Company Name		Cancel Forward	d		
Empty Return Same as above Forward	Company ID Cancel	Company Name		Cancel Forwar	d		

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

eRO			×
	Container No.: Status:	Forwarded	•
	Forwarded to: Forwarded by: Forwarded Date:	02/04/2019 09:51	
	Cancel Forward	Back	

Click OK button.

INFORMATION	×
Are you sure to cancel the eRO Forward?	

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

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 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: Search	15 Feb 2019 Reset	ť To:	22 Feb 2019	đ	
B/L No.		Vessel/Voyages			
Forward	)irect Assignme	ent			

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

- Login: Visit <u>https://ero.oneport.com</u>. 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	109537 ABC Company 261521 XYZ Company	$\supset$
the eROs one their behalf.		

- 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 C	riteria		
B/L No.:		Vessel Name:	
From:	15 Feb 2019	f To:	22 Feb 2019
Search	Reset		
B/L No.	V	essel/Voyages	
	3828-2 S	KY CHALLENGE/1	811S
Forward Dir	ect Assignment	t	

- My Shipment My eRO eLOI Signing Searching Criteria Vessel B/L No.: Name: From: 15 Feb 2019 É To: 22 Feb 2019 Search Reset B/L No. Vessel/Voyages CKLU8888828-2 SKY CHALLENGE/1811S -Container No. Seal No. Size / Typ Status Forwa 40 GAOU60068 New HCGP CKLU8222225 Forward Direct Assignment
- Click the container number to call for a pop-up window.

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

FCL Release Order				×
To: FLOATA (DEPOT S)		Laden pick-up by		
Tel: 852-2742 6	984	03 October 2018		
Vessel Name	Voyage No.	Estimated Date of Arrival	Bill of Lading No.	
SKY CHALLENGE	1811S		CKLU8888828-2	
Place of Receipt	Port of Loading	Place of Delivery		
BUSAN	BUSAN	HONG KONG		
Container No.	Seal No.		Empty returned by / in days	
CKLU8222225 (40 HCGP)	GAOU600687		12 day(s)	
Remarks:			Empty Container Return Location	
alpha ext			xxx	
		print eRO Back		

- Click **Print** icon to proceed.

				_		
		- + 7	0%			
				-	到约3 <del>时</del> :2019-01-30 14:45:	62
	E	電子提櫃 <sup>室</sup> lectronic Releas	單參考紀 e Order Ref	錄 ference		
武正者: 물:	MEDITEF 香港國際貨 電話:2619 Please re	KRANEAN SHIPPING C 【種碼頭 97315 Ilease the subject contair	0., S.A. 免倉期至: her to the designa	ited trucking c	10 September 2018 contractor.	
收賞人/賞物到) Consignee Lii 地址:	港之通知人: mited					
船名 CMA CGM MIS	SISSIPPI	航次 181AEE	預計抵港日期	海運 MES	是草編號 U8888828-2	1
收貨地 HONG KONG		裝貨港 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	卸貨港 HONG KONG	交貨》 ABO KOT/ NOR	් VYAN ARMENIA, AYK PROVINCE, TH OF YEREVAN.	
賞櫃編號 MESU8222221	1	對條編號 977841	尺碼類別 40GP			1
回吉時限 12 March 2019			E			

### 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 <u>https://ero.oneport.com</u>. 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 <u>https://ero.oneport.com</u>. 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	Repor	t		
Searching	Criteria			
Container No.:			Send from:	
From:	22 Mar 2019	Ê	To:	01 Apr
Search	Reset			
Container	No. Size /	Type Shipp	ping Line	Laden (
REGU8444	443 40GP	REGU	J	22 Marc
ssign Forw	ard Print el	20		
	- + 7	0% ÷		
E 發出者: MEDITE 로: 불淸國祭 電話:26 Please r 咬賞人/賞物到港之遷処人 Consignee Limited 地址:	電子提櫃 Electronic Releas RRANEAN SHIPPING C 開發現 197315 elease the subject contain	單參考紀錄 e Order Refer o., s.a. se≋बब ner to the designated	• FIRE 2016-01-30 14	1000 100 100 100 100 100 100 100 100 10
船名 CMA CGM MISSISSIPPI	航次 181AEE	預計抵港日期	海運提單編號 MESU8888828-2	
收重地 HONG KONG	要変遷 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	部實際 HONG KONG	交貨地 ABOVYAN ARMENIA KOTAYK PROVINCE NORTH OF YEREVA	N.
資權編號 MESU8222221	對俠編號 977841	尺碼擬別 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 <u>https://ero.oneport.com</u>. 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 Ap
Search	Reset		
Container N	lo. Size / Type	Shipping Line	Laden
REGU84444	43 40GP	REGU	22 Mar
Assign	rd 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	Ŀ		
Laden Pickup     Company ID     Company Name       Empty Return     Company ID     Company Name							
Same as above	Cancel			<ul> <li>Revert Forward</li> </ul>			

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



- 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)
- Agree   Disagree
Please solect payer who will pay for the PSC nonication Pay by the party that receives the eRO Revert the eRO to the sending party for further processing Confirm Cancel

- 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**.

M	y eRO	Report									
Se	earching Crite	ria									
c	No.:		Send from:		Forward to:		Status:	Forwarded	T		
	From: 13 M Search Re	ar 2019 eset	f To:	02 Apr 2019	1		PSC Status:	All Record(s)	T		
	Container No.	Size / Typ	Shipping Line	Laden pick-up	Empty returned by / in	eRO no.	Send from	Forward to	Assign to	Status	Но
	MAEU5222221	20RF	maeu	14 February 2019	24 February 2019	OP-0002861			Pickup: Return:	Forwarded	)
Assi	ign to tractor	Forward to	trucking company	/ Print eRO							

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



Click Cancel Forward.

orward Release Ord	ler						×
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 Forwar	rd		
Empty Return Same as above Forward	Company ID Cancel	Company Name		Cancel Forwar	rd		

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

eRO			×
	Container No.: Status: Forwarded to: Forwarded by: Forwarded Date:	Forwarded	I
	Cancel Forward	Back	

Click OK button.

INFORMATION	×
Are you sure to cancel the eRO Forward?	
OK Cancel	

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

- Login: Visit <u>https://ero.oneport.com</u>. 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.

ily onto	кероп							
Searching C	riteria							
Container No.:		Send from:		Forward to:		Status:	New	۲
From: 2 Search	6 Mar 2019 Reset	f To:	02 Apr 2019	1		PSC Status:	All Record(s)	۲
Containor	No. Size / Ty	Shipping Line	Laden pick-up	Empty returned by / in	eRO no.	Send from	Forward to	Assig
Container								

### 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 <u>https://ero.oneport.com</u>. 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 C	Searching Criteria							
Container No.:		Send from:						
From: 2	2 Mar 2019	To:	01 Apr					
Search	Reset							
Container No	o. Size / Type	Shipping Line	Laden (					
REGU844444	43 40GP I	REGU	22 Marc					
Assign · Forward	d Print eRO							

- Click **Print** icon to proceed.

	- + 7	°0% ¢		6
			- 列印跡:2019-01-30 14:48:82	
	電子提櫃算	單參考紀錄	■ <b>₩</b> ■ 36.435	
	Electronic Releas	e Order Refer	ence	
發出者: MED	TERRANEAN SHIPPING C	O., S.A.		
문: 香港國	際貨糧碼頭	免倉期至:	10 September 2018	
電話:	26197315 a release the subject contai	per to the designated	trucking contractor	
地址: 船名 CMA CGM MISSISSIPP	航汉 1 181AEE	預計經過日期	海運提單編號 MESU8888828-2	
收貨地	要賞港	卸貨港	交貨地	
HONG KONG	AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA.	HONG KONG	ABOVYAN ARMENIA, KOTAYK PROVINCE, NORTH OF YEREVAN.	
貨櫃擺號	對條編號	尺碼類別		
MESU8222221	977841	40GP		
回吉時限 12 March 2019		11		

### 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 <u>https://ero.oneport.com</u>. 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.

						_
		- + 7	°0% ÷			( (
				- 列的3k:201	9-01-30 14:45:52	
		電子提櫃員	單參考紀錡	k		
	E	Electronic Releas	e Order Refe	rence	n Se	
發出者:	MEDITE	RRANEAN SHIPPING C	O., S.A.			
≣:	香港國際 電話:26	賞種碼頭 197315	免倉期至:	10 Septe	mber 2018	
	Please	elease the subject contain	ner to the designate	d trucking contracto	or.	
地址:	Linned					
始址: 船名 CMA CGM N	AISSISSIPPI	航次 181AEE	預計抵港日期	海遭提單編號 MESU888882	8-2	
始址: 船名 CMA CGM N 收留地	AISSISSIPPI	航次 181AEE 攀寶湯	預計抵滞日期	海運提單編號 MESU888882 交貨為	8-2	
地址: 월名 CMA CGM N 收貨地 HONG KON	AISSISSIPPI NG	航次 181AEE 萎貨港 AKHURYAN DUZKEND MET5, SHIRAK PROVINCE OF ARMENIA.	預計抵滞日期 部黨港 HONG KONG	海道接草編統 MESU888882 交貨場 ABOVYAN AI KOTAYK PR NORTH OF Y	8-2 RMENIA, DVINCE, EREVAN.	
地址: 船名 CMA CGM N 收貨地 HONG KON 貨種編號	AISSISSIPPI	航次 181AEE 硬貨港 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA. 對俠攝鏡	預計抵滞日期 卸算滞 HONG KONG 尺碼規则	海道提單編統 MESU888882 交貨地 ABOVYAN AI KOTAYK PR NORTH OF Y	8-2 RMENIA, DVINCE, EREVAN.	
地址: 船名 CMA CGM N 收貨地 HONG KON 貨種攝鏡 MESU82222	AISSISSIPPI NG 221	航次 181AEE 硬質港 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA. 起後編鏡 977841	預計抵滞日期 卸貨滞 HONG KONG 尺碼規別 40GP	海遭提單編號 MESU888882 交貨地 ABOVYAN AI KOTAYK PR NORTH OF Y	8-2 RMENIA, DVINCE, EREVAN.	
地址: 船名 CMA CGM N 吹賞地 HONG KON 算權編號 MESU82222 回言時限	AISSISSIPPI AG 221	航次 181AEE 装置港 AKHURYAN DUZKEND METS, SHIRAK PROVINCE OF ARMENIA. 封候攝鏡 977841	預計延滞日期 卸貨滞 HONG KONG 尺碼規別 40GP 註	海遭提單編統 MESU888882 交貨地 ABOVYAN AI KOTAYK PR NORTH OF Y	8-2 RMENIA, DVINCE, EREVAN.	

(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 <u>https://ero.oneport.com</u>. 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.

My eRO		Report						
Searching Criteria								
Container No	).: [		Send fro	m:				
Fror	n: 14 Mar	2019	] 1	Го: 02 Ар				
Search	Rese	et						
Contair	ner No.	Size / Type	Shipping Line	Laden				
REGU8	44443	40GP	REGU	22 Mar				
Assign F	orward	Print eRO	]					

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

Cont BEAI HCG	<b>ainer No.</b> J4891626 (40 P)	Seal No. NSL698648	Laden pick 29 March 2	<b>c-up by</b> 019	eRO No. OP-0002865	5		
	TID	Name	Tractor	Driver		Mobile No.	Pickup & Return Locat	ion
		POON KEE LOGISTIC			<b>T</b>		Pickup HIT	
		POON KEE LOGISTIC			•		Return HIT	
			V Please cl	ick here for	Direct Assign	ment		

#### 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.

My eRO	Report							
Searching Criteria								
Container No.:			Send from:					
From: 06 M	May 2021		To:	13				
Search	eset							
Container No.	Size / Type	Liner	Pick-up by					
	40 HCGP	MAEU	05/05/2021					
			23:59:59					
Assign Forward	View eRO	Tracto	r Appointment	$\triangleright$				

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.

My eRO	Report						
Searching Criteria							
Container No.:			Send from:				
From: 06 M	ay 2021		To: 13 I				
Search	set						
Container No.	Size / Type	Liner	Pick-up by				
	05/0		05/05/2021				
<u> </u>	100100	MALU	23:59:59				
Assign Forward	View eRO	Tracto	r Appointment				

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?

#### <u>iPhone</u>

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

#### <u>Android</u>

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.
nti csi.	Ŷ		Ĩ	下午2:1	4		97	0% 🔳
Cor	elect mpany	ronic	Hł Rel	(iP) ease	ort e Ord	der (	eRO	)
Use ale	er ID X							
Pas ••	Password							
			S	IGN I	N			
q	w	ell	r t	t y	/ ι	1	i c	р
а	s	d	f	g	h	j	k	1
Ŷ	z	x	с	V	b	n	m	$\otimes$
123	۲		:	space	9		D	one

#### 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).

📲 csi. 🗢	下午6:48	1 89% 🔳
	You are using eRO	ХВ
Today-Last 14 days	Order by	eRO create date >
Please enter Contai	ner No. Searc	h Adv. Search Reset
LOGISTICS LIMITED (RTT)	EE1574	5 day(s)
Create date:2019-04	1-03 14:13	
REGU811111	4( <del>40GP)</del>	REGU
Pickup Location	Assigned truck(Pickup)	Laten Pickup by
MTL	-	2018-09-28
Return Location	Assigned truck(Return)	Empty Returned by
MTL	<u> </u>	2018-10-05
Create date:2019-04	-02 19:10	
BEAU489162	e(40 HCGP)	NSS
Pickup Location	Assigned truck(Pickup)	Laden Pickup by
HIT	-	2019-03-29
Return Location	Assigned truck(Return)	Empty Returned by
HIT	-	14 day(s)
Create date:2019-03	8-22 18:04	
Last update: 2019-0	4-03 18:46	No. of records:13
Company	RO T	rucker eRO
HKiPort Baro	CMS	
Thur or C Daily	e civis	eno

#### - Click ASSIGN TO TRACTOR button.

in Csi. 🜩	1.+0.48 9.05%			
Kerk REG	U8111114(40GP) REGU			
You are using eRO XB				
Pickup				
Tractor Plate No.	-			
Pickup Location	MTL			
Vessel Name	LORRAINE			
Voyage No.	18010N			
Laden Pickup by	2018-09-28			
Bill of Lading No.	REGU8888828-1			
Seal No.	6474097			
Return				
Tractor Plate No.	-			
Return Location	MTL			
Empty Returned by 2018-10-05				
Status				
-				
Remarks				
alaba aut				
ASSIGN TO TRACTOR				

- 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.

Copyright © 2019 OnePort Limited. All rights reserved.

ull csl. 🗢	下午6:48	4 89% 🔳
K Back RE	EGU8111114(40G	P)
v	You are using eRO XB	
Pickup		
Tractor Plate:	-	
Driver:	-	
Pickup Location:	MTL	)
Laden Pickup by:	2018-09-28	
Return		
Tractor Plate:	-	
Driver:	-	
Return Location:	MTL	<u> </u>
Empty Returned by:	2018-10-05	
O The PSC nomin	ation of the container has	already been paid
The PSC nomin company	ation of the container will	be paid by your
O Ag	ree O Disa	igree
CANCEL	- /	ASSIGN

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

🖬 🕄 csi. 🗢	下午6:48	🕫 89% 🔳
K Back RE	GU8111114(40GP)	
١	/ou are using eRO XB	
Pickup		
Tractor Plate:	-	>
Driver:	-	>
Pickup Location:	MTL	
Laden Pickup by:	2018-09-28	
Return		
Tractor Plate:	-	>
Driver:	-	>
Return Location:	MTL	
Empty Returned by:	2018-10-05	
The PSC nomine     The PSC nomine     company     Age	ation of the container has all ation of the container will be ree O Disagr	ready been paid paid by your ee
CANCEL	. AS	SIGN

- 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.

-

11:01 🕇				
Kack TEMU04	175146(20GP) NSS			
You	are using eRO XB			
Laden Pickup				
Tractor plate No.	EE429			
Laden Pickup Location	HIT TERMINAL (NSMS code: 18)			
Vessel name	HAIAN LINK			
Voyage	0032S			
Laden Pickup by	2020-02-25 23:59:59			
Bill of Lading No.	NSSLICHGC2000203			
Seal No.	NSL751033			
Discharge Date & Time	-			
Laden Out Date & Time	-			
Hold/Void				
-				
Remarks				
-				
Remarks 2				
Click here to enlarge the QR Code				
FORWARD TO ANOTHER TRACTOR DRIVER				

- Choose the driver from the list.

11:01 🕫	••II 🗢 🔳				
Kack TEMU047	75146(20GP) NSS				
Please select trac	tor driver (Laden Pickup)				
Q Please enter the	Q Please enter the driver name				
Nick Kwok Leung	XXXX KWOK LEUNG (648***)				
Wong01	阿王 (w***)				
gary	gary (g***)				
中心	Ah Poon (a***)				
壹號壹號	XXXX (111***)				
阿陳 01	Ah Chan (c***)				
	Lai Wing Po (win***)				
	Oliver Chu (oli***)				
	URM User (urmu***)				
	XXXX CHI FAI (124***)				
	XXXX CHI KEUNG (941***)				
	XXXX CHI KEUNG (264***)				
	XXXX CHI WAI (654***)				
	CANCEL				

- Press **Confirm** button.

11:01 🔊		all 🗢 🔳
🗸 Back	TEMU0475146(20GP) NSS	
Please	select tractor driver (Laden	Pickup)
Q Ple	ase enter the driver name	
Nick Kwok	Leung XXXX KWG	OK LEUNG (648***)
Wong01	β	可王 (w***)
gary	9	gary (g***)
中心	Ah F	oon (a***)
壹號壹號	Confirm forwarding the	( (111***)
阿陳 01	eRO TEMU0475146 to 阿 陳 01 Ah Chan (c***)?	an (c***)
	Cancel Confirm	(win***)
	Oliver C	Chu (oli***)
	URM User	(urmu***)
	XXXX CHI F	AI (124***)
	XXXX CHI KEUN	G (941***)
	XXXX CHI KEUN	G (264***)
	XXXX CHI WA	AI (654***)
	CANCEL	

## 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).

🖬 li Csi. 😴	下午6:48	∮ 89% 🔳
	You are using eRC	) XB
Today-Last 14 day	ys Order by	eRO create date >
Please enter Cont	ainer No. Sear	ch Adv. Search Reset
LOGISTICS LIMITED (RT	EE1574	5 day(s)
Create date:2019-0	04-03 14:13	
REGU81111	114( <del>40GP)</del>	REGU
Pickup Location 🖊	Assigned truck(Pickup	b) Laven Pickup by
MTL	-	2018-09-28
Return Location	Assigned truck(Return	a) Epipty Returned by
MTL		2018-10-05
Create date:2019-0	04-02 19:10	
BEAU48916	26(40 HCGP)	NSS
Pickup Location	Assigned truck(Pickup	) Laden Pickup by
HIT	-	2019-03-29
Return Location	Assigned truck(Return	) Empty Returned by
HIT	-	14 day(s)
Create date:2019-0	03-22 18:04	
Last update: 2019	-04-03 18:46	No. of records:13
Company	v eRQ	Trucker eRO
		<u> </u>
	4	
HKIPort Bai	rge CMS	eRO

- Press Forward to Trucking Company.

10:57 🕫	ui ≎ ■			
K Back TEM	/U0475146(20GP) NSS			
You	are using eRO XB			
Vessel name	HAIAN LINK			
Voyage	0032S			
Bill of Lading No.	NSSLICHGC2000203			
Seal No.	NSL751033			
Discharge Date & Time	-			
Laden Out Date & Time	-			
Laden Pickup				
Tractor plate No.	-			
Laden Pickup Location	HIT TERMINAL (NSMS code: 18)			
Laden Pickup by	2020-02-25 23:59:59			
Empty Return				
Tractor plate No.	-			
Empty Return Location	HIT TERMINAL (NSMS code: 18)			
Empty Return by	14 day(s)			
Hold/Void				
-				
Remarks				
ASSIGN TO TRACTOR & DRIVER				
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 🕫	- <b>-</b>			
Kerk Back Forwa	ard Release Order			
You	are using eRO XB			
Forward to trucking	company as below			
OnePort Company	ID Enter company code			
Company name				
O antain an Number	751410475440			
Container Number	1EMUU4/5146			
Sear NO.	NSL/51033			
Size(Type)	20GP			
eRO Number	OP-0005053			
LOI	OBL-0003754			
Bill Of Lauring No.	N33LICH6C2000203			
Monthly Nomination Li	nit : HKD500			
Remaining Balance : HKD440				
The PSC nomination for the following container(s) will be paid by your company - TEMU0475140				
Q Agree O Disagree				
CANCEL	FORWARD TO TRUCKING COMPANY			

#### 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 <u>https://ero.oneport.com</u>. 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 <u>https://ero.oneport.com</u>. Enter your **Company ID**, **User ID** & **Password**. Then, click **Submit** to log into the system.
  - The corresponding container will appear in **My eRO** tab.

My eRO Report	
Searching Criteria	
Container No.:	Send fro
From: 23 Jul 2020	
Search Reset	
Container No. Size / Ty Lin	er Pick
□ OOLU7990659 40GP OO	LU 19/01 00:00
Assign Forward View eR	0

### 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 <u>https://ero.oneport.com</u>. 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 Ap
Search	Reset		
Container	No. Size / Type	Shipping Line	Laden
REGU8444	443 40GP	REGU	22 Mar
Assign	ard Print eRO		

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

Forward Release Order	r				
Container No.	Seal No.		Size / Type	eRO No.	e
OOLU7990659			40GP	OP-0019118	L
Laden Pickup Empty Return Same as above Forward	Company ID Company ID Cancel	Company Name	·	Revert Forward      Revert Forward	

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

	CINC/ INLI.	er un nu.	1 3/3 1913-
PSC Nomination			
Monthly Nomination Limit: HKD 4,00	0		
Remaining Balance: HKD 3,970			
The PSC nomination for the following AGENT CO. LTD.)	; container(s) will	be paid by your company	(TRUCKING
- OOLU7999955 OAgree ODisagree			
Confirm Process Later			

- 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.

	SIZE / TVDE	ERU NO.	er Or No.	DII NO.
PSC Nomination				
Monthly Nomi	nation Limit: HKD 4,00	00		
Remaining Ba	alance: HKD 3,970			
The PSC nom AGENT CO. L	ination for the followin .TD.)	ng container(s) will	be paid by your company	(TRUCKING
- OOLU79906	59			
⊖Ag	ree 🔘 Disagree			
Please select	payor the will pay for	the PSC nomination	on for the following conta	iner(s)
OPa	y by the party that rece	eives the eRO		
QRe	vert the eRO to the se	nding party for furtl	her processing	
Confirm	Process Later			

- 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**.

My eRO	Repor	t														
Searching Cri	iteria															
Container No.:		S	end from:	Fo	orward to / Assig (1	gn to TID):		Status:	All Rec	ord(s)	~					
From: 22	2 Jul 2020	)	To: 29 J	Jul 2020				PSC Status:	All Rec	ord(s)	~	$\sim$				
Search	Reset															
Container N	o. Size /	Ty Liner	Pick-up by	Returned by / in	eRO No.	Send from		Forward to	/ Assign t	D	Assign to	Status H	old / Void	PSC Status	Container Sta	
0.011/70000			19/07/2020	05/07/2020	0.0.000000	Pickup: UPLOAD HOUSE	(261501)	Pickup: POC	N KEE	(08888)	Pickup:	Pickup: Forwar		PSC		
OOL079906	59 40GP	UOLU	00:00:00	25/07/2020	OP-0019118	Return: UPLOAD HOUSE	(261501)	Return: POC	N KEE	(08888)	Return:	Return: Forwar		Nominated		Cancel / Revert For
EISU580639	1 20RF	EISU	07/01/2019	5 day(s)	OP-							Pickup: Cancel		PSC		
			00:00:00		0019278							Return: Cancell		Pending		
sign Forw	ard V	iew eRO														Download
					1.0						C	1				

- To undo, please go through **Cancel/ Revert Forward** action on eRO platform:
  - Login: Visit <u>https://ero.oneport.com</u>. 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 Cri	teria												
intainer No.:			Send from:	Fe	orward to / Assign t	o (TID):	Status: All Record(s)	~					
From: 22	Jul 2020	<b>#</b>	To: 29 J	ul 2020 🛗			PSC Status: All Record(s)	~					
Search R	eset												
0			Pint and her		-00.0	A	E	A	Au		000.01.1	0	
Container No.	size / Typ	e Liner	Pick-up by	Returned by / in days	ENU NO.	send from	Porward to / Assign to	Assign to	Status	Hold / Vold	PSC status	Container status	
0011/7000850	1000	00111	19/07/2020	25/07/2020	00.0010110	Pickup: UPLOAD HOUSE (281501)	Pickup: POON KEE LOG (08888)	Pickup:	Pickup: Forwarded		DEC Naminated		Constit Design Constant
00007000000	NUGP	OOLU	00:00:00	2010/12020	OP-ODIBIIS	Return: UPLOAD HOUSE (281501)	Return: POON KEE LOG (08888)	Return:	Return: Forwarded		Pac Nominated		Cancerr Revert Polivard
			07/01/2019						Pickup: Cancelled				
EISU6805391	20RF	EISU	00:00:00	5 day(s)	OP-0019278				Return: Cancelled		PSC Pending		
ign Forward	View eR0	)											Download

#### Click Cancel Forward

Forward Release Order	г				
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	Company ID	Company Name		Cancel Forward	
Forward	Cancel				

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

eRO			X
Container No.:	OOLU7990659	(40GP)	
Status:	Forwarded		
Forwarded to:			
Forwarded by:	user		
Forwarded Date	e: 29/07/2020 15:3	34	
Туре:	Pickup		
Cancel Forwar	d Back		
	WALLONG CREDCLINE		

Click **OK** button.



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

- Login: Visit <u>https://ero.oneport.com</u>. 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.

My eRO	Report							
Searching	Criteria							
Container No.:		Send from:	Fo	rward to / Assign to	(TID):	Status:	New	
From:	22 Jul 2020	To: 29 Ju	il 2020			PSC Status:	All Record(s)	
Search	Reset							
Container No	o. Size / Type Liner	Pick-up by	Returned by / in days	eRO No.	Send from	Forward to / As	sign to	Assi
Assign Forwa	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 <u>https://ero.oneport.com</u>. 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 C	Criteria
Container No.:	
From:	22 Jul 2020
Search	Reset
Container No.	Size / Type Liner
OOLU7990659	40GP OOLU
Assign Forwar	d View eRO

- 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**.

ATTENTIC	N	×
	********************* Attention ***********************	
-	The viewing content such as free time and location may be changed. Please refer to eRO Apps or Web platform for latest information.	

- Click **Print** icon to proceed.

			Printed on : 2020-07-29 16:06:22	2
	電子提櫃單	參考紀錄		
Ele	ectronic Release	Order Reference		
Issued by: ORIENT OV	ERSEAS CONTAINER I	LINE LTD.	上三的一般	
To: HIT CHT ACT	Free storag	ge till: 19/07/2020 00:00:00		
Please release the subj	ect container to the desig	nated trucking contractor	وبعديه الكار	
Consignee/Notify Party:		提重櫃,須一天前與碼頭預約。 服務部查詢-(普通貨)25066666	約櫃如有問題請致電OOCL顧客 (冷庫省)25066806。	
Address :		普通櫃(僅限在DPW所卸的非8 櫃,重櫃將轉往MTL碼頭存放。	(加久)2000000000000000000000000000000000000	
		冷凍櫃(非稅櫃)如未能於船到 碼頭存放。約櫃電話:24368274	6天內提櫃,重櫃將轉往青衣招商 4/75/76。	
Vessel Name	Voyage No.	Estimated Date of Arrival	Bill of Lading No.	1
OOCL CHARLESTON	1835	19/05/2020	001114107609670	

#### 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 <u>https://ero.oneport.com</u>. 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.



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