

Customer Advisory

Interim arrangement for full implementation of Electronic Release Order (eRO) on 10 February 2020

Dear Valued Customer,

Please be informed that Hong Kong Container Terminal Operators Association (HKCTOA) announced that the full implementation of Electronic Release Order (eRO) will be started from 10 February 2020 (please refer to [HKCTOA's announcement](#)). To facilitate terminal operation for the increasing usage of eRO before full implementation, Ocean Network Express (East Asia) Limited will apply AM and PM cut-off time to the issue of traditional paper Delivery Order (D/O) at Import Service Counter. May you find details as below:

Phase 1 (effective on 16 December 2019, Monday)

AM CUT-OFF (10:30)

- Order received at Counter **before** AM cut-off time will be ready by 12:30;
- Order received at Counter **after** AM cut-off time will be ready after 15:00 on the same day.

PM CUT-OFF (15:30)

- Order received at Counter **before** PM cut-off time will be ready on the same day;
- Order received at Counter **after** PM cut-off time will be ready by 12:30 on the next working day.

Phase 2 (effective on 13 January 2020, Monday)

AM CUT-OFF (10:00)

- Order received at Counter **before** AM cut-off time will be ready by 12:30;
- Order received at Counter **after** AM cut-off time will be ready after 15:00 on the same day.

PM CUT-OFF (15:00)

- Order received at Counter **before** PM cut off time will be ready on the same day;
- Order received at Counter **after** PM cut off time will be ready by 12:30 on the next working day.

Phase 3 (effective on 10 February 2020, Monday)

Paper D/O will not be issued. Special arrangement will be applied to suit individual circumstances, where necessary.

Should you require further information, please contact Import Sales or Import Customer Service Representatives for assistance.

Import Customer Service Hotline: (852) 5808 6583 (press [1] → [1])

Many thanks for your support.

Yours faithfully,
Ocean Network Express (East Asia) Limited
Hong Kong & South China Division

客戶通知

關於 2020 年 2 月 10 日全面實施 進口貨櫃電子提櫃訂單(eRO)前的過渡安排

尊敬的客戶：

因應香港貨櫃碼頭商會(HKCTOA) 宣布在2020年2月10日全面實施進口貨櫃電子提櫃訂單 (eRO) (請參考[HKCTOA通告](#))，為配合碼頭在2020年2月10日前處理數量增加的電子提櫃訂單，海洋網聯船務(東亞)有限公司將會對在進口服務櫃位辦理的印本提櫃訂單 (paper D/O) 實施上下午截止收件時間，以安排相應時間發放。實施日期、上下午截件及放單時間安排如下：

第一階段 (實施日期 2019 年 12 月 16 日，星期一)

上午截件時間 (10:30)

- 櫃位在上午截件時間 **前** 收取的文件，將於同日 12:30 前備妥。
- 櫃位在上午截件時間 **後** 收取的文件，將於同日 15:00 後備妥。

下午截件時間 (15:30)

- 櫃位在下午截件時間 **前** 收取的文件，將於當日備妥。
- 櫃位在下午截件時間 **後** 收取的文件，將於下個工作天 12:30 前備妥。

第二階段 (實施日期 2020 年 1 月 13 日，星期一)

上午截件時間 (10:00)

- 櫃位在上午截件時間 **前** 收取的文件，將於同日 12:30 前備妥。
- 櫃位在上午截件時間 **後** 收取的文件，將於同日 15:00 後備妥。

下午截件時間 (15:00)

- 櫃位在下午截件時間 **前** 收取的文件，將於當日備妥。
- 櫃位在下午截件時間 **後** 收取的文件，將於下個工作天 12:30 前備妥。

第三階段 (實施日期 2020 年 2 月 10 日，星期一)

不會發放紙張版提櫃貨單。只會因應個別特殊情況，跟碼頭商討發放印本提櫃貨單作為有效的提櫃文件。

如有任何查詢，歡迎與進口營業部或客戶服務部聯絡。

進口客戶服務部電話：(852) 5808 6583 (按 [1] 後再按 [1])

海洋網聯船務(東亞)有限公司
香港及華南地區