

Customer Advisory

Arrangement on issue of paper Delivery Order (D/O)

Dear Valued Customer,

In respond to the announcement of Hong Kong Container Terminal Operators Association (HKCTOA) regarding full implementation of Electronic Release Order (eRO) started from 10 February 2020 (please refer to [HKCTOA's announcement](#)), Ocean Network Express (East Asia) Limited will provide the issue of paper Delivery Order (D/O) at Import Service Counter for below customers ONLY:

- **customers who are in application of eRO service**
- **customers' shipment is under CFS cargo**

Effective from 2 November 2020 (Monday), the Delivery Order (D/O) cut-off time will be revised as follows:

AM CUT-OFF (11:00)

- Order received at Counter **before** AM cut-off time will be ready by 12:30.

PM CUT-OFF (12:30)

- 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 **next working day**.

Should you require further information, please scan the following QR code or contact ONE Import Sales or Import Customer Service representative(s) for assistance.



Many thanks for your support.

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

客戶通知

關於發放印本提櫃訂單的安排

親愛的客戶：

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](#))，海洋網聯船務(東亞)有限公司只會在進口服務櫃位發放印本提櫃訂單 (paper D/O) 予以下指定客戶：

- 正在申請eRO服務的客戶
- 散收裝箱貨物的客戶

自2020年11月2日(星期一) 起，提單文件的截止時間更新如下：

上午截件時間 - 11:00

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

下午截件時間 - 12:30

- 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。

如有任何查詢，請掃描以下二維碼，或與進口營業部或客戶服務部聯絡。



海洋網聯船務(東亞)有限公司
香港及華南地區