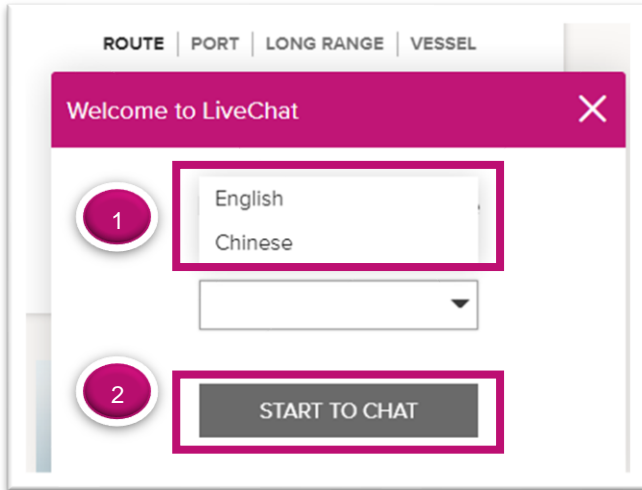


Checking HKSPRC Import Last Free Day / Demurrage and Detention Charge Amount by Chatting with ONE Website

1. Access HKSPRC ONE website by <https://hk.one-line.com/?directly=1>
Click the icon in the lower right-hand corner to start chatting

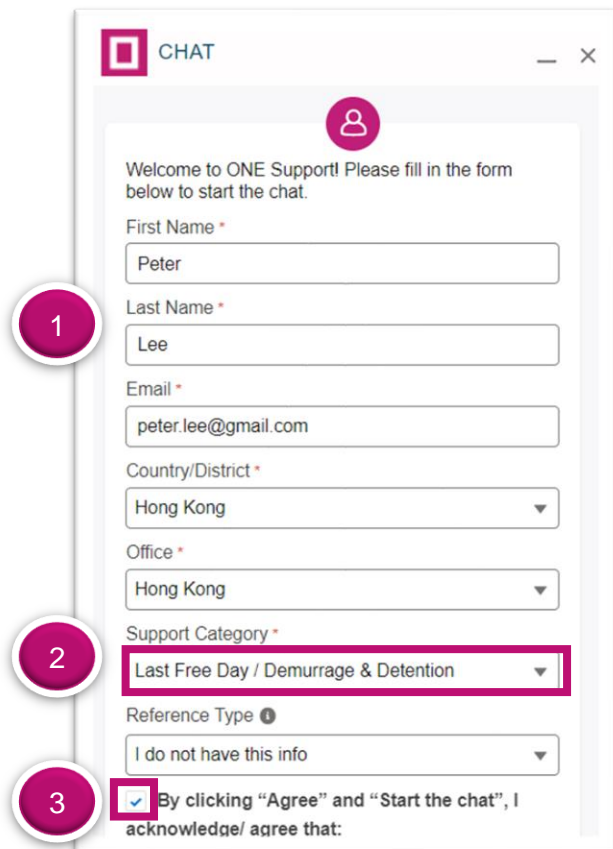
The image shows a screenshot of the ONE website homepage. At the top, there is a navigation bar with the ONE logo and various menu items like 'About', 'HKSPRC', 'Careers', 'News', 'Services', 'Sustainability', 'Contact ONE', 'Digital Solutions', and 'eCommerce'. Below the navigation bar is a large banner celebrating the 4th anniversary of ONE, featuring a large orange '4' and the text 'ONE CELEBRATES OUR 4th ANNIVERSARY'. The banner also includes the slogan 'AS ONE, WE CAN. ONE'. Below the banner are three main service tiles: 'ONE eCommerce LOGIN' with 'LOGIN' and 'REGISTER' buttons; 'TRACKING' with a search field for 'Enter Booking or Container No.' and a 'TRACK' button; and 'SCHEDULE' with fields for 'Origin', 'Destination', and 'Period', and a 'VIEW' button. At the bottom, there are several promotional tiles for 'Schedules', 'Local ONE Contact', 'Export - Empty Pickup Enquiry', and 'Need Help?'. A red arrow points to a chat icon in the bottom right corner, labeled 'Click Here!'.

2. In the LiveChat box,
 - (1) Select the language in English or Chinese
 - (2) Click “Start to Chat” button



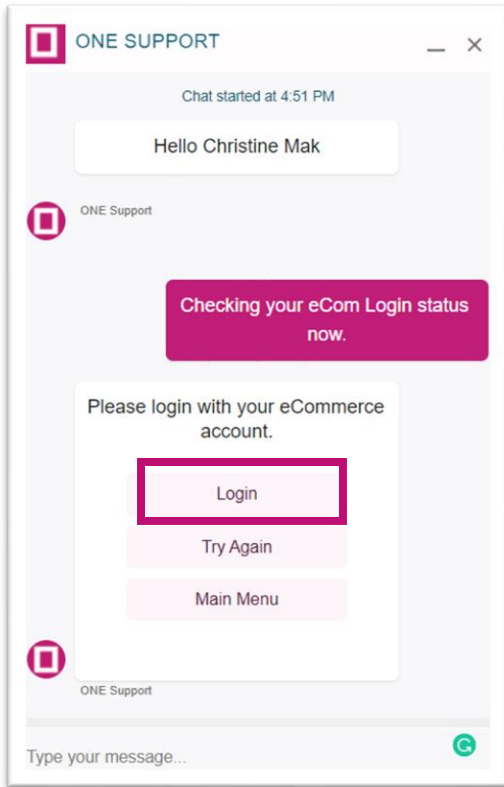
The screenshot shows a LiveChat interface with a navigation bar at the top containing 'ROUTE | PORT | LONG RANGE | VESSEL'. Below this is a 'Welcome to LiveChat' banner with a close button. A language selection dropdown menu is open, showing 'English' and 'Chinese' options, with a red circle '1' next to it. Below the dropdown is a 'START TO CHAT' button, also highlighted with a red circle '2'.

3. Fill in the form before starting the chat
 - (1) Fill in **Name, Email, Country/District and Office**
 - (2) In Support Category, select “Last Free Day / Demurrage & Detention’ from the dropdown list
 - (3) Click the checkbox to agree the legal terms of use and start the chat

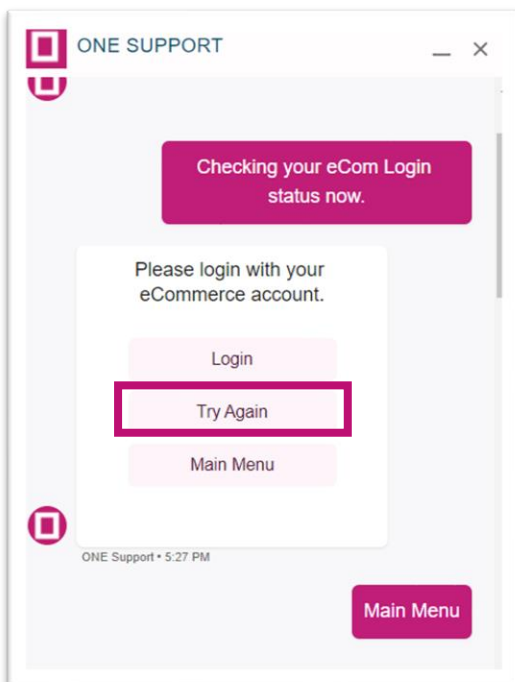


The screenshot shows a chat form titled 'CHAT' with a close button. The form contains the following fields: 'First Name *' (Peter), 'Last Name *' (Lee), 'Email *' (peter.lee@gmail.com), 'Country/District *' (Hong Kong), 'Office *' (Hong Kong), 'Support Category *' (Last Free Day / Demurrage & Detention), and 'Reference Type' (I do not have this info). A red circle '1' is next to the name fields, a red circle '2' is next to the Support Category dropdown, and a red circle '3' is next to the checkbox. The checkbox is checked and contains the text: 'By clicking “Agree” and “Start the chat”, I acknowledge/ agree that:'. There is also a profile icon at the top of the form.

4. Starting the chat, select “Login” to log-in your eCommerce account



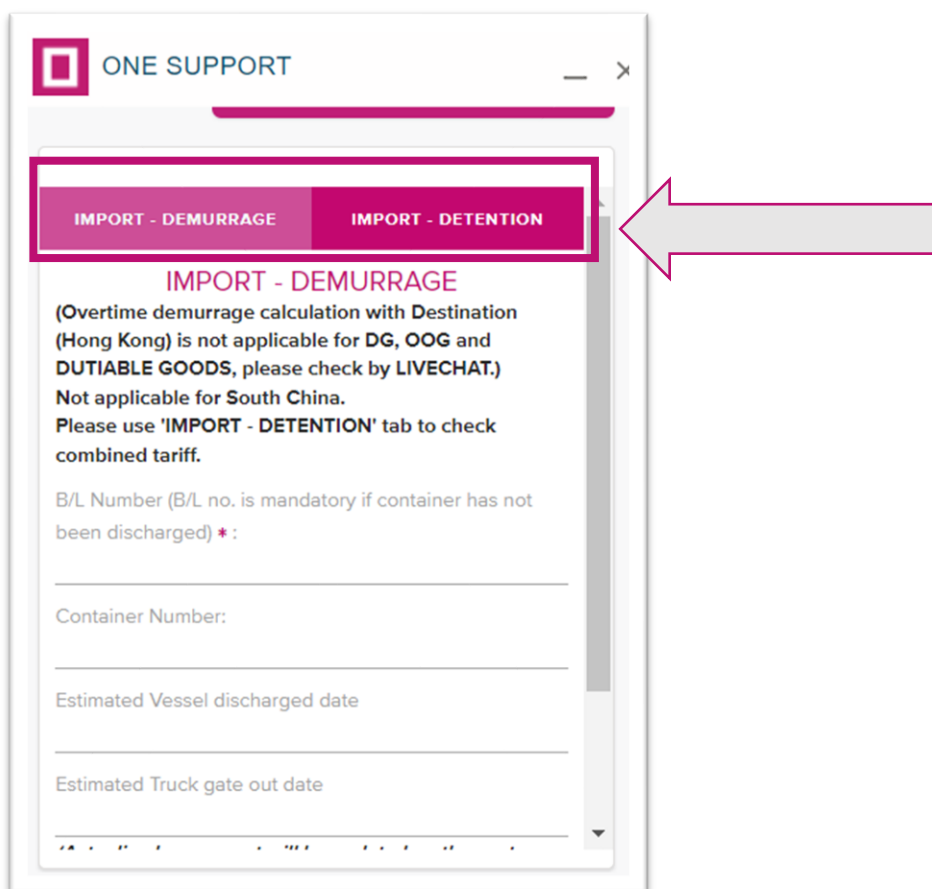
5. After Sign-In, return to the LiveChat box on the Home Page and select “Try Again”



- 6. (1) Select “Last Free Day / Demurrage & Detention” from the dropdown list
- (2) Click “Submit” button



- (3) “IMPORT – DEMURRAGE” and “IMPORT DETENTION” tab display as below
- Select the tab to check the tariff of IMPORT demurrage or detention



(4) IMPORT – DEMURRAGE Calculator

After reading the special note, input **Container Number** and **Estimated Truck gate out date**. Then click '**Calculate**' button

IMPORT - DEMURRAGE **IMPORT - DETENTION**

IMPORT - DEMURRAGE
(Overtime demurrage calculation with Destination (Hong Kong) is not applicable for DG, OOG and DUTIABLE GOODS, please check by LIVECHAT.)
Not applicable for South China.
Please use 'IMPORT - DETENTION' tab to check combined tariff.

B/L Number (B/L no. is mandatory if container has not been discharged) * :

Container Number:

Estimated Vessel discharged date

Estimated Truck gate out date

(Actualised movement will be updated on the next workday)

CALCULATE **Click Here!**

(5) Estimated IMPORT Demurrage cost would be indicated as per your estimated truck gate out date of your shipment

Actualised movement will be updated on the next workday)

CALCULATE **CLEAR**

NO DATA TO DISPLAY FOR CONTAINER(S)
HIGHLIGHTED IN TURQUOISE. PLEASE INPUT DATE(S)
IS UNDERLINED ABOVE.

Total Cost(HKD) \$: 4,250.00

Breakdown Summary

Estimated Cost(HKD) \$: 4,250.00
Estimated Vessel discharged date: 2022-04-12
Free Day(LFD): 5 days free OR
Free Day Commence Date(LFD): 2022-04-13
Free Day End date: 2022-04-17
Estimated Truck gate out date: 2022-04-22

(6) IMPORT DETENTION Calculator

After reading the special note, input **BL Number**, **Container Number** and **Estimated Return empty date**. Then click 'Calculate' button

(7) Estimated IMPORT Detention cost would be indicated as per your estimated return empty date of your shipment

CALCULATE **CLEAR**

NO DATA TO DISPLAY FOR CONTAINER(S)
HIGHLIGHTED IN TURQUOISE. PLEASE INPUT DATE(S)
AS UNDERLINED ABOVE.

Total Cost(HKD) \$: 9,000.00

Breakdown Summary

Estimated Cost(HKD) \$: 9,000.00

Free Day(LFD): 15 days free OR

Free Day Commence Date(LFD): 2022-03-25

Free Day End date: 2022-04-08

Estimated Return empty date: 2022-04-20