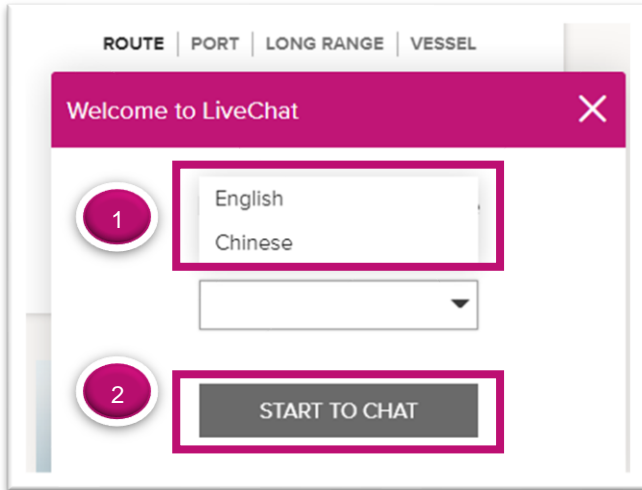


## Checking HKSPRC Import Last Free Day / Demurrage and Detention Charge Amount by Chatting with ONE Website

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 screenshot shows the ONE website interface. At the top left is the ONE logo. The navigation menu includes: About, HKSPRC, Careers, News, Services, Sustainability, Contact ONE, Digital Solutions, and eCommerce. The main banner reads "ONE CELEBRATES OUR 4th ANNIVERSARY" with the tagline "AS ONE, WE CAN." Below the banner are three primary service sections: "ONE eCommerce LOGIN" with "LOGIN" and "REGISTER" buttons; "TRACKING" with a search field "Enter Booking or Container No." and a "TRACK" button; and "SCHEDULE" with fields for "Origin", "Destination", and "Period", and a "VIEW" button. The bottom section contains promotional tiles for "Schedules", "Local ONE Contact", and "Export - Empty Pickup Enquiry". A "Need Help?" chat icon is highlighted with a red arrow pointing to it, labeled "Click Here!".

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



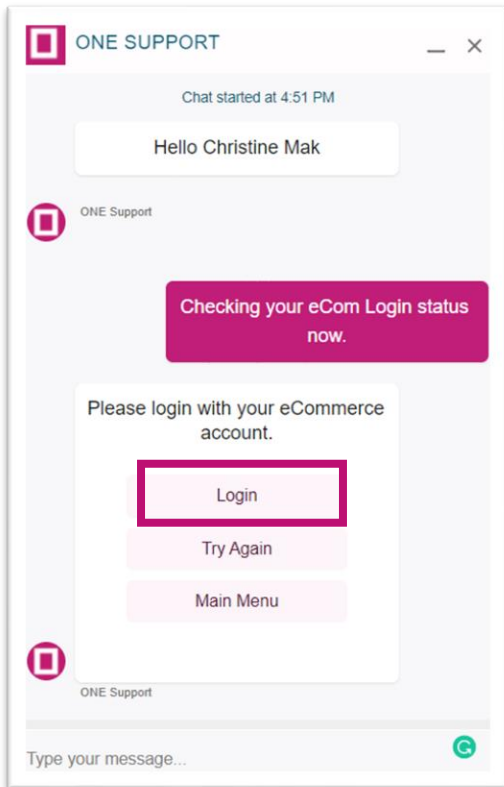
3. Fill in the form before starting the chat
  - (1) Fill in **Name, Email, Country/District and Office**
  - (2) In Support Category, select “Last Free Day / Demurrage & Detention’ from the dropdown list
  - (3) Click the checkbox to agree the legal terms of use and start the chat

The screenshot shows a chat form titled 'CHAT' with a close button (X). The form contains the following fields and options:

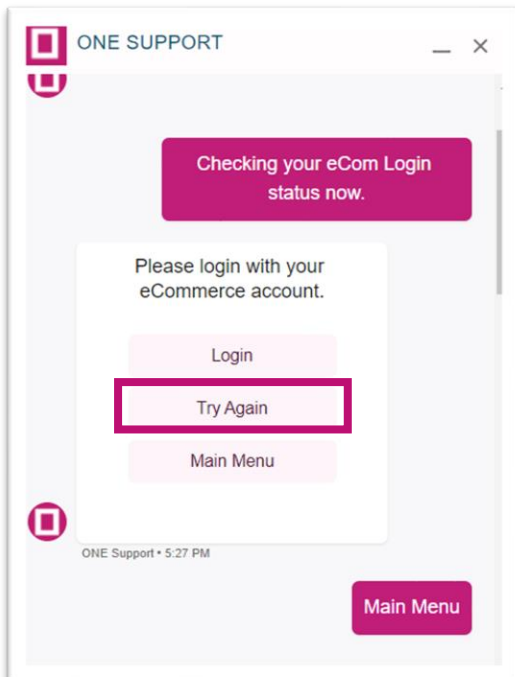
- First Name \*: Peter
- Last Name \*: Lee
- Email \*: peter.lee@gmail.com
- Country/District \*: Hong Kong
- Office \*: Hong Kong
- Support Category \*: Last Free Day / Demurrage & Detention
- Reference Type ⓘ: I do not have this info
- By clicking “Agree” and “Start the chat”, I acknowledge/ agree that:

Three red circles with numbers '1', '2', and '3' are overlaid on the image, pointing to the Name/Email/Country/District/Office fields, the Support Category dropdown, and the checkbox respectively.

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



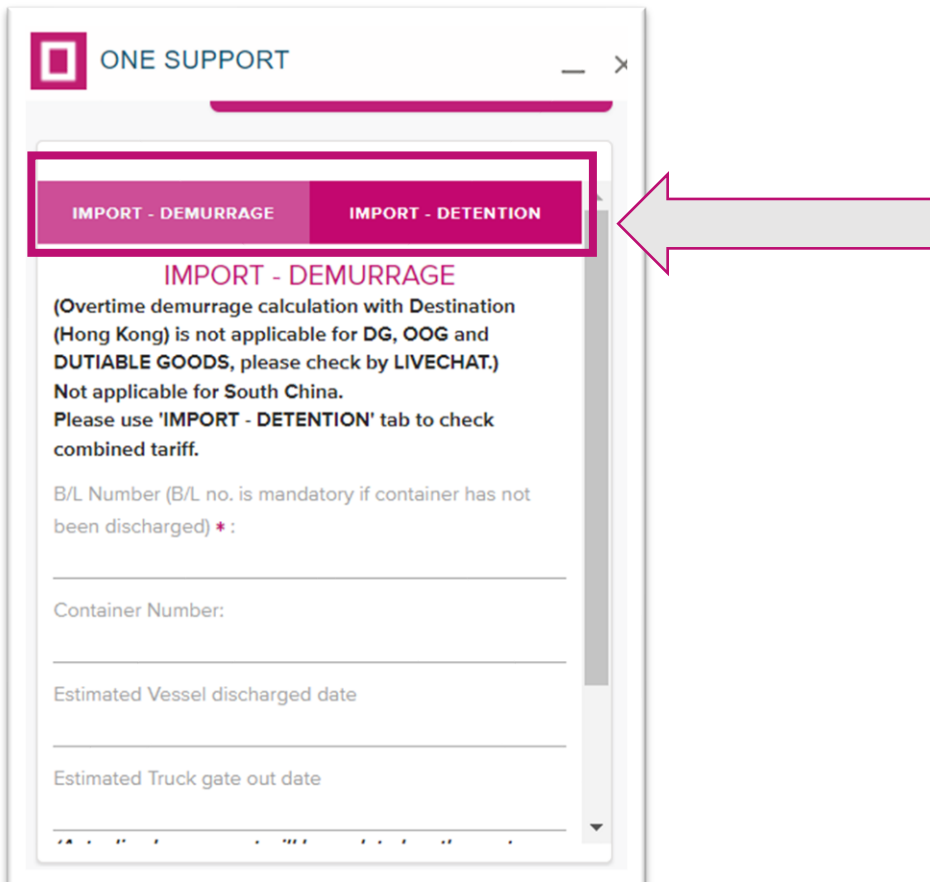
**5. After Sign-In, return to the LiveChat box on the Home Page and select “Try Again”**



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