

19 DEC 2022

## Guideline for Exchange eRO and Paper Delivery Order in Hong Kong (CFS shipment)

The following are gist of documents and steps required on eRO and Paper Delivery Order (D/O) for **CFS** shipment.

- **Rights of eRO and D/O pick up / Title of shipment**

In general cases, eRO and D/O will only be released to the cargo owner as per B/L stated.

- Straight B/L – Customer named as consignee on B/L;
- Waybill - Customer named as consignee on B/L;
- Order B/L
  - ❖ To Order of Shipper: Customer who is being identified as last owner of cargo.
  - ❖ To Order of Bank: Customer who was appointed as last owner of cargo thru bank’s endorsement.
  - ❖ To Order of Customer: Customer who was appointed as last owner of cargo thru endorsement.

Here, customers are required to make sure their endorsement is cleared and the order is precise enough. In considering the status of consignee, customers shall observe the below rules.

	<b>Case 1</b>	<b>Case 2</b>	<b>Case 3</b>	<b>Case 4</b>
	(Straight Consignment)	(On Behalf)	(Care Of)	(as agent of)
Consignee	A Co.	A Co. o/b B Co.	A Co. c/o B Co.	A as agent of B Co.
Rightful party to endorse OBL and respective letter(s)	A Co.	B Co.	A Co.	B Co.

In case a rightful customer requires appointing an agent to exchange D/O on their behalf, an authorization letter is required (**R1**). **eRO would not accept an appointing agent to submit eLOI.**

- **Document requirements**

The following are the basic documents required for exchanging eRO or D/O. However, in case of any other situation, additional documents, including but not limited to Import License, Permit, any forms of Company Letter or Guarantee may be demanded,

- Original Bill of Lading (OB/L) – OB/L with proper endorsement(s).
- eLOI submission – Consignee should submit eLOI for requesting eRO by accessing ONEPORT platform. **(R2)**
- In case no OB/L is applicable, such as below scenario, Letter of Indemnity **(R3)** is required for D/O exchange.
  - ❖ Waybill; or
  - ❖ Overseas surrendered or Telex release; or
  - ❖ OB/L pending for surrender through Bank Guarantee with Trade approval.
- Customer's identity. When consignee is a
  - ❖ Company
    - A new customer is required to submit a copy of Business Registration for eRO or D/O exchange. Company stamp is required for the one who visits our Company to sign for receipt the D/O;
  - ❖ Nature individual
    - Authentic and original personal identity is required.

- **Some highlights steps in eRO and D/O collection**

- eRO should be released to Consignee thru ONEPORT platform.
- Stamping and signing for receiving of D/O.
  - The person who collects the D/O will also receive an Equipment Return Order for which stamping the consignee's/cargo owners' company chop together with their signature are required as receipt of those documents.
- If the person fails to present the consignee's/cargo owners' company chop, an authorization letter from the consignee is required. **(R1)**

- **Payment method**

- Electronic Payment.

Consignees/cargo owners are strongly recommended to settle payment in HK by ePayment Portal **(R4)**. Payment receipt would be auto sent to the customer and valid payment immediately. More details please refer to ePayment User Guide **(R5)**.

- Bank Transfer.

Transfer payment to our bank account through ATM, internet, cash/ cheque deposit machine or cheque drop box. Please clearly indicate the payment details (BL/ invoice number) in remark and send us the copy of bank slip, ATM receipt, bank advice or related documents to [hk.ac.ar@online.com](mailto:hk.ac.ar@online.com). Any bank charges incurred through transfer payment should be borne by the customer.

Bank slip is required when submitting eLOI at ONEPORT platform for ERO and visit to our Counter for any D/O exchange for CFS shipment.

- e-Cheque.

Email an E-cheque to [hk.ac.ar@one-line.com](mailto:hk.ac.ar@one-line.com). Please clearly indicate the payment details (BL/ invoice number) in remark.

**Reminder**

**Short name, abbreviation, simplified Chinese, personal cheque and post-dated cheque are not accepted.**

- **Other documents**

The following are some other documents that used to be frequently in importing cargo to Hong Kong which our Company may demand for,

- Import License (wherever applicable);
- Import Permit (wherever applicable);
- Copy of Business Registration Certificate (for new customer);
- Letter for Waste Disposal Ordinance (wherever applicable) **(R6)**.

- **Reference**

R1) Authorization Letter

<https://hk.one-line.com/sites/g/files/lnzjqr1426/files/2021-08/Authorization%20Letter%20for%20Collecting%20Import%20Release%20Order%20or%20Delivery%20Order.docx>

R2) ONEPORT Platform

<https://www.oneport.com/hk/index.html>

R3) LOI for Waybill and BL surrender

<https://hk.one-line.com/sites/g/files/lnzjqr1426/files/2021-08/LOI%20for%20Cargo%20Release%20Against%20WBL%20or%20Telex%20Released.docx>

R4) ePayment Portal

<https://epayment.one-line.com/hk>

R5) ePayment User Guide

<https://epayment.one-line.com/hk/user-guide>

R6) Uncontaminated Waste Declaration

[https://hk.one-line.com/sites/g/files/lnzjqr1426/files/2021-08/Uncontaminated%20Wastes%28s%29%20Declaration\\_0.docx](https://hk.one-line.com/sites/g/files/lnzjqr1426/files/2021-08/Uncontaminated%20Wastes%28s%29%20Declaration_0.docx)

- **Our Contact**

Should you require further information, please visit ONE local website by click this [link](#) or scanning the following QR code, then click the “Bubble” at the bottom of the right corner to contact ONE Import Customer Care Agent for assistance



Many thanks for your support.