

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

This website saves cookies in your computer. For more information, access the [Cookies Notice](#) page and [Privacy Policy](#). CLOSE

ONE OCEAN NETWORK EXPRESS

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HKSPRC Import Last Free day/ Demurrage & Detention is ready for your access by Chatting

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ONE eCommerce LOGIN

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[Forgot Your User ID / Password?](#)

TRACKING

Enter Booking or Container No.

You can enter several numbers, separated by a space or comma.

[TRACK](#)

SCHEDULE

POINT TO POINT | VESSEL | PORT | LONG RANGE

Origin

Destination

Date

Advanced [SEARCH](#)

Schedules

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Local ONE Contact

Local ONE Contact

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Need Help?

Click here and start chatting with us!

[Need Help?](#)

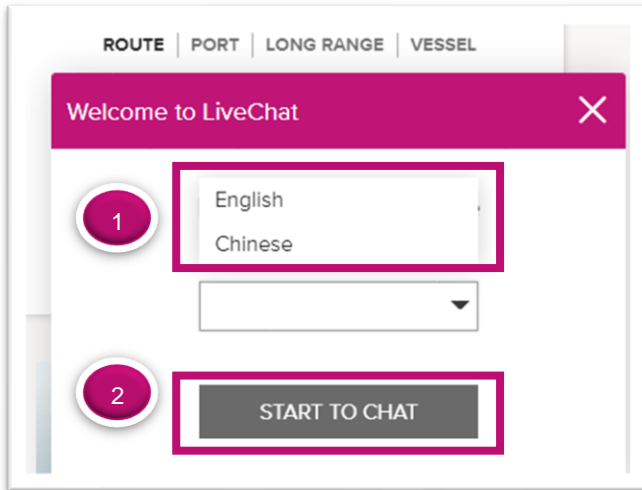
[Pickup Enquiry](#)

Export – Empty Pickup

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Click Here!

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



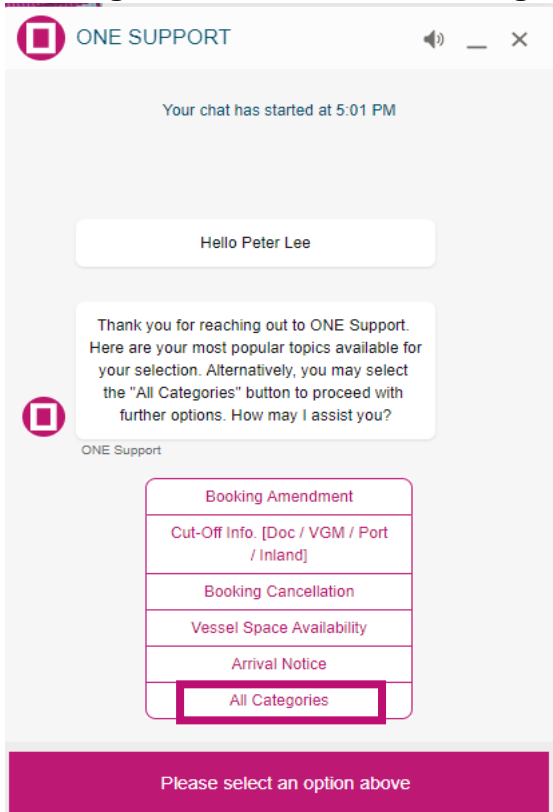
3. Fill in the form before starting the chat
 - (1) Fill in **Name, Email, Country/District and Office**
 - (2) In Reference Type, select “Booking Number” from the dropdown list and input booking number.
 - (3) Click the checkbox to agree the legal terms of use and start the chat

The screenshot shows a chat registration form titled 'CHAT'. It contains several fields:

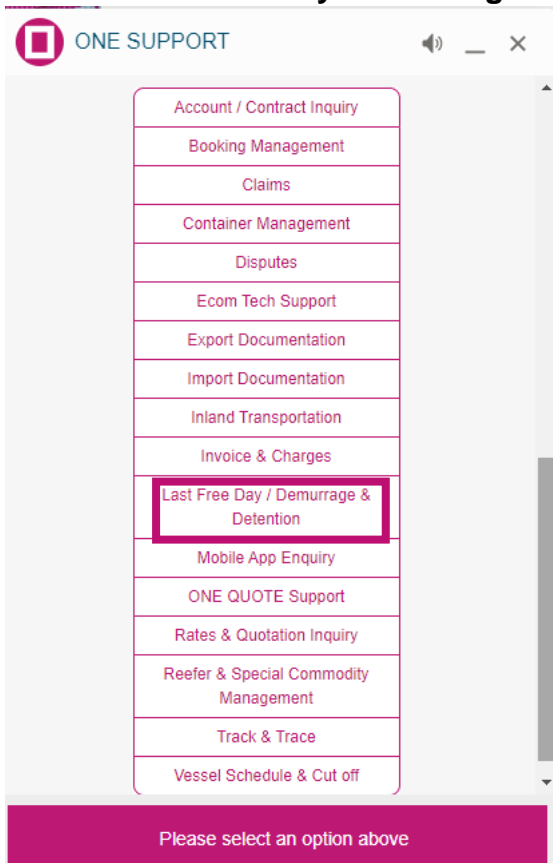
- Last Name ***: Input field with 'Lee' entered.
- Email ***: Input field with 'peter.lee@gmail.com' entered.
- Country/District ***: Dropdown menu with 'China (South China & HK SAR)' selected.
- Office ***: Dropdown menu with 'Hong Kong' selected.
- Reference Type ***: Dropdown menu with 'Booking Number' selected. A note below reads: 'Note: Please exclude carrier SCAC Code (prefix 'ONEY') in the Booking Number. i.e - SINC12345678.'
- Reference Number ***: Input field with 'SAOC22743900' entered.
- Agreement**: A checkbox is checked, followed by the text: 'By clicking “Agree” and “Start the chat”, I acknowledge/ agree that:'. Below this are two sub-points: (a) my access and/or use of this Web service is subject to the terms and conditions at [Legal Terms of Use](#) and (b) my personal data may be collected, used, disclosed and/or processed by Ocean Network Express Pte. Ltd. and its service providers for the purposes of providing support to you via this Web form or otherwise in accordance with the privacy policy at [Privacy Policy](#) *.

 At the bottom of the form is a pink button labeled 'Start the chat'.

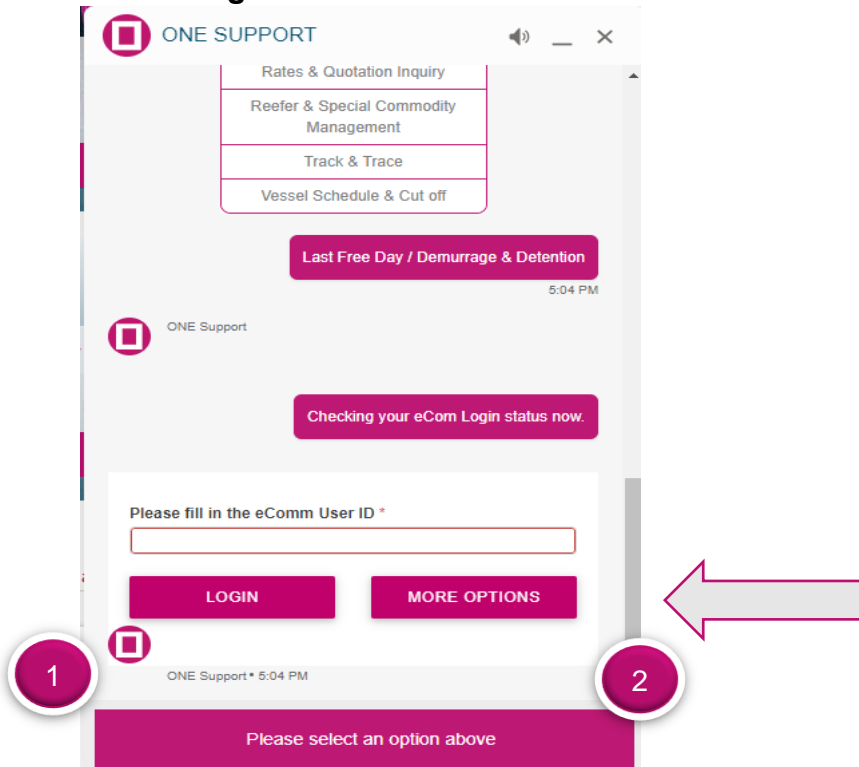
4. Starting the chat, select “All Categories”.



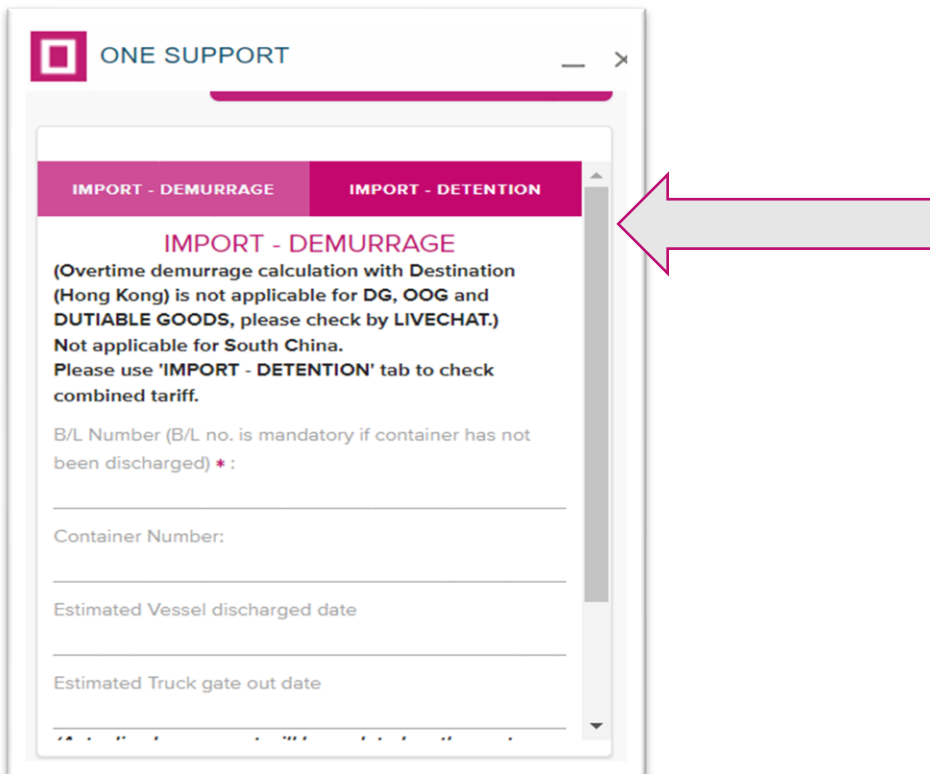
5. Select “Last Free Day/ Demurrage & Detention”



6. (1) Input “eComm User ID” and click “LOGIN”.
- (2) If not yet register eCommerce, click “More Options” for ‘Transfer to Agent’/ ‘Leave a Message’ or ‘Return to Main Menu’



7. “IMPORT – DEMURRAGE” and “IMPORT DETENTION” tab display as below
Select the tab to check the tariff



8. 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!**

9. 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)
AS 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

10. IMPORT DETENTION Calculator

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

11. 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