



We take it personally

Ref: HKG-2007-20

17 Aug 2007



## ANNOUNCEMENT

### **Enhancement on Laden Container Delivery & Empty Equipment Return Process in Hong Kong**

In our continuous effort towards enhancing our quality service to our valuable customers, effective on **1<sup>st</sup> September**, OOCL is pleased to advise the following change on the container delivery and empty equipment return process for **INBOUND container** with **DEMURRAGE & DETENTION** charges involved.

#### Existing Practice

For inbound container incurred with demurrage & detention charges, customers are required to visit our counters for overtime charges settlement and updating the free time date on the Release Order by our staff prior to container pick up or empty equipment return.

#### New Arrangement

For inbound container incurred with demurrage & detention charges, customer can NOW simply bring along with the Release Order for picking up the laden box or returning the empty equipment to our designated terminal/ depot directly after payment settlement at any of our designated banks. After payment, please send the **bank's Deposit Slip** together with the "**Payment Notification for Demurrage/ Detention**" (sample as attached) to our fax 852 - 2249 5161 or email [hkgfna@oocl.com](mailto:hkgfna@oocl.com). An email acknowledgement will be sent to you to confirm the receipt of your payment. At the same time, we'll inform the related terminal/depot electronically on the revised free time date.

<b>Bank</b>	<b>Account No.</b>
Bank of China	012-875-1-136398-3 (HK\$)
Hong Kong and Shanghai Bank	502-004120-001 (HK\$)
Citibank	17712904 (HK\$)
	17712998 ( <b>US currency</b> )

# For cheque payment, the cheque should be made payable to "Orient Overseas Container Line Limited"

\*\*For empty equipment returning to Wealth Fair or River Trade Terminal, you can settle the detention charge during empty gate-in directly.

This new arrangement would improve our service quality towards you, save your time and effort without visiting our counter office for payment & Release Order updating.

Should you have any queries, please feel free to email us at [hkgcsd@oocl.com](mailto:hkgcsd@oocl.com) or or call our Customer Service Hot Line at 852 2506 6666.. For more information, please visit our website <http://www.oocl.com>

p.s. If you don't want to receive this kind of fax in future, please either fax back this note to 852 - 2506 1063 and indicate your fax no. \_\_\_\_\_ on this slip OR simply call our local office .