REAL TIME RELEASE

DEMURRAGE PAYMENT
LOS ANGELES/LONG BEACH AREA AND
PHOENIX, ARIZONA

User Guide

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INTRODUCTION

OOCL's Real Time Release platform features the ability to pay demurrage charges for shipments that are discharged and picked up at all terminals in Long Beach, Los Angeles and Duncan and Sons Lines, Inc. depot in Phoenix, Arizona. This user-friendly tool provides easy navigation and simply requires a bill of lading number or a container number to start the process.

In addition, the tool offers an option to pay via a PayCargo account or through PayCargo's one-time payment feature, Ship & Pay. Using a PayCargo account gives you the ability to pay with prepaid funds or a credit card, while Ship & Pay only accepts credit card payments. Both options are subject to PayCargo payment transaction fees and PayCargo terms and conditions.[1]

Here are some of the added features within the tool:

Timely payment confirmation and cargo release

Online import demurrage information query

Easy to access online payment record

DEM calculation and payment submission in one-stop shop

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[1] Utilizing RTR, you may request demurrage charges by generating an invoice number, which will allow for an offline payment through ACH or wire transfer. The bill of lading parties will receive an invoice copy once RTR produces the invoice number. Prior to cargo release, OOCL will confirm internally that monies have been received and posted into our system. Please note that ACH, and wire transactions are dependent on your financial institutions processing time, which could result in payment clearance delay and additional demurrage fees.

1.   LOGIN

To access Real Time Release, please follow the steps below:

1. Visit the site: https://rtr.home.oocl.com/login.

   a. Please note that the preferred browser to access this web application is Google Chrome or Mozilla Firefox.

2. For a new user, please click on the "Get Started" hyperlink.

3. Fill out the required fields (Name, Email Address, Company Name, Address, etc).

4. Click on the "Submit" button.

5. You will receive an email confirmation with your temporary password. **Please check your spam folder in the event you have not received the email in your inbox within a few minutes.**

6. Once you have a user ID and password, please insert it in the main page, and click the "Login" button.

7. If you need to reset or if you forgot your password, simply click on the "Forgot Password" hyperlink on the main page.
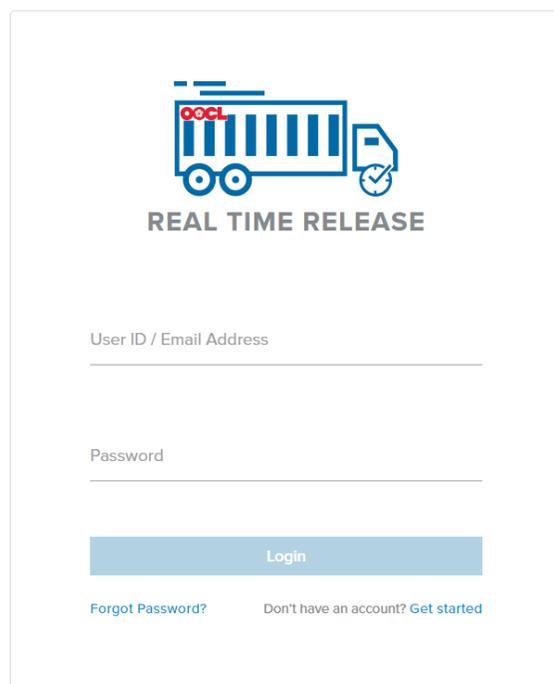
2.   SEARCH BY BL OR CONTAINER NUMBER

To start accessing the features and payment process, please insert your desired bill of lading (BL) or container number. A few special notes in regards to the functionality of the platform:

- Currently, the search is limited to 1 bill of lading or container number per inquiry.
- If searching by container number, please exclude dashes.
- Please note that the system will log out after 30 minutes of inactivity.
- Users are only allowed to schedule pick-up date and payment after the container is in "Discharged" status.
  - For example, if your shipment is still on the water, you will be able to search for the record. However, Real Time Release only allows you to take action if the container has been discharged.

Once you have inserted your BL or container number, then click the "Search" button.

Real Time Release search results will provide all containers associated with the respective bill including the container status.

If the containers you want to schedule a pick-up date are in "Discharged" status, you are able to proceed to the next page.

Click on the checkbox next to the desired container(s) and click on the "Set or Revise Pick Up Date" button.

If there are multiple containers within the BL, you can choose to select all for one transaction or only the containers you want to take action on.

3.   SET OR REVISE PICK UP DATE

Within the "Set or Revise Pick Up Date" button, there are 4 steps:

- **Step 1**: View current release status and demurrage last free date. You can also calculate charges based on your desired pick-up date.
- **Step 2**: Proceed to select payment options such as pay now, pay later, or pay offline.
- **Step 3**: This step allows you to confirm pick up date and payment option. As a convenience, you can also add email addresses to receive confirmation notification.
- **Step 4**: Confirm the selected payment option. If you select Pay Now with PayCargo, you will be directed to the PayCargo website.

Step 1: Set or Revise Pick Up Date

1. If you are ready to schedule a pick-up date, choose and click the desired date on the calendar.
    a. The total demurrage charges will automatically populate.
2. If the information is correct, then proceed to click on the "Continue" button.
    a. If you need to go back to the first screen, choose the "Back to Start" button.

4. SELECT PAYMENT OPTION

Step 2: **Select Payment Option Section**

1. This screen will provide the total outstanding amount based on the target date selected. Additionally, it will provide 3 payment options to choose from along with the respective definitions.

    a. Pay Now with PayCargo - offers timely release (30-90 minutes once payment is submitted).
    b. Pay Later with PayCargo - offers timely release after you come back to Real Time Release to finalize payment (30-90 minutes once payment is submitted).
    c. Pay Offline – you can choose to pay demurrage charges offline via wire, ACH, and other 3rd party platforms. Cargo release will be processed only after monies have been received and posted into OOCL's system.

2. Choose a payment type and then click the "Continue" button.

Step 3: Confirm

*   If you chose the payment option "Pay Now with Pay Cargo" in the previous screen, review the information, and then click on the "Confirm Pickup Date and Pay now with PayCargo" button to proceed.

4. SELECT PAYMENT OPTION

- If you chose the payment option "Pay Later with PayCargo" in the previous screen, review the information, and then click on the "Confirm Pickup Date and Pay Later" button to proceed. To pay later, follow Section 4 "Complete Payment using PayCargo."

4. SELECT PAYMENT OPTION

- If you chose the payment option "Pay Offline" in the previous screen, review the information, and then click on the "Confirm Pickup Date and Pay Offline" button to proceed. An email confirmation with the invoice number will be generated within a few minutes.

Please note: Within the "Notification Information" section, to receive a confirmation email for your transaction record, please insert up to 5 email addresses in the "Email Recipients" field. Please delineate email addresses with a comma ",". In addition, if you choose the "Pay Now with Pay Cargo" option, there is a "Customer Reference Number" field that allows you to capture your own reference number to reflect on the PayCargo receipt.

5. COMPLETE PAYMENT USING PAYCARGO

Step 4: Make Payment

1. If you selected the "Confirm Pickup Date and Pay now with PayCargo" option on the previous screen, you will be directed to the PayCargo site which will open a new tab.

    o In the event that the PayCargo site does not automatically open as a new tab, you can click on the blue hyperlink "PayCargo", and it will direct you to the PayCargo site to finalize payment.
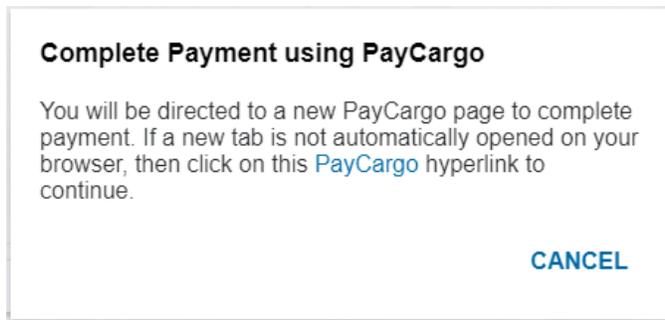
- From the "Payment Center" screen, please click on the "Next" button to continue.

5. COMPLETE PAYMENT USING PAYCARGO

2. On this screen, it features 3 options: 1) login with your PayCargo credentials, 2) create a PayCargo account, or 3) make a one-time payment using PayCargo's Ship & Pay feature.
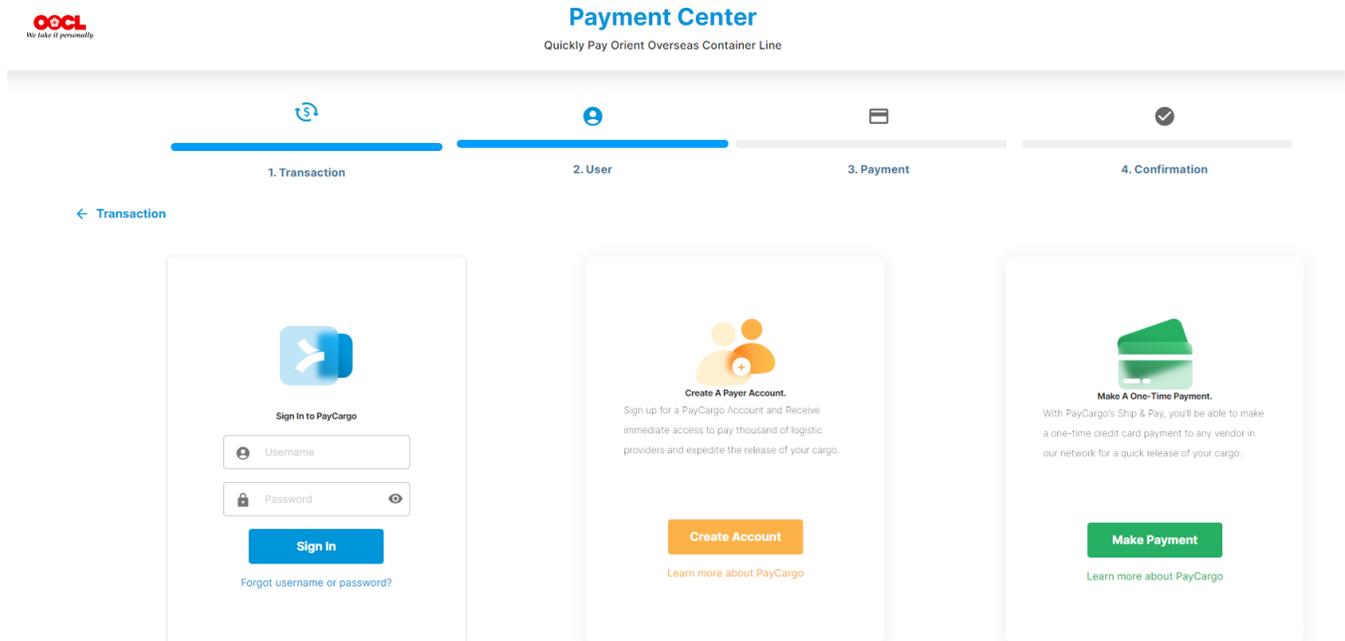
3. If you are using the first option to login with your PayCargo credentials or use the second option to create a PayCargo account, after inputting your username and password, the "Payment Summary" will display. Then select the appropriate payment method (prepaid funds or credit card) and click on the "Complete Payment" button.
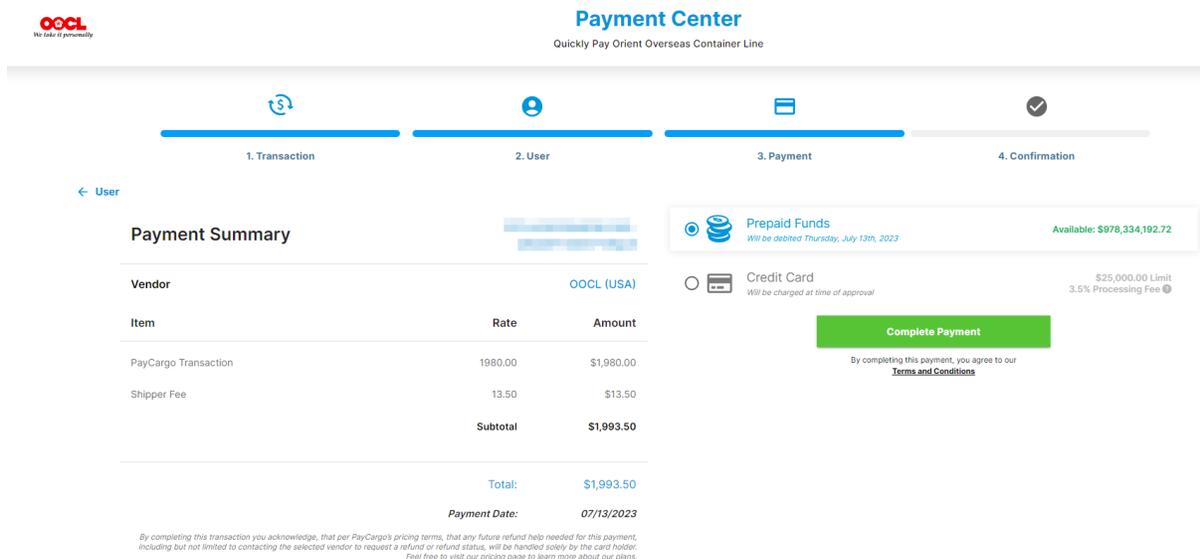
5. COMPLETE PAYMENT USING PAYCARGO

If you are using the third option of a one-time payment with the Ship & Pay feature, you are only able to complete payment utilizing a credit card.

On the "User" section within the Payment Center page, you will first need to enter information such as your name, phone number and address. It is considered a best practice to leave the "Company Name" field **blank**.

6. Once payment process is complete, you will receive a confirmation email from n2c3sys@oocl.com and your cargo should be released within 30-90 minutes of the email receipt, depending on the marine terminal.

5. COMPLETE PAYMENT USING PAYCARGO

If you have selected the "Pay Later with PayCargo" payment option, once you have finalized the pickup date, and you are ready to make payment, please follow the steps below:

1. Login into Real Time Release, insert the desired bill of lading or container number and click "Search".
2. Select the respective container number(s).
3. Click on the "Complete Payment using PayCargo" button.
4. Click on the "Pay Now with PayCargo" button.
5. This will take you to the PayCargo site.
6. From the "Payment Center" screen, please click on the "Next" button to continue.
7. Login with your PayCargo credentials, create a PayCargo account, or make a one-time payment using PayCargo's Ship & Pay feature. If you do not have a PayCargo account, please click on the "Create an Account" button and fill out the required fields.
8. Review the "Payment Summary" section, select the payment method, and click on the "Complete Payment" button.
9. Once payment process is complete, you will receive a confirmation email from n2c3sys@oocl.com and your cargo should be released within 30-90 minutes of email receipt, depending on the marine terminal.

6. SPECIAL NOTES

- If you want to change your pick-up date after it has been scheduled, please search by the BL or container number then select the check box next to the applicable container number. Click on the "Set or Revise Pick Up Date" button then follow instructions under section "Set or Revise Pick Up Date".

- If you have already made a payment, and you have advanced your pick-up date, we will issue a credit note for early container pick-up. For credit note application or payment refund for early container pick-up, please contact NATAR@oocl.com.

- For questions regarding payment and demurrage charges while using Real Time Release, please contact LGBIMPORT@oocl.com.

- For questions on how to navigate through the online platform, please contact e-commerce at OOCLECOM@oocl.com.