

ROCC Service

- making E-Payment directly to shipping lines

Designed as an add-on to electronic Release Order (eRO) service, ROCC service enables consignees/ forwarders to make e-payments for settling miscellaneous charges (e.g. THC or demurrage charges) directly with liners on eRO platform while in the process of requesting electronic release orders (eROs). ROCC saves consignees from a separate and days-long payment process which involves a litany of repetitive administration tasks - including cheque issuance, physical delivery and deposit, subsequent matching with Bill of Lading reference, etc. With ROCC, consigners and forwarders enjoy extended flexibility and unrivalled convenience in the entire digitized import release process.

ROCC further takes care of the need for tools supporting internal payment approval process. System settings are configurable, enabling system users to define own payment approval process (e.g. the number of approvers required for each approval) and nominate internal payment approvers. Various features are also added with the primary aim to speed up payment while safeguarding fundamental internal process.

How does ROCC work?

ROCC users are required to set up a direct debit authorization which allows ROCC platform to deduct amounts from their bank account in future. Upon setup, payment requests can be raised on eRO platform. A payment request will go through the internal approval process pre-defined by the user. Once properly approved, it will be sent to the liner on eRO platform for verification. After verification, ROCC system will deduct the sum from the user's bank account so as to facilitate release of eRO. This integrated payment method facilitates seamless interaction among internal co-workers and external business partners and, ultimately, accelerates the entire process.

Benefits for Consignees/ Forwarders:

- Time and cost savings by cutting out delivery of cheques to liners
- Convenience in handling different types of payment to multiple liners on one single platform
- No advanced deposit required (your account is only debited when payment request arises)
- 7 x 24 system operation without restriction on service time
- Supporting highly secure internal payment approval process
- High transparency with traceable user activities
- Reports available for both management and Finance Team to monitor daily financial activities
- High flexibility for users to choose between ROCC or non-ROCC payment on shipment basis

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