



CUSTOMER ADVISORY

April 26, 2021

Suspension of Release of Paper Delivery Order (D/O)

Dear Valued customers,

Further to Customer Advisory from Hong Kong Container Terminal Operators Association (HKCTOA) announced the full implementation of Electronic Release Order (eRO), CMA CGM will suspend to release paper Delivery Order (D/O) effective from 1 June 2021 (not applicable to OOG and DG shipments). As of that date, the presentation of QR code at the container terminals' gateway will become the mode for the release of import laden containers to truckers.

To ensure a smooth transition, please get your Electronic Release Order (eRO) account ready in advance.

Registration for Electronic Release Order (eRO) from ONEPORT platform through below:
<http://reg.oneport.com/>

For official notice from Hong Kong Container Terminal Operators Association (HKCTOA), please refer to the link below:
http://www.hkctoa.com/net_resources/news/Announcement_for_eRO_2021%202021_0319_.pdf

Should you require further information, please feel free to contact our customer service hka.importcs@cma-cgm.com or service counter hotlines 3198 1772 and 3141 3838 for assistance.

Thank you for your kind attention.

Sincerely yours,

CMA CGM (Hong Kong) Limited