

Customer Notice

22nd March 2021

Electronic Release Order (eRO) Full Implementation on 1st July 2021

Dear Valued Customer,

Please be informed that Hong Kong Container Terminal Operators Association (HKCTOA) announced that the full implementation of Electronic Release Order (eRO) will be started from 1st July 2021 (please refer to HKCTOA's announcement [Link](#)).

To facilitate terminal operation, paper Import Release Order will not be issued from Hamburg Sud for shipment discharge at Hong Kong on or after 1st June 2021.

Please prepare in advance to proceed registration through the One port platform <http://reg.oneport.com/> or contact our Import Customer Service Representatives for assistance.

Import Customer Service Hotline : (852) 2161 3313

Thank you for your continuous support on our services.

Hamburg Sud Hong Kong Limited



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