

# **FULL IMPLEMENTATION OF ELECTRONIC RELEASE ORDER (eRO) FROM 3 MAY 2021**

## **MSC CUSTOMER ADVISORY**

**Hong Kong, 24 March 2021**

Dear Customers,

Members of Hong Kong Container Terminal Operators Association (HKCTOA) including Asia Container Terminals, COSCO-HIT Terminals, Hongkong International Terminals, and Modern Terminals will go for paperless release of import containers in full scale with effect from 1 July 2021. As of that date, the presentation of QR code at the container terminals' gatehouse will become the mode for the release of import laden containers to truckers. For official notice, pls refer to HKCTOA's website: -

[http://www.hkctoa.com/net\\_resources/news/Announcement\\_for\\_eRO\\_2021%2020210319\\_.pdf](http://www.hkctoa.com/net_resources/news/Announcement_for_eRO_2021%2020210319_.pdf)

To allow our customers sufficient time to prepare and adapt the practice of Electronic Release Order (eRO), MSC would like to fully implement eRO from 3 May 2021. Traditional printed copies of Delivery Order (D/O) presented at Import Service Counter of our MSC office would only be approved exceptionally on a case-by-case basis during the transition period before 1 July 2021.

Should you require further information, please contact our Import Documentation or Import Customer Service Representatives for assistance.

Thank you for your support,

**Mediterranean Shipping Company (Hong Kong) Ltd.**