

28 October 2010



Announcement

Empty Container Pick Up Appointment Hotline in Hong Kong

Dear customers,

With customer's feedback and suggestions gathered, to make our customer use the "empty container pick up appointment" service more conveniently and efficiently, we are pleased to announce below operation with immediate effect:

- When "empty container pick up location" is not specified in our Booking Acknowledgement (BA), you are required to make appointment for empty container pick up at Hong Kong by calling our Hotline 2506 6700. Otherwise, you need not call the Hotline; please go to the specified "empty container pick up location" on BA to pick up empty.
- This dedicated Hotline is operating 7x24 which you can make appointment 6 hours to 5 days prior to empty container pick up.
- After the appointment is made, please mark down the reference number on the BA and then bring the BA to the assigned depot/terminal for empty container pickup at the appointed date/time.
- Empty container is allowed to be picked up within -2 / +4 hours according to the appointment.
- Appointment amendment is allowed to be made 2 times. However, the new appointment time should be at least 6 hours from the moment you make the amendment.

We understand that the new operation requirements take time to get accustomed. Thus, in case you have difficulties in complying with the requirements for special reasons, we will be more than ready to exercise discretion subject to container availability. Nevertheless, we will strictly enforce the above operation requirements commencing from 8 Nov 2010.


Should you have any queries, please feel free to email us at hkgcsd@oocl.com or contact our customer service department at 852 2506 6666.

OOCL Hong Kong Branch

32/F., Harbour Centre, 25 Harbour Road, Wanchai, Hong Kong. Tel : (852) 2506 6888

東方海外貨櫃航運香港分行

香港灣仔港灣道 25 號海港中心 32 樓 電話 (852) 2506 6888

 An OOIL Group Company