

Global Cargo Release App (GBCR) User Guide

Version: 2

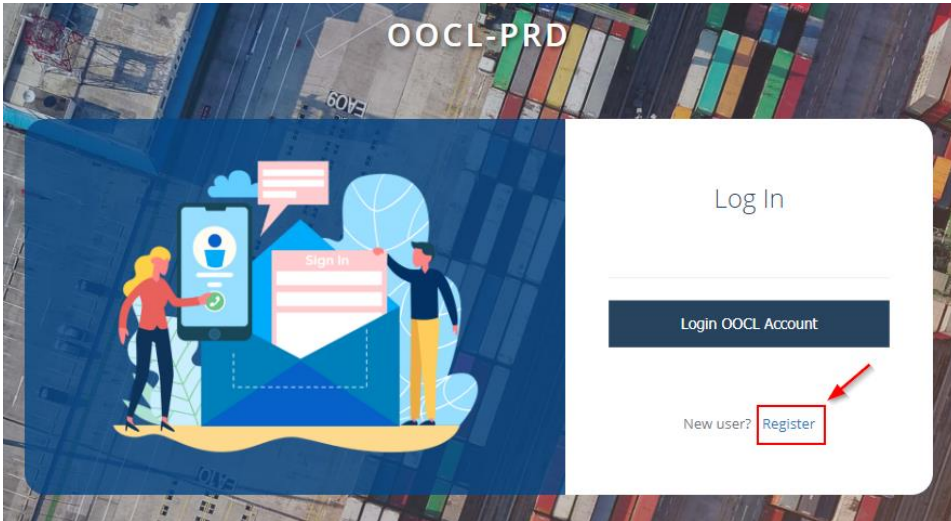
Data: 23th May 2024

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1 REGISTER COMPANY ACCOUNT

- If you do not have GBCR account, please go to GBCR logon page (<https://cargo-release.digital.oocl.com>), and click “Register”



- Complete and submit the registration form. The user register in “personal information” will become the administrative of this company account
- Once the registration is approved and account created by OOCL, activation email is received. Please follow the instruction to activate the account by setup the password

Welcome to OOCL!

To access the applications and settings within OOCL, follow these steps to activate your account:

1. Click your [activation link](#), which will open a new page in your browser.
2. Select >> **Click here to proceed** on the page to change your password.
3. Enter your new password in **New Password**, then enter it again in **Confirm Password**. Click **Submit**

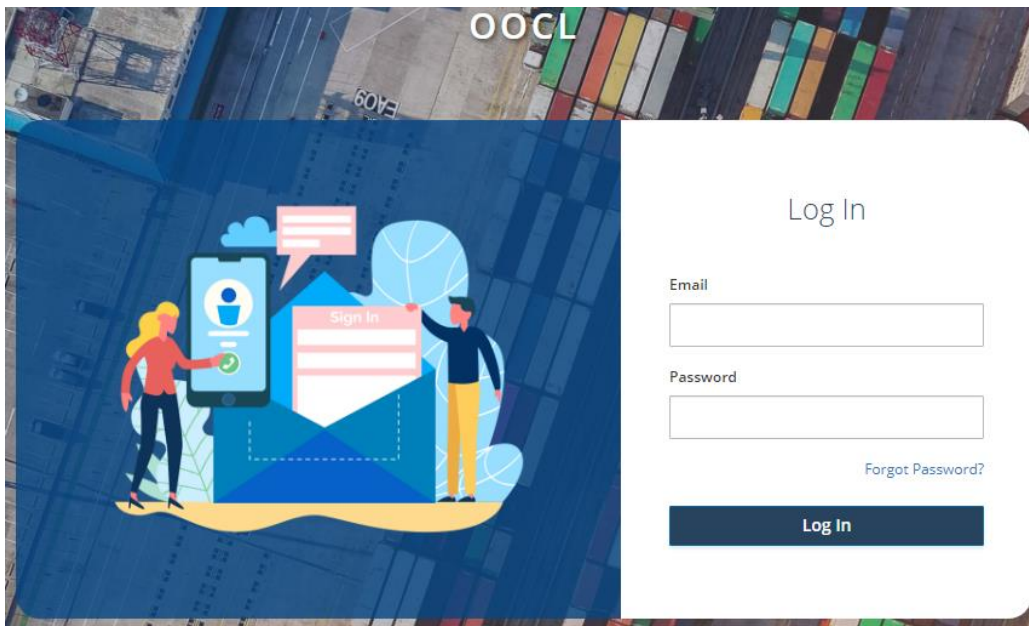
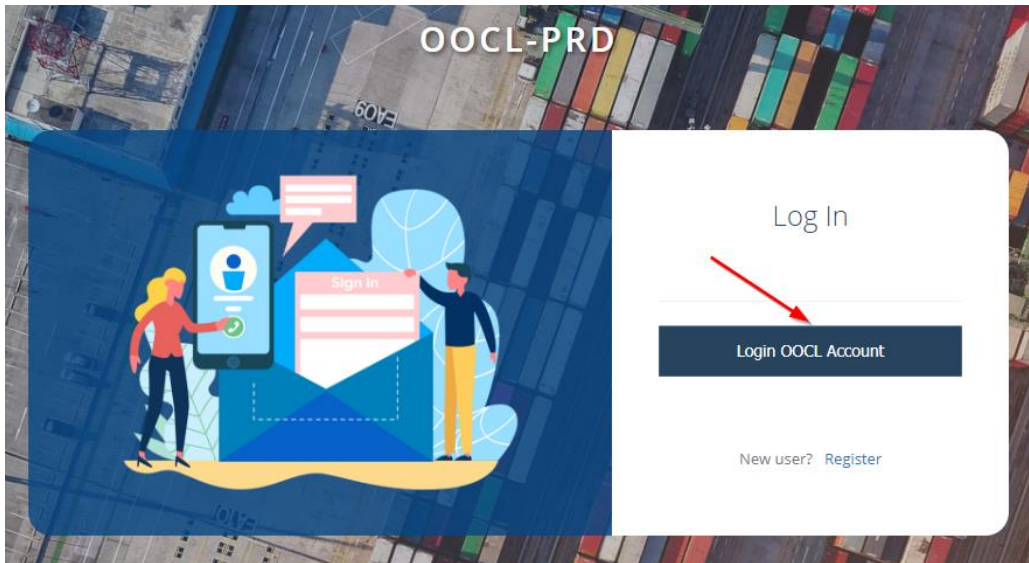
Please note that your activation link will expire in 7 days, therefore you need to activate your account quickly.

If you encounter any technical issue on OOCL account activation, please contact us [here](#)

Best Regards,
OOCL Support

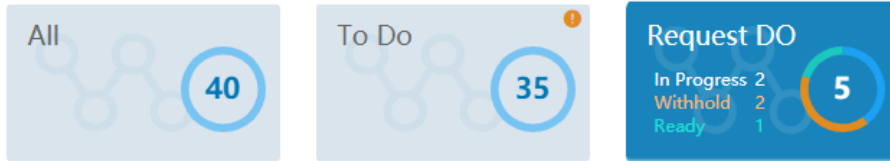
2 LOGON GBCR

- Go to GBCR logon page (<https://cargo-release.digital.oocl.com>), and click “Login OOCL Account”
- Sign in by registered **Email Address**

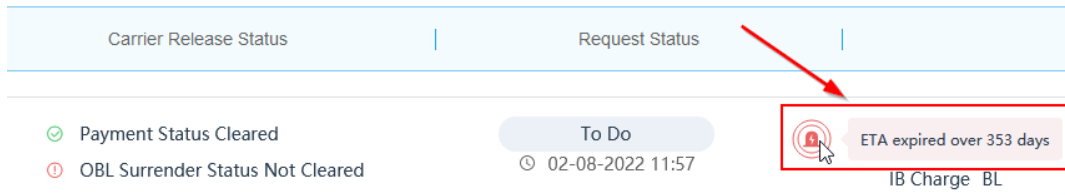


3 ACTIVE SHIPMENT IN GBCR

- All active import shipments are summarized in the GBCR “dashboard view”



- **To Do** – Shipment has not yet requested DO. You should request DO for this shipment, otherwise, no DO is released
- **Request DO** – DO request has been raised
 - **In Progress** – Carrier is reviewing the request
 - **Withhold** – Outstanding issue to block release DO. You can check the “alert” to learn the outstanding issue
 - **Ready** – DO is released



4 REQUEST DO

- Select the shipment and click **“Request DO”**

The screenshot shows a shipment overview for container OOLU2673803344. The status is 'To Do' with a timestamp of 26-07-2022 10:45. A red arrow points to the 'Request DO' button in the top right navigation bar. Below the navigation bar, there is a table with columns: Container#, IB Haulage, IB Detention/Demurrage, Cargo Agent, Milestone, Request Status, and Action. The first row shows container OOLU6237213 with a merchant haulage, 14 calendar days of detention, and a request status of 'To Do'.

- Complete and submit the Request DO form
 - System allows to estimate the DD fee by selected collection date. The return DD amount for reference only, the actual DD fee must refer to DD invoice from carrier

The 'Request DO' form is divided into two sections: 'Container Information' and 'Detail Information'.
 In the 'Container Information' section, the container number is OOLU4052739420. Below it, a table shows Container No. OOLU0881363, IB Detention/Demurrage age 09-05-2022, and Collection Date 02-08-2022. A blue 'Estimate DD Charge' button is present. A note states: 'Exceed free time will incur 84 day(s) demurrage'.
 The 'Detail Information' section includes:
 - DO Recipient Email Address: gbcraccount36@gmail.com (with a '+ Add Email Address' button)
 - Upload Supporting Documents: A dropdown menu for '- Document Type -' and an 'Upload' button.
 - Customer Reference Number: An empty text input field.
 - Additional Instruction: A larger empty text area.
 At the bottom of the form are 'Confirm' and 'Cancel' buttons.

- Once the request is submitted successfully, the status is updated to **Request DO – In Progress**

The screenshot shows a dashboard with three status cards: 'All' (1), 'To Do' (0), and 'Request DO' (1). A red box highlights the 'Request DO' card, and a red arrow points to the 'In Progress 1' indicator below it. Below the dashboard, there is a table with columns: BL # / Arrival Date, Arrival Vessel Voyage / Port, Carrier Release Status, and Request Status. The first row shows container OOLU2673803344 with a 'Request DO' status and a timestamp of 02-08-2022 17:59. A red arrow points to the 'Request DO' status in the table.

- If there is any outstanding issue to block DO issuance, “Request DO – Withhold” status is updated in GBCR. The pending reason is displayed on alert

The screenshot shows a 'Request Status' section with a 'DO Withhold' button and a red alert icon. Below this, a table lists reasons for withholding:

Request Status	Action
DO Withhold	<ul style="list-style-type: none"> 1. Awaiting for payment 2. Cargo held by carrier, please check with customer service for details. 3. Cargo held by customs 4. Cargo held by customs agency

An 'Action Log' link is visible to the right of the table.

- Once the DO is ready, DO content is available on GBCR, and status update to “Request DO – Ready”

The screenshot shows a 'Request Status' section with a 'DO Ready' button and a timestamp of 29-07-2022 22:24. Below this, there are three document icons labeled 'IB Charge', 'BL', and 'DO'. A red arrow points to the 'DO' icon. To the right, there is a '2 container' dropdown and an 'Enquiry' button.

5 BATCH DOWNLOAD DO

Select one or more containers or B/L
All selected containers must have the status DO ready

BL # / Arrival Date	Arrival Vessel Voyage / Port / Destination	Carrier Release Status	Request Status
OOLU2146283600 ETA 17-03-2024	OOCL CHARLESTON Kobe 2335 Kaohsiung Kaohsiung	Payment Status Cleared	DO Ready 15-03-2024 14:37
OOLU2146153750 ETA 21-03-2024	CEBU Tokyo 0135 Kaohsiung Kaohsiung	Payment Status Cleared	DO Ready 20-03-2024 17:36

Click on the download button to download all DO in one go

Electronic Delivery Order

Block Chain ID: 4458755015611261968

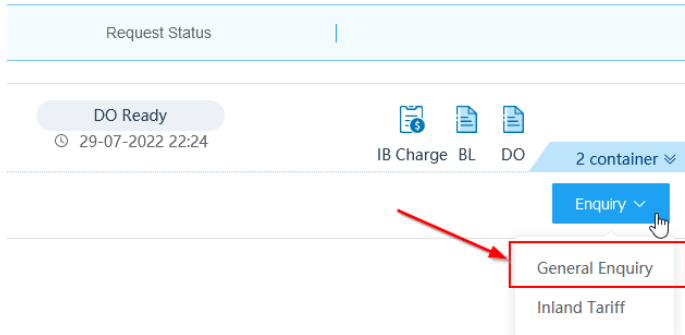
Overview

Party Information
Consignee: EAGLE INDUSTRY TAIWAN CORPORATION
Address: NO.134, SILIN RD., JIAOSU VIL., YANCHAO DIST., KAOHSIUNG CITY 82446, TAIWAN (R.O.C.)

Route Information
Vessel Name: OOCL CHARLESTON ETA: 2024-03-17T11:30:00 IMO: 9461790 Voyage: 2335
Carrier: Orient Overseas Container Line UVRN: 13U731

6 RAISE ENQUIRY

- GBCR provide a channel to raise any enquiry to carrier
- Choose the container and select “Enquiry – General Enquiry”



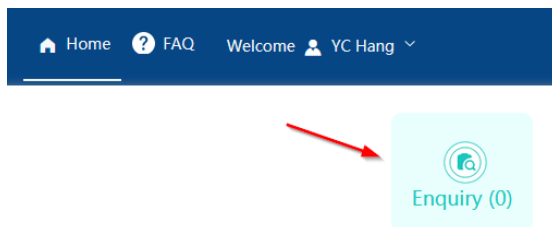
- Complete the enquiry form and submit to carrier. Our customer service team will follow up the enquiry and may contact you through email or phone call

The screenshot shows the 'General Enquiry' form. At the top, there's a blue header with 'General Enquiry' and a close button. Below it, the 'Container Information' section is active, showing a container list table. The table has columns for 'Container No.', 'Vessel / Voyage / Direction', and 'IB Detention/Demurrage'. The data rows are:

Container No.	Vessel / Voyage / Direction	IB Detention/Demurrage
SEKU4562566	COSCO PRINCE RUPERT / 066 / E	17-10-2021
TEMU7609020	COSCO PRINCE RUPERT / 066 / E	17-10-2021

Below the table, the 'Detail Information' section is visible. It includes a dropdown for '* Enquiry Subject' (set to 'Select'), a text area for 'Your Enquiry:', and an 'Upload Supporting Documents' section with a '- Document Type -' dropdown, an 'Upload' button, and 'Confirm' and 'Cancel' buttons.

- All enquiries are logged in “Enquiry” page, and show the status 1) In Progress or 2) Closed for tracking



Enquiry

View status in-progress

Enquiry	Enquiry Status	Date Created	BL #	Container #	
Change of destination	In-progress	30-04-2021 09:15	OOCL123456789	OOLU9876543 OOLU9876542 OOLU 9876541 ...	View Enquiry
General Enquiry: Delivery Order Request Enquiry	In-progress	30-04-2021 09:15	OOCL123456789	OOLU9876543	View Enquiry
General Enquiry: Door Delivery Enquiry	In-progress	30-04-2021 09:15	OOCL123456789	OOLU 9876541	View Enquiry
Change of destination	In-progress	30-04-2021 09:15	OOCL123456789	OOLU9876543	View Enquiry
General Enquiry: Others	In-progress	30-04-2021 09:15	OOCL123456789	OOLU9876543	View Enquiry
General Enquiry: Release to Agent Amendment /Cancellation	Closed	30-04-2021 09:15	OOCL123456789	OOLU 9876541	View Enquiry

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Change of destination

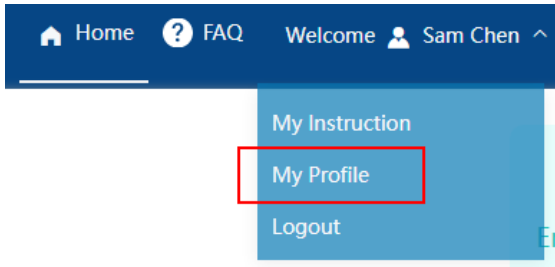
BL Number	Vessel / Voyage / Direction	Container Number	IB Demurrage / Quay Rent LFD
OOCL123456789	COSCO SHIPPING LIBRA /008 / W	OOLU9876541	02-03-2020(DEMURRAGE)

* Final Destination: -

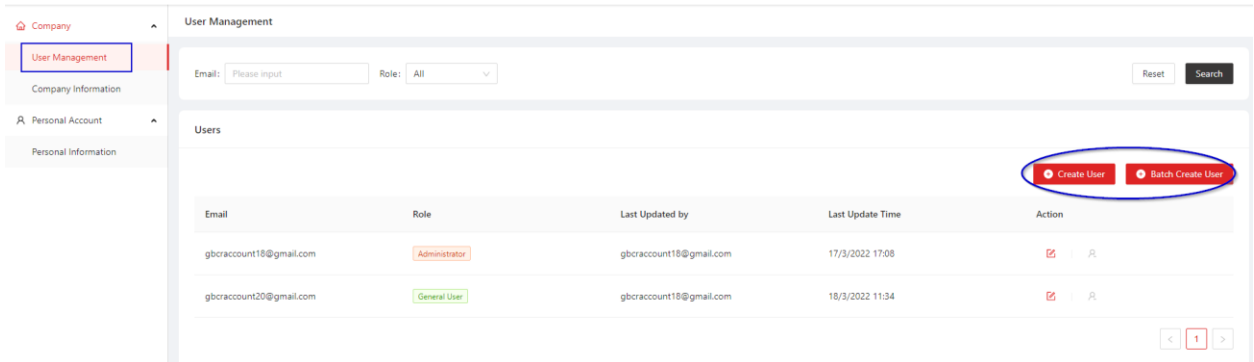
Door Delivery:

7 MAINTAIN COMPANY PROFILE

- Company profile can be managed in “My Profile”



- Under “**Company > User Management**” page, system support Add/ Edit/ Delete users in this company account
 - Add/ Edit/ Delete action available for administrative user only



- For normal user (non-administrative), the user profile can be edited on “**Personal Account > Personal Information**” page

