

Customer Service Guide

OOCL Shipping Instruction Guidelines

To improve the efficiency, and avoid unnecessary communication or clarification on your Shipping Instruction (SI) submission, we would like to provide the following guidelines to facilitate our Bill of Lading (B/L) preparation:

Check List for Shipping Instruction (SI) Submission

Item	SI Submission data	Tips
1	Booking Number/ BL Number	Booking number(s) should be provided by container level. For combined B/L of shipment to USA/ Canada, please indicate nominated B/L number on SI, otherwise the smallest booking number will be used as B/L number.
2	B/L parties including shipper, Consignee, Notify Party and/or also Notify Party	Please provide full company name and address with telephone/email Contractual party must be one of the BL parties shown on BL (For shipment to US, contractual party must be either shipper or consignee) For shipment to US/Canada, ultimate shipper & ultimate consignee must be provided unless BL parties are self-filer to US/ Canada Customs or require carrier to submit House BL.
3	Vessel/ Voyage	If Feeder vessel's B/L is required, please specify clearly
4	Place of Receipt	Same as booking information
5	Port of Loading	Same as booking information
6	Port of Discharge	Same as booking information, if need to change, contact customer service department for booking update
7	Final Destination	Same as booking information, if need to change, contact Customer Service Department for booking update
8	Traffic Mode	Same as booking information
9	Container Number	Standard format: 4 letters + 7 digits. SI with Incorrect container number will be regarded as invalid SI and must be re-submitted with correct data.



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Item	SI Submission data	Tips
10	Seal Number	Standard format: 1) OOL + 1 letter + 6 digits 2) OOL + 3 letters + 4 digits
11	Shipping Mark	No pic or non-English Character can be shown in Shipping Marks
12	Cargo Description	To meet the local customs requirement, please provide a clear and precise cargo name. Cargo content must be provided at each container level. If DG cargo mixed with non-DG cargo in the same container, please separate by cargo item
13	Harmonized System Code (HS Code)	For shipment with multiple HS codes, cargo items should be split per HS code. Country/port requirement please refer to below table
14	Quantity & Package type	Please provide the packing unit in detail such as carton, paper bag, drum, etc, and do not provide the unacceptable package type. e.g. - USA: not accept package type = Pallet; Box Pallet; Pallet Box; Paper Pallet; IBC, etc - UAE: not accept package type = Skid or Bundle
15	Weight & Measurement	Cargo weight and measurement must be provided for each cargo item
16	B/L Type	Original / Sea waybill / Telex release / EBL
17	Service Agreement	Please indicate Rate Agreement Number (such as Service Contract Number or AB Number); For shipment applying Named Account rate, please indicate related Named Account on SI.
18	B/L Release Office	Please indicate the B/L Release Office by city level, e.g. HKG/SHZ/GUA
19	B/L Release Party	If OBL is not released to booking party, the full name and contact person of the B/L release party should be provided. Booking party should sign an authorization Letter.
20	Payment Terms (Prepaid; Collect)	Please indicate Freight Prepaid or Freight Collect
21	Payment office / Payment currency / Freight payer	Please indicate the Freight payer and its location and currency if it is different from the booking party. If payment is settled by a non-BL party (a third party), the payer's full name, full address and contact person



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Item	SI Submission data	Tips
		should be provided. If payment office is in South China, no third-party payer is accepted.
22	SCAC Code / House B/L number / House B/L Information	For US/Canada Shipment: Self Filer: SCAC Code + House B/L number Non-Self Filer: House B/L number + Ultimate Shipper & Ultimate Consignee (Company name & detail address) For Japan Shipment: Indicate "House BL" if there is House BL issue If need to receive NVO Association Notice, please provide email address If no need to receive NVO Association Notice, please indicate "No NVO Association Notice Required" For shipments transhipped or destined to EU countries, plus Norway, Switzerland, and Northern Ireland: Self-Filer: - Complete the ENS Declaration Form and provide the supplementary declarant EORI# with the format of EORI#: Start with two letters (excluding 'GB') followed by alphanumeric characters (sample: EB1234567 / ESA1234578 / ES1234A578 / ES1234578-A). Non-Self Filer: - Complete the ENS Declaration Form and provide House B/L number + Ultimate Shipper & Ultimate Consignee (including: the Company Name; Type of person; P.O.BOX or Address; City name; Country Name; Payment Method for each House B/L)
23	Seller / Buyer Information	For shipments destined to EU countries, plus Norway, Switzerland, and Northern Ireland, the additional information will be required - Self-Filer: - Provide the supplementary declarant EORI# with the format of EORI#: Start with two letters (excluding 'GB') followed by alphanumeric characters (sample: EB1234567 / ESA1234578 / ES1234A578 / ES1234578-A). Non-Self Filer: - If Seller and Buyer are equal to BL Shipper & Consignee, please indicate "Use Consignee info as Buyer info, and Shipper info as Seller info for EU customs filing". - If Seller and Buyer are NOT equal to BL Shipper & Consignee, please provide full information separately (including: the Company Name; Type of person; P.O.BOX or Street No. & Street name; City name; Country Name; Postcode if any).



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Item	SI Submission data	Tips
24	Shipper Identification Number/Egyptian Importer Tax Registration Number/ACID Number	For import cargo to Egypt, please provide: • Shipper Identification Number (3 compartments with unique format, example US-02-1208614364) • Egyptian Importer Tax Registration Number (a 9-digit number issued by the Egyptian Tax Authority) • ACID Number (a 19-digit number uniquely identifying the ACI shipment)

Harmonized System Code (HS Code) Requirement

Continents	Locations		Minimum HS Code digit requirement		
	Country/Port Name	Required by Country or Port	Import	Transshipment	Foreign Cargo Remaining Onboard (FROB)
Asia	Bahrain	Country	6	6	-
	Bangladesh	Country	8	-	-
	Brunei	Country	6	6	-
	Indonesia	Country	4	-	-
	Iran	Country	8	-	-
	Israel	Country	4 to 6	4 to 6	4 to 6
	India	Country	6 or 8	6 or 8	-
	Iraq	Country	8	-	-
	Japan	Country	6	6	-
	Jordan	Country	4	-	-
	Malaysia	Country	6	6	-
	Pakistan	Country	6	-	-
	Philippine	Country	6	-	-
	Türkiye	Country	4 to 6	4 to 6	-
	United Arab Emirates	Country	8	-	-
	Vietnam	Country	6 / 8**	6	-
Europe	European Union Countries	Country	6	6	-
	Norway	Country	6	6	-



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Continents	Locations		Minimum HS Code digit requirement		
	Country/Port Name	Required by Country or Port	Import	Transshipment	Foreign Cargo Remaining Onboard (FROB)
	Switzerland	Country	6	6	-
	Russia	Country	6	6	-
	Ukraine	Country	6	6	-
	United Kingdom	Country	6	6	6
Africa	Djibouti	Country	6	6	-
	Ghana	Country	6	6	-
	Kenya	Country	6	6	-
	Morocco	Country	4	4	-
	Tanzania	Country	8	8	-
Australia	Australia	Country	6	-	-
North America	USA	Country	-	-	6
Latin America	Argentina	Country	6	6	-
	Brazil	Country	4	4	-
	Ecuador	Country	4 or 6	4 or 6	-
	Jamaica	Country	6	6	-
	Panama	Country	6	6	-
	Uruguay	Country	4	4	-

Note:

**** 8-digit HS code must be captured for Scrap / Waste Cargo.**

DOs & DON'Ts

Dos:

1. For manual Shipping Instruction (SI), the SI should come with Booking Party's company chop or printed with Booking Party's company letterhead or use Booking Party's company email address to submit, Manual SI fee (MSF) will be charged. For electronic shipping instruction (ESI), Shipping Instruction should be submitted by Booking Party.
2. If it is the first time for you to request Sea Waybill, please contact Sales department to get approval beforehand.
3. For Shipments to **Batam**, Indonesia, please provide: (1) Shipping Instruction (SI) with the B/L type specified as the recommended options: Sea Waybill (SWB) or Telex Release (2) Packing List and



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Invoice before published SI cutoff time, which is to ensure that cargo can be operated smoothly and delivered to Batam, Indonesia on time without delay. Late B/L issuance arrangement or late required document submission may cause feeder misconnection and incur extra charges that will be on account of cargo.

Don'ts:

1. "Forwarder/NVOCC" on behalf of (O/B) or care of (C/O) "Forwarder/NVOCC" is not allowed to be shown as B/L shipper.
2. "Direct Customer " O/B or C/O "Direct Customer" is not allowed to be shown as B/L shipper.
3. "A company" O/B or C/O "B company" O/B or C/O "C company" or above is not allowed to be shown as B/L party.
4. Non-English character is not acceptable to be provided as shipping details on SI, except shipping mark.

Reminders:

1. For shipment to [related countries](#) which require Advance Manifest Submission (AMS) -
 - Completed & correct SI must be received before published SI cut off, otherwise concerned container will not be loaded according to Customs 24 Hour Requirement. For any late SI which can be accepted after SI cut off, Late SI Fee (LSI) will be charged.
 - If any amendment is received after SI cut off related to AMS, Advance Manifest Security Charge (AAM) will be applied. Other amendments will be charged SI Amendment Fee (SIA).
2. For shipment to countries which do not require AMS -
 - Completed & correct SI should be submitted before published SI cut off, otherwise Late SI Fee (LSI) will be charged.
 - SI amendment received after SI cut off will also be subject to SI Amendment Fee (SIA). And there may be a Customs penalty per some Countries / Districts requirement.
3. In the event of any request to change shipper, consignee or notify party which is different from what was provided at the time of booking and lead to the application of a different contracting party agreement, an administration fee (MIS) will be charged.

Full details of relevant SI charges are available on [OOCL.com](http://www.oocl.com).

- Hong Kong & Macau Region:
<https://www.oocl.com/hongkong/eng/localinformation/localsurcharges/Pages/default.aspx>
- Shenzhen Region:
<https://www.oocl.com/china/eng/localinformation/localsurcharges/shenzhen/Pages/default.aspx>
- Guangzhou Region:
<https://www.oocl.com/china/eng/localinformation/localsurcharges/guangzhou/Pages/default.aspx>



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客户服务指南



OOCL 装船单指南

为提高贵司的工作效率，及避免因提交装船单信息的不足或错误而导致贵司不能及时收到提单核对，我司为贵司制定了一份“核对表”以供在准备装船单时作为参考。

提交装船单核对表

序号	项目	提示
1	订舱号/提单号	订舱号请按每柜提供，分单或合单时，请指定单号。对于所有出口美国/加拿大的货物，合单都必须提供指定单号，如未能在截补料时间前提供，我司将用系统默认的最小订舱号作为单号申报舱单。
2	提单涉及方包括托运人,收货人,通知人,或第二通知人	请提供公司全称，地址(电话号码/电邮/传真号码)。 合约方必须是提单方，并显示在提单上（去美国的货物只接受合约方作为托运人或收货人）。 出口去美国和加拿大的货物一定要提供最终的托运人和收货人，除非提单方有资质自行申报预配舱单给海关或者要求船公司代报。
3	船名/航次	若要求显示驳船船名，请说明。
4	收货地	与订舱资料一致。
5	起运港	与订舱资料一致。
6	卸货港	与订舱资料一致。
7	目的港	与订舱资料一致，如需改港，请联系客服。
8	运输方式	与订舱资料一致。
9	柜号	标准格式: 4 个字母 + 7 位数字，不正确柜号将被视为无效补料，必须重新提交。
10	封条号	标准格式: 1) OOL + 1 个字母 + 6 位数字。 2) OOL + 3 个字母 + 4 位数字。
11	箱唛	图形以及非英语字符不能显示在箱唛的位置。



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序号	项目	提示
12	货物描述	为了满足当地海关的要求, 请提供清晰、准确的货物名称。并按每柜显示货物的内容。如果是危险品与非危险品混装, 请按货物类别分别列出。
13	商品编码	如有多个商品编码, 请根据商品编码拆分货物提交。详情请参考以下“各国/各港对于海关编码的要求”。
14	数量, 单位	请提供包装类别明细, 例如箱、纸袋、桶等。 例如: - 出口到美国的货物不接受用 "Pallet (托台), Skid (垫木) 和 Bundle (捆, 扎)" 作为包装单位。 - 出口到阿联酋的货物不接受 "Skid (垫木) 和 Bundle (捆, 扎)" 作为包装单位。
15	重量, 体积	重量与体积必须按每一项货物提供。
16	提单类型	正本提单/ 海运单 / 电放 / 电子提单。
17	服务协议	请提供合同号或协议号。如提单要使用 Named Account 的价格, 请把 Named Account 显示在补料上。
18	取单地	请按城市级别注明取单地, 比如: 香港/深圳/广州。
19	放单方	若要求提单放予非订舱公司, 请提供取单方的公司名以及联系人资料。订舱公司需填写授权书。
20	支付条款	请注明预付或到付。
21	支付地/支付币种/付款方	若由非订舱公司付款, 请注明付款方、付款地以及付款币种。若由非提单涉及方 (第三方) 付款, 请注明付款方的名字和地址以及联系人资料。如果付款地点在华南地区, 不接受第三方付款。
22	承运人标准数字编码/无船承运人提单号码/无船承运人提单资料	到美国/加拿大的货物: Self-Filer: 承运人标准数字编码 (SCAC Code) + 无船承运人提单号码 (House B/L Number) 非 Self-Filer: 无船承运人提单号码 (House B/L Number) + 无船承运人提单资料 (最终发货人以及最终收货人的公司名和详细地址) 到日本的货物: 如果需要申报货代提单, 请在补料上备注 House BL 如果需要接收 NVO Association Notice, 请在补料上提供邮箱地址



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序号	项目	提示
		如果不需要接收 NVO Association Notice, 请在补料上备注 "NO NVO Association Notice Required" 所有通过欧盟国家以及挪威、瑞士和北爱尔兰进口或转运的货物: Self-Filer: - 请填写 ENS Declaration Form 并提供申报方的 EORI Number 以便关联提单的申报信息。格式为: 以两个字母为前缀 (不包括 GB) + 数字字符 (例如: EB1234567 / ESA1234578 / ES1234A578 / ES1234578-A). 非 Self-Filer: - 请填写 ENS Declaration Form 并提供无船承运人提单号码 (House B/L Number) + 无船承运人提单资料 (包括最终发货人以及最终收货人的公司名; Type of Person; 邮政编号或者详细地址; 城市名称; 国家名称; 每票 House B/L 的付款方式)
23	买方和卖方资料	所有进口至欧盟国家以及挪威、瑞士和北爱尔兰的货物需要额外提供买卖双方的资料: Self-Filer: - 请提供申报方的 EORI Number 以便关联提单的申报信息。格式为: 以两个字母为前缀 (不包括 GB) + 数字字符 (例如: EB1234567 / ESA1234578 / ES1234A578 / ES1234578-A). 非 Self-Filer: - 买卖双方的信息与提单收货人/发货人相一致, 请备注 "Use Consignee info as Buyer info, and Shipper info as Seller info for EU customs filing" - 买卖双方的信息与提单收货人/发货人不一致, 需分别提供买卖双方的资料 (包括公司名; Type of Person; 街道名称 + 街道编号或者邮政信箱编号; 城市名称; 国家名称; 邮政编码)。
24	发货人识别号/埃及进口商税务登记号码/ACID Number	针对所有进口埃及的货物, 需要提供以下资料: - 发货人识别号 (3 个间隔, 格式唯一, 例如 US-02-1208614364) - 埃及进口商税务登记号码 (埃及税务机关颁发的 9 位数字) - ACID Number (19 位数字, 唯一标识 ACI 发货)



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各国/各港对于海关编码的要求



洲名	商品编码 (HS Code) 位数要求 (至少)				
	国家/港口名称	国家或港口要求	进口到此地	在此地中转	在此地过境
亚洲	Bahrain 巴林	国家	6	6	-
	Bangladesh 孟加拉	国家	8	-	-
	Brunei 文莱	国家	6	6	-
	Indonesia 印度尼西亚	国家	4	-	-
	Iran 伊朗	国家	8	-	-
	Israel 以色列	国家	4 到 6	4 到 6	4 到 6
	India 印度	国家	6 或 8	6 或 8	-
	Iraq 伊拉克	国家	8		
	Japan 日本	国家	6	6	-
	Jordan 约旦	国家	4	-	-
	Malaysia 马来西亚	国家	6	6	-
	Pakistan 巴基斯坦	国家	6	-	-
	Philippine 菲律宾	国家	6	-	-
	Türkiye 土耳其	国家	4 到 6	4 到 6	-
	United Arab Emirates 阿拉伯联合酋长国	国家	8	-	-
	Vietnam 越南	国家	6 或 8***	6	-
欧洲	European Union Countries 欧盟国家	国家	6	6	-
	Norway 挪威	国家	6	6	-
	Switzerland 瑞士	国家	6	6	-
	Russia 俄罗斯	国家	6	6	-
	Ukraine 乌克兰	国家	6	6	-
	United Kingdom 英国	国家	6	6	6
非洲	Djibouti 吉布提共和国	国家	6	6	-
	Ghana 加纳	国家	6	6	-
	Kenya 肯尼亚	国家	6	6	-



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洲名	商品编码 (HS Code) 位数要求 (至少)				
	国家/港口名称	国家或港口要求	进口到此地	在此地中转	在此地过境
	Morocco 摩洛哥	国家	4	4	-
	Tanzania 坦桑尼亚	国家	8	8	-
澳洲	Australia 澳洲	国家	6	-	-
北美洲	USA 美国	国家	-	-	6
拉丁美洲	Argentina 阿根廷	国家	6	6	-
	Brazil 巴西	国家	4	4	-
	Ecuador 厄瓜多尔	国家	4 或 6	4 或 6	-
	Jamaica 牙买加	国家	6	6	-
	Panama 巴拿马	国家	6	6	
	Uruguay 乌拉圭	国家	4	4	-

Note:

*** Scrap/Waste Cargo 必须提供 8 位数 商品编码 (HS code) 。

请注意:

1. 非电子装船指示单上需盖有订舱公司的章, 或用订舱公司的抬头纸, 或用订舱公司的邮箱发送, 并需收取提单补料手工处理费(MSF); 电子装船单要由订舱公司递交。
2. 如果是第一次提出做海运单, 要预先向业务部门提出申请并得到批准。
3. 为确保您的货物能按时转运到**印尼巴淡**, 请务必在装船指示单截止时间之前提供: (1) 提单类型需明确标注为推荐的**海运单(Sea Waybill)或电放提单(Telex Release)**; (2) **装箱单和发票**。如因以上任一项资料缺失而造成驳船延误及由此产生的额外费用须由货主承担。

请避免:

1. 托运人不接受显示“货代公司/无船承运人 on behalf of (O/B) 或 care of (C/O) 货代公司/无船承运人”。
2. 托运人不接受显示“直接货主 O/B 或 C/O 直接货主”。
3. 提单方不接受显示超过两家公司且使用多个连接词(例如“O/B”、“C/O”)的情况。
4. 除了箱唛, 其它装船单上的资料要用英文递交。

温馨提示:

1. 出口到有预申报舱单要求的国家

- 必须在截提交装船单时间之前提交完整正确的装船单, 否则按照相应海关的规定, 相关的货柜将不能上船。对于可以接受迟提交装船单的订舱, 我们将按每份提单的标准收取**迟提交装船单费(LSI)**。



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- 对于在截提交装船单时间之后的改动，如果涉及到重新给海关申报的内容，我们将收取修改预配舱单安全费(AAM)，改其他的内容则要收取更改装船单费(SIA)。

2. 出口到无需预申报舱单的国家

- 应该在截提交装船单时间之前提交完整正确的装船单，否则对于迟提交装船单的订舱，我们将按每份提单的标准收取迟提交装船单费(LSI)。
- 对于在截提交装船单时间之后的任何改动，我们将收取更改装船单费(SIA)。某些国家/地区可能会因为装船单改动而产生罚款。

3. 对于任何因更改托运人、收货人、通知人而引起合同/协议变更的要求，我们将收取更改运费协议方的提单费(MIS)。

请点击以下网页浏览各项收费的具体内容，谢谢！

- (中文) 深圳地区: <https://www.oocl.com/china/schi/localinformation/localsurcharges/shenzhen>
- (中文) 广州地区: <https://www.oocl.com/china/schi/localinformation/localsurcharges/guangzhou>
- (英文) 香港及澳门地区: <http://www.oocl.com/hongkong/eng/localinformation/localsurcharges>