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13 September 2010

Announcement

Empty Container Pick Up Appointment Hotline in Hong Kong

Dear customers,

We are pleased to introduce you an “empty container pick up appointment” service. Effective **6 October 2010**, by simply calling our dedicated Hotline at 852 2506 6700, you and/or your trucker will enjoy a smooth and reliable empty container pick up arrangement at our designated depot/ terminal. This new appointment service is created to enhance our service quality for empty container pick up to our valuable customers.

For your easy reference, here are the ways to enjoy our appointment service:

- Unless “empty container pick up location” is specified in our Booking Acknowledgement (BA), you are required to make appointment for empty container pick up at Hong Kong by calling our Hotline at 2506 6700;
- This dedicated Hotline is operated in 24x7 which you can make appointment 12 hours to 5 days prior to empty container pick up;
- This dedicated Hotline is simple to use. All you need is to input your Booking number, required quantity and then key in your preferred date/ time;
- System will return you with a reference number and indicate the empty pick up location if the appointment is accepted;
- Mark down this reference number in the BA and then bring it to the assigned depot/ terminal for empty container pick up at the appointed date/time;
- You can cancel and/or amend your appointment by quoting the appointment reference number through this Hotline.

Please be reminded if no appointment is arranged, the duration of empty container pick up will be prolonged or even no equipment is available for your shipment. We thanks for your co-operation in advance.

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.

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