

REAL TIME RELEASE

# REAL TIME RELEASE

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DEMURRAGE PAYMENT FOR ALL  
BALTIMORE, BOSTON, CHARLESTON, MIAMI,  
NEW JERSEY, NEW YORK, NORFOLK,  
SAVANNAH, AND TAMPA TERMINALS

*User Guide*



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# Real Time Release

## Demurrage Payment User Guide

### INTRODUCTION

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OOCL's Real Time Release platform features the ability to pay demurrage charges encompassing the terminals of Baltimore, Boston, Charleston, Miami, New Jersey, New York, Norfolk, Savannah, and Tampa. This user-friendly tool provides easy navigation and simply requires a bill of lading number or a container number to start the process.

For the ports of New York and New Jersey, terminal storage should be paid directly to the marine terminal in addition to the OOCL demurrage effective Bill of Lading Rate Date of May 12, 2024.

In addition, the tool offers an option to pay via a PayCargo account or through PayCargo's one-time payment feature, Ship & Pay. Using a PayCargo account gives you the ability to pay with prepaid funds or a credit card, while Ship & Pay only accepts credit card payments. Both options are subject to PayCargo payment transaction fees and PayCargo terms and conditions.<sup>1</sup>

Here are some of the added features within the tool:



Timely payment confirmation and cargo release



Online import demurrage information query



Easy to access online payment record



DEM calculation and payment submission in one-stop shop

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<sup>1</sup> Utilizing RTR, you may request demurrage charges by generating an invoice number, which will allow for an offline payment through ACH or wire transfer. The bill of lading parties will receive an invoice copy once RTR produces the invoice number. Prior to cargo release, OOCL will confirm internally that monies have been received and posted into our system. Please note that ACH, and wire transactions are dependent on your financial institutions processing time, which could result in payment clearance delay and additional demurrage fees.

# Real Time Release

## Demurrage Payment User Guide


### 1. LOGIN


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To access Real Time Release, please follow the steps below:

1. Visit the site: <https://rtr.home.oocl.com>.
  - a. Please note that the preferred browser to access this web application is Google Chrome or Mozilla Firefox.
2. For a new user, please click on the “Get Started” hyperlink.
3. Fill out the required fields (Country/Region, Name, Email Address and Phone Number.
4. Click on the “Agree & Submit” button.
5. Complete the verification puzzle by sliding to the left to match the puzzle pieces.
6. You will then receive an activation email with steps to activate your account.
7. Click on the “activation link” hyperlink within the email received.
8. You will be redirected to a new page where you should click on the “Click here to proceed” hyperlink to verify your email address and update your password.
9. On the next page click the “Back to application” hyperlink and sign in using your email address and new password.
10. If you need to reset or if you forgot your password, simply click on the “Forgot Password” hyperlink on the main page.







[Forgot Password?](#)      Don't have an account? [Get started](#)

We use cookies as a fundamental part of our interaction with our users' browsers. Once login, we will assume you have given your consent for placing on your browser strictly necessary cookies which may collect your personal data. [Read More](#)

**Sign In**

# Real Time Release

## Demurrage Payment User Guide

### 2. SEARCH BY BL OR CONTAINER NUMBER

To start accessing the features and payment process, please insert your desired bill of lading (BL) or container number. A few special notes in regards to the functionality of the platform:

- Currently, the search is limited to 1 bill of lading or container number per inquiry.
- If searching by container number, please exclude dashes.
- Please note that the system will log out after 30 minutes of inactivity.
- Users are only allowed to schedule a pick-up date and payment after the container is in “Discharged” status.
  - For example, if your shipment is still on the water, you will be able to search for the record. However, Real Time Release only allows you to take action if the container has been discharged.

Once you have inserted your BL or container number, then click the “Search” button.

Real Time Release search results will provide all containers associated with the respective bill including the container status.

If the containers you want to schedule a pick-up date for are in “Discharged” status, you are able to proceed to the next page.

Click on the checkbox next to the desired container(s) and click on the “Set or Revise Pick Up Date” button.

If there are multiple containers within the BL, you can choose to select all for one transaction or only the containers you want to take action on.

**To Do List – IB Demurrage Charge**

Container / Bill of Lading  **Search**

Click on the checkbox to select your container(s) then click the appropriate action button to continue.

Vessel: ECC2-EVER FAR-013 E Vessel Arrival: 06/16/23 19:00 EDT Pickup Location: Garden City Terminal

CONTAINER #	STATUS	RELEASE STATUS	DEMURRAGE LAST FREE DATE	TARGET PICK UP DATE	TOTAL DEMURRAGE CHARGES	INVOICE # & STATUS
<input checked="" type="checkbox"/> 20GP	Discharged	Held Carrier	06/16/23 06:00 EDT	06/23/23	0.00 USD	

If you have any questions on the last free date and demurrage charges displayed on this page due to container inaccessibility at the marine terminal or any other reason, please contact OOCL at [NADISPDD@oocl.com](mailto:NADISPDD@oocl.com) for review and adjustment.

**Set or Revise Pick Up Date** Complete Payment using PayCargo

### 3. SET OR REVISE PICK UP DATE

Within the “Set or Revise Pick Up Date” button, there are 4 steps:

- **Step 1:** View current release status and demurrage last free date. You can also calculate charges based on your desired pick-up date.
- **Step 2:** Proceed to select payment options such as pay now, pay later, or pay offline.
- **Step 3:** This step allows you to confirm pick up date and payment option. As a convenience, you can also add email addresses to receive confirmation notification.
- **Step 4:** Confirm the selected payment option. If you select Pay Now with PayCargo, you will be directed to the PayCargo website.

#### Step 1: Set or Revise Pick Up Date

1. If you are ready to schedule a pick-up date, choose and click the desired date on the calendar.
  - a. The total demurrage charges will automatically populate.
2. If the information is correct, then proceed to click on the “Continue” button.
  - a. If you need to go back to the first screen, choose the “Back to Start” button.

Choose the Target Pick Up Date by utilizing the calendar and the system will calculate the demurrage charges.

SCENARIO	CONTAINER #	TARGET PICK UP DATE	DEMURRAGE LAST FREE DATE	TOTAL DEMURRAGE CHARGES	INVOICE & STATUS	RELEASE STATUS
CURRENT			06/23/23	0.00 USD		Held Carrier
CHANGE TO		07/06/23	06/23/23	2,805.00 USD		

**PAYMENT INFORMATION**

Total Demurrage Charges	Total Paid	Total Outstanding
2,805.00 USD	0.00 USD	2,805.00 USD

[Continue](#) [Back to Start](#)

# Real Time Release

## Demurrage Payment User Guide

### 4. SELECT PAYMENT OPTION

#### Step 2: Select Payment Option Section

1. This screen will provide the total outstanding amount based on the target date selected. Additionally, it will provide 3 payment options to choose from along with the respective definitions.
  - a. Pay Now with PayCargo - offers timely release (30-90 minutes once payment is submitted).
  - b. Pay Later with PayCargo - offers timely release after you come back to Real Time Release to finalize payment (30-90 minutes once payment is submitted).
  - c. Pay Offline – you can choose to pay demurrage charges offline via wire, ACH, and other 3<sup>rd</sup> party platforms. Cargo release will be processed only after monies have been received and posted into OOCL’s system.
2. Choose a payment type and then click the “Continue” button.

1 Set or Revise Pick Up Date 2 Select Payment Option 3 Confirm 4 Make Payment

Please select the payment option and click "Continue" to proceed to review and confirm.

PAYMENT OPTION	
<input checked="" type="radio"/> Pay Now with PayCargo	This option provides an expedited cargo release (30-90 minutes once payment is submitted). The system will generate an invoice number and it will allow you to pay on this platform. To proceed, you can either utilize your existing PayCargo account credentials, create a new PayCargo account or process a one-time payment with PayCargo's Ship & Pay feature. In addition, when choosing this option, you should complete payment in a timely manner.
<input type="radio"/> Pay Later with PayCargo	This option is suited for individuals that are not the payer but still want to confirm pick up date and generate an invoice. Please advise the demurrage payer to log in into Real Time Release and to complete the payment. Once payment is submitted via Real Time Release, the cargo will be released within 30-90 minutes.
<input type="radio"/> Pay Offline	This option does not provide a timely cargo release. The system will generate an invoice number and it will allow you to pay offline via ACH or Wire. <b>Note:</b> Prior to cargo release, OOCL will confirm internally that monies have been received and posted into our system. Wire transactions and ACH are dependent on your financial institutions processing time, which could result in payment clearance delay and additional demurrage fees.
<ul style="list-style-type: none"><li>• Wire</li><li>• ACH</li><li>• Other 3rd Party Platform</li></ul>	

PAYMENT INFORMATION		
Total Demurrage Charges	Total Paid	Total Outstanding
2,805.00 USD	0.00 USD	2,805.00 USD

[Continue](#) [Back to Set or Revise Pick Up Date](#)

**OOCL**  
We take it personally

#### Step 3: Confirm

- If you chose the payment option “Pay Now with PayCargo” in the previous screen, review the information, and then click on the “Confirm Pickup Date and Pay now with PayCargo” button to proceed.

### 4. SELECT PAYMENT OPTION

1 Set or Revise Pick Up Date 2 Select Payment Option 3 Confirm 4 Make Payment

Please review the summary of the demurrage charges. To proceed with payment, please fill out the "Notification Information" section and then click on the "Confirm Pickup Date and Pay Now with PayCargo" button.

CONTAINER #	TARGET PICK UP DATE	DEMURRAGE LAST FREE DATE	TOTAL DEMURRAGE CHARGES	INVOICE & STATUS	RELEASE STATUS
	07/06/23	06/23/23	2,805.00 USD		Held Carrier

**NOTIFICATION INFORMATION**

Customer Reference Number

Send email confirmation(s) for your transaction record  
 Include official receipt

Email Recipients

**PAYMENT INFORMATION**

Total Demurrage Charges	Total Paid	Total Outstanding
2,805.00 USD	0.00 USD	2,805.00 USD

**Confirm Pickup Date and Pay Now with PayCargo** Back to Select Payment Option

- If you chose the payment option "Pay Later with PayCargo" in the previous screen, review the information, and then click on the "Confirm Pickup Date and Pay Later" button to proceed. To pay later, follow section 4 "[Complete Payment using PayCargo.](#)"

1 Set or Revise Pick Up Date 2 Select Payment Option 3 Confirm 4 Make Payment

Please review the summary of the demurrage charges. To pay later, please fill out the "Notification Information" section and then click on the "Confirm Pickup Date and Pay Later" button.

CONTAINER #	TARGET PICK UP DATE	DEMURRAGE LAST FREE DATE	TOTAL DEMURRAGE CHARGES	INVOICE & STATUS	RELEASE STATUS
	07/06/23	06/23/23	2,805.00 USD		Held Carrier

**NOTIFICATION INFORMATION**

Send email confirmation(s) for your transaction record  
 Include official receipt

Email Recipients

**PAYMENT INFORMATION**

Total Demurrage Charges	Total Paid	Total Outstanding
2,805.00 USD	0.00 USD	2,805.00 USD

**Confirm Pickup Date and Pay Later** Back to Select Payment Option

### 4. SELECT PAYMENT OPTION

- If you chose the payment option “Pay Offline” in the previous screen, review the information, and then click on the “Confirm Pickup Date and Pay Offline” button to proceed. An email confirmation with the invoice number will be generated within a few minutes.

The screenshot shows a four-step process: 1. Set or Revise Pick Up Date, 2. Select Payment Option, 3. Confirm, and 4. Make Payment. Below the steps, a table summarizes demurrage charges:

CONTAINER #	TARGET PICK UP DATE	DEMURRAGE LAST FREE DATE	TOTAL DEMURRAGE CHARGES	INVOICE & STATUS	RELEASE STATUS
[Redacted]	07/08/23	06/23/23	2,805.00 USD		Held Carrier

Below the table are two sections: "NOTIFICATION INFORMATION" and "PAYMENT INFORMATION".

**NOTIFICATION INFORMATION:**

- Send email confirmation(s) for your transaction record
- Include official receipt
- Email Recipients: [Redacted]

**PAYMENT INFORMATION:**

Total Demurrage Charges	Total Paid	Total Outstanding
2,805.00 USD	0.00 USD	2,805.00 USD

At the bottom, there are two buttons: "Confirm Pickup Date and Pay Offline" (highlighted in blue) and "Back to Select Payment Option".

**Please note:** Within the “Notification Information” section, to receive a confirmation email for your transaction record, please insert up to 5 email addresses in the “Email Recipients” field. Please delineate email addresses with a comma “,”. In addition, if you choose the “Pay Now with Pay Cargo” option, there is a “Customer Reference Number” field that allows you to capture your own reference number to reflect on the PayCargo receipt.

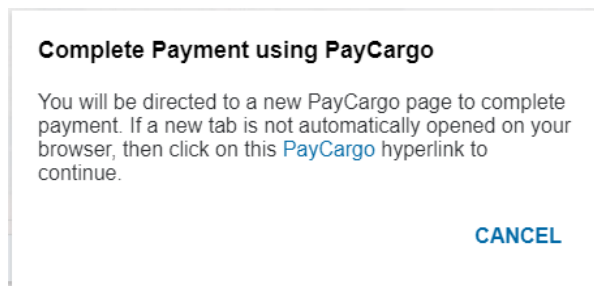
The close-up shows the "NOTIFICATION INFORMATION" section with the following fields:

- Customer Reference Number: [Redacted]
- Send email confirmation(s) for your transaction record
- Include official receipt
- Email Recipients: test@oocl.com

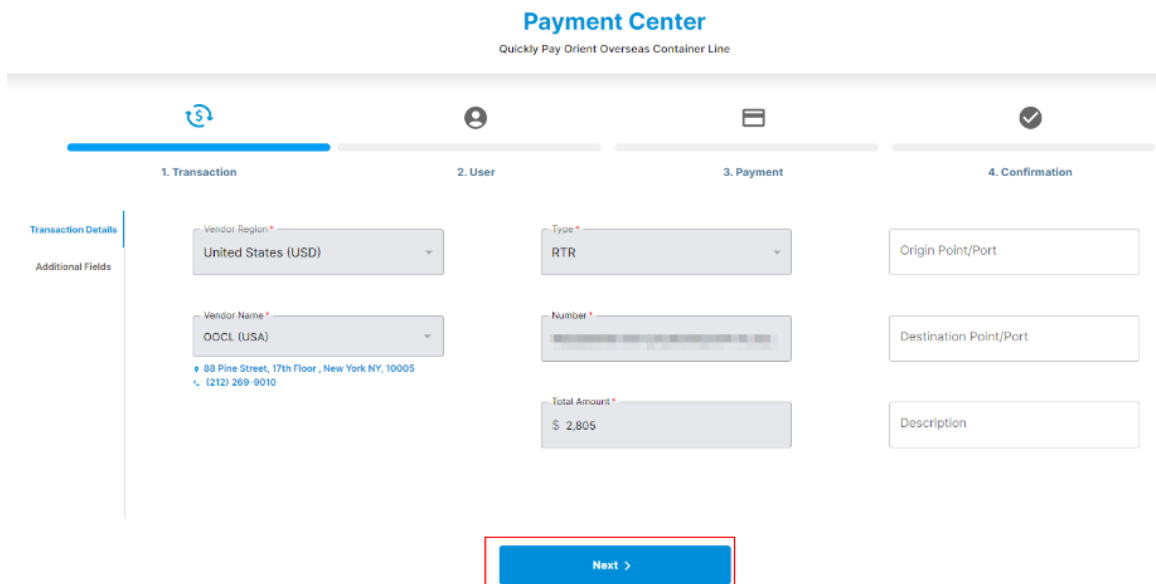
### 5. COMPLETE PAYMENT USING PAYCARGO

#### Step 4: Make Payment

1. If you selected the “Confirm Pickup Date and Pay now with PayCargo” option on the previous screen, you will be directed to the PayCargo site which will open a new tab.
  - o In the event that the PayCargo site does not automatically open as a new tab, you can click on the blue hyperlink “PayCargo”, and it will direct you to the PayCargo site to finalize payment.

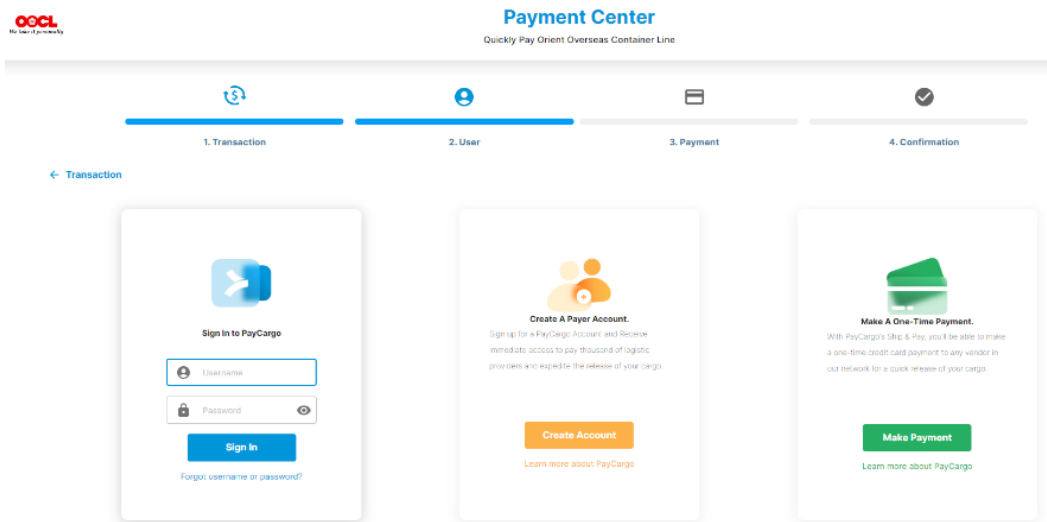


- From the “Payment Center” screen, please click on the “Next” button to continue.

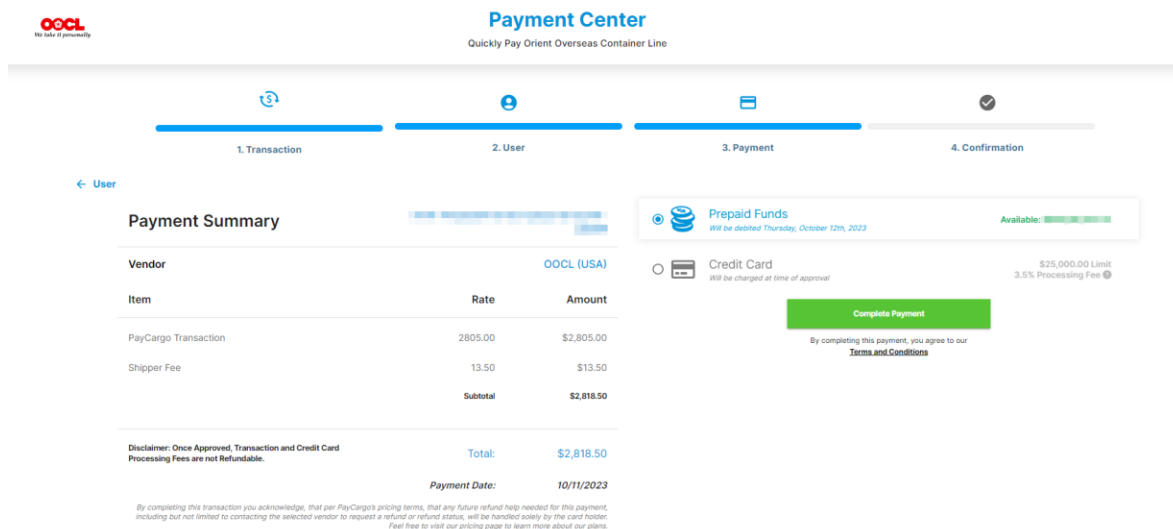


### 5. COMPLETE PAYMENT USING PAYCARGO

2. On this screen, it features 3 options: 1) login with your PayCargo credentials, 2) create a PayCargo account, or 3) make a one-time payment using PayCargo's Ship & Pay feature.



3. If you are using the first option to login with your PayCargo credentials or use the second option to create a PayCargo, after inputting your username and password, the "Payment Summary" will display. Then select the appropriate payment method (prepaid funds or credit card) and click on the "Complete Payment" button.



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### 5. COMPLETE PAYMENT USING PAYCARGO

If you are using the third option of a one-time payment with Ship & Pay feature, you are only able to complete payment utilizing a credit card.

On the “User” section within the Payment Center page you will first need to enter information such as your name, phone number and address. It is considered a best practice to leave the “Company Name” field **blank**.

**Payment Center**  
Quickly Pay Orient Overseas Container Line

1. Transaction | 2. User | 3. Payment | 4. Confirmation

← User

**Payment Summary**

Vendor	Item	Rate	Amount
OOCL (USA)	PayCargo Transaction	5000.00	\$5,000.00
	Shipper Fee	10.00	\$10.00
	<b>Subtotal</b>		<b>\$5,010.00</b>
	Credit Card Processing Fee	3.5%	\$176.81
	<b>Total:</b>		<b>\$5,196.81</b>

Payment Date: 07/13/2023

**Credit Card**  
\$25,000.00 Limit  
3.5% Processing Fee

Complete Payment  
By completing this payment, you agree to our [Terms and Conditions](#)

4. Once payment process is complete, you will receive a confirmation email from [n2c3sys@oocl.com](mailto:n2c3sys@oocl.com) and your cargo should be released within 30-90 minutes of email receipt, depending on the marine terminal.

**Payment Center**  
Quickly Pay Orient Overseas Container Line

1. Transaction | 2. User | 3. Payment | 4. Confirmation

← Pay Another Transaction

**Payment Successful**  
\$2,818.50

Transaction Amount	\$2,805.00
Shipper Fee	\$13.50
Transaction No.	[Redacted]
Vendor	OOCL (USA)
Payment Method	Prepaid

[Save Receipt](#)

A confirmation email will be sent to [Redacted] and OOCL (USA)

### 5. COMPLETE PAYMENT USING PAYCARGO

If you have selected the “Pay Later with PayCargo” payment option, once you are ready to make payment, please follow the steps below:

1. Login into Real Time Release, insert the desired bill of lading or container number and click “Search”.
2. Select the respective container number(s).
3. Click on the “Complete Payment using PayCargo” button.
4. Click on the “Pay Now with PayCargo” button.
5. This will take you to the PayCargo site.
6. From the “Payment Center” screen, please click on the “Next” button to continue.
7. Login with your PayCargo credentials, create a PayCargo account, or make a one-time payment using PayCargo’s Ship & Pay feature. If you do not have a PayCargo account, please click on the “Create an Account” button and fill out the required fields.
8. Review the “Payment Summary” section, select the payment method, and click on the “Complete Payment” button.
9. Once payment process is complete, you will receive a confirmation email from [n2c3sys@oocl.com](mailto:n2c3sys@oocl.com) and your cargo should be released within 30-90 minutes of email receipt, depending on the marine terminal.

Total charge in the amount of 2,805.00 USD will be paid later:

CONTAINER #	TARGET PICK UP DATE	DEMURRAGE LAST FREE DATE	TOTAL DEMURRAGE CHARGES	INVOICE & STATUS	RELEASE STATUS
	02/12/24	01/24/24	2,805.00 USD		Held Carrier

**NOTIFICATION INFORMATION**

Send email confirmation(s) for your transaction record  
 Include official receipt

Email Recipients  
[Redacted]

**PAYMENT INFORMATION**

Total Demurrage Charges	Total Paid	Total Outstanding
2,805.00 USD	0.00 USD	2,805.00 USD

[Back to Start](#)

IMPORTANT NOTICE: In compliance with applicable Federal Maritime Commission rules, OOCL calculates and invoices demurrage/detention charges based on relevant information available to or within the knowledge of OOCL at the time of issuing including individual container freetime along with cargo release milestones including freight payment, customs clearance and bill of lading submission, etc. While OOCL strives to ensure every invoice for demurrage/detention charges is accurate, OOCL may not have knowledge to all relevant information and circumstances that may affect the determination of the amount of demurrage/detention charges, such as the actual container availability at the marine terminals. In case you have any issue with the contents of the invoice(s) please refer to OOCL's dispute resolution process available at <https://www.oocl.com/us/en/localinformation/localnews/2020/Pages/2020My19.aspx> and contact OOCL at [NAD/SPDR@oocl.com](mailto:NAD/SPDR@oocl.com) for review.

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### 6. REEFER CARGO

For any cargo in refrigerated containers transiting to US ports, we have a featured column within Real Time Release called “Reefer Monitoring Charges” that will display any applicable reefer charges. Reefer Monitoring Charges was originally included in the demurrage charge schedule but per recent E-40-72 tariff and S-27 tariff rules update, is now broken out to provide further transparency to our customers.

Real Time Release columns definition:

- Demurrage Charges: it will entail any applicable inbound demurrage charges after the last free date. To view the charges, you will need to “Set or Revise Pick up Date” as charges are based on pick-up date selected.
- Reefer Monitoring Charges: it will entail any applicable charges for reefer services provided at the port or container yard, including but not limited to plugging/unplugging, electricity, and monitoring. To view the charges, you will need to “Set or Revise Pick up Date” as charges are based on pick-up date selected.
- Total Charges- this will be the total amount due based on pick-up date for both demurrage charges and reefer monitoring charges.

**To Do List – IB Demurrage Charge**

Container / Bill of Lading:  **Search**

Click on the checkbox to select your container(s) then click the appropriate action button to continue.

Vessel:  Vessel Arrival:  Pickup Location:

<input type="checkbox"/> CONTAINER #	STATUS	RELEASE STATUS	DEMURRAGE LAST FREE DATE	TARGET PICK UP DATE	DEMURRAGE CHARGES	REEFER MONITORING CHARGES	TOTAL CHARGES	INVOICE # & STATUS
<input type="checkbox"/> 20RF	Discharged 04/30/22 03:00 PDT	Held Carrier	🕒 05/04/22		0.00 USD	0.00 USD	0.00 USD	

If you have any questions on the last free date and demurrage charges displayed on this page due to container inaccessibility at the marine terminal or any other reason, please contact OOCL at [NADISPDD@oocl.com](mailto:NADISPDD@oocl.com) for review and adjustment.

**Set or Revise Pick Up Date**    **Complete Payment using PayCargo**

If reefer monitoring charges are incurred, it should be paid by selecting the “Set or Revise Pick Up Date” button, and follow the same process outlined starting at **Step 1: Set or Revise Pick Up Date**.

### 7. SPECIAL NOTES

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- If you want to change your pick-up date after it has been scheduled, please search by the BL or container number then select the check box next to the applicable container number. Click on the “Set or Revise Pick Up Date” button then follow instructions under section “[Set or Revise Pick Up Date](#)”.
- If you have already made a payment, and you have advanced your pick-up date, we will issue a credit note for early container pick-up. For credit note application or payment refund for early container pick-up, please contact [NATAR@oocl.com](mailto:NATAR@oocl.com).
- For questions regarding payment and demurrage charges while using Real Time Release, please contact [IMPEAST@oocl.com](mailto:IMPEAST@oocl.com).
- For questions on how to navigate through the online platform, please contact e-commerce at [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).