

REAL TIME RELEASE

# REAL TIME RELEASE

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DEMURRAGE PAYMENT  
LOS ANGELES/LONG BEACH AREA AND  
PHOENIX, ARIZONA

*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 for shipments that are discharged and picked up at all terminals in Long Beach, Los Angeles and Duncan and Sons Lines, Inc. depot in Phoenix, Arizona. This user-friendly tool provides easy navigation and simply requires a bill of lading number or a container number to start the process.

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.

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## 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 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 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

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

Vessel: VCS-XIN DA YANG ZHOU-080 E Vessel Arrival: 04/30/22 23:00 PDT Pickup Location: Pacific Container Terminal (PCT)

<input checked="" type="checkbox"/>	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	07/04/23		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.

# Real Time Release

## Demurrage Payment User Guide

### 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.

The screenshot displays a four-step process: 1. Set or Revise Pick Up Date, 2. Select Payment Option, 3. Confirm, and 4. Make Payment. A red box highlights the instruction: "Choose the Target Pick Up Date by utilizing the calendar and the system will calculate the demurrage charges." Below this is a table with columns: SCENARIO, CONTAINER #, TARGET PICK UP DATE, DEMURRAGE LAST FREE DATE, TOTAL DEMURRAGE CHARGES, INVOICE & STATUS, and RELEASE STATUS. The table shows a transition from a "CURRENT" state with 0.00 USD charges to a "CHANGE TO" state with a target pick up date of 07/14/23 and total charges of 1,980.00 USD. A calendar for July 2023 is overlaid, with the 14th selected. At the bottom, a "PAYMENT INFORMATION" section shows Total Demurrage Charges of 1,980.00 USD, Total Paid of 0.00 USD, and Total Outstanding of 1,980.00 USD. "Continue" and "Back to Start" buttons are visible at the bottom.

SCENARIO	CONTAINER #	TARGET PICK UP DATE	DEMURRAGE LAST FREE DATE	TOTAL DEMURRAGE CHARGES	INVOICE & STATUS	RELEASE STATUS
CURRENT			07/04/23	0.00 USD		Held Carrier
CHANGE TO		07/14/23	07/04/23	1,980.00 USD		

**PAYMENT INFORMATION**

Total Demurrage Charges	Total Paid	Total Outstanding
1,980.00 USD	0.00 USD	1,980.00 USD

# 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 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 <ul style="list-style-type: none"><li>• Wire</li><li>• ACH</li><li>• Other 3rd Party Platform</li></ul>	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.

PAYMENT INFORMATION		
Total Demurrage Charges	Total Paid	Total Outstanding
1,980.00 USD	0.00 USD	1,980.00 USD

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

#### Step 3: Confirm

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

# Real Time Release

## Demurrage Payment User Guide

### 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. Note: This requires a login and password for a PayCargo account. Alternatively, you can create a new PayCargo account once this option is selected.

CONTAINER #	TARGET PICK UP DATE	DEMURRAGE LAST FREE DATE	TOTAL DEMURRAGE CHARGES	INVOICE & STATUS	RELEASE STATUS
[REDACTED]	07/14/23	07/04/23	1,980.00 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
1,980.00 USD	0.00 USD	1,980.00 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
[REDACTED]	07/14/23	07/04/23	1,980.00 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
1,980.00 USD	0.00 USD	1,980.00 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 progress bar at the top with four steps: 1. Set or Revise Pick Up Date, 2. Select Payment Option, 3. Confirm, and 4. Make Payment. Below the progress bar is a table with the following data:

CONTAINER #	TARGET PICK UP DATE	DEMURRAGE LAST FREE DATE	TOTAL DEMURRAGE CHARGES	INVOICE & STATUS	RELEASE STATUS
	07/14/23	07/04/23	1,980.00 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
1,980.00 USD	0.00 USD	1,980.00 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.

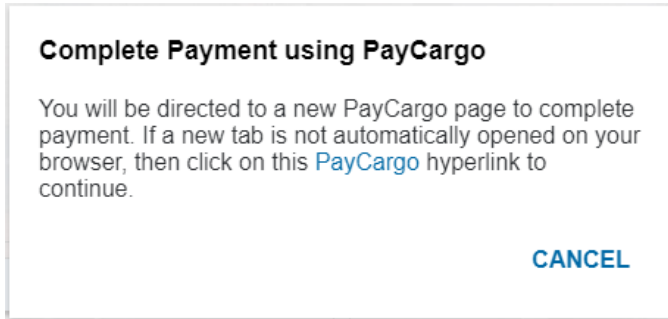
This close-up shows the "NOTIFICATION INFORMATION" section with the following fields and options:

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

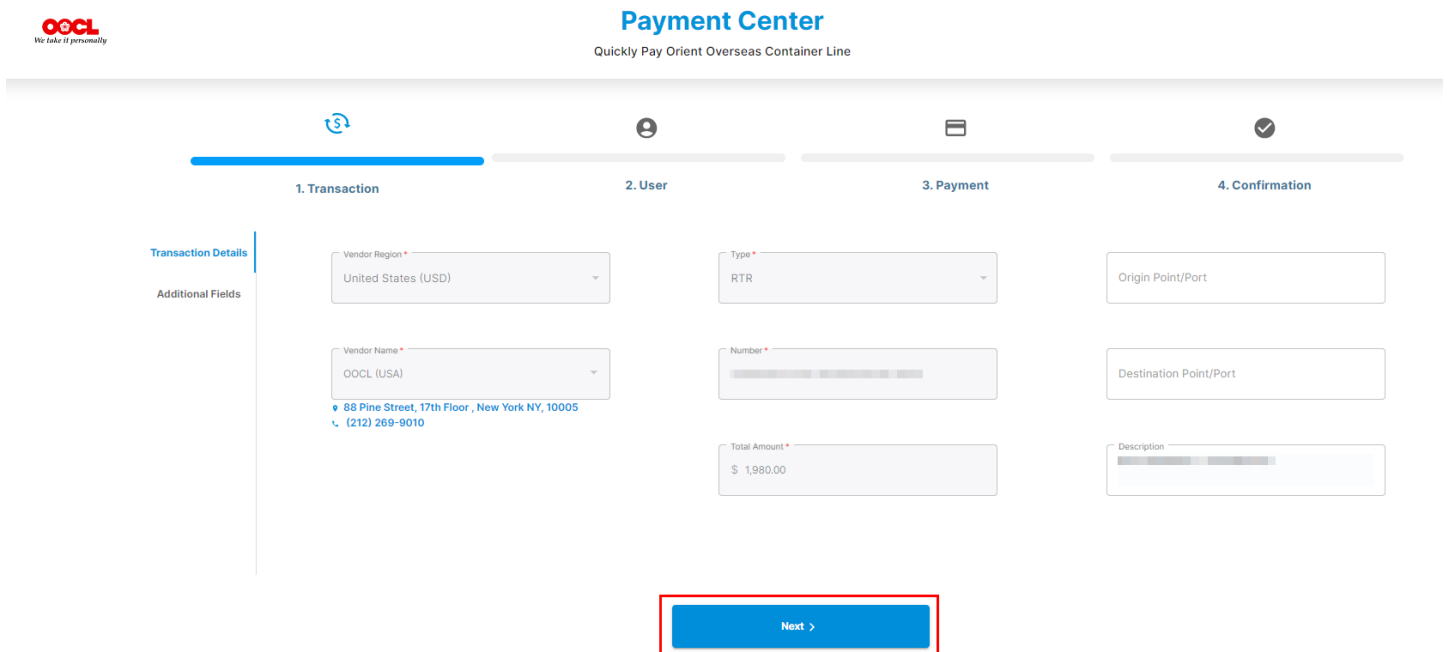
### 5. COMPLETE PAYMENT USING PAYCARGO

#### 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.

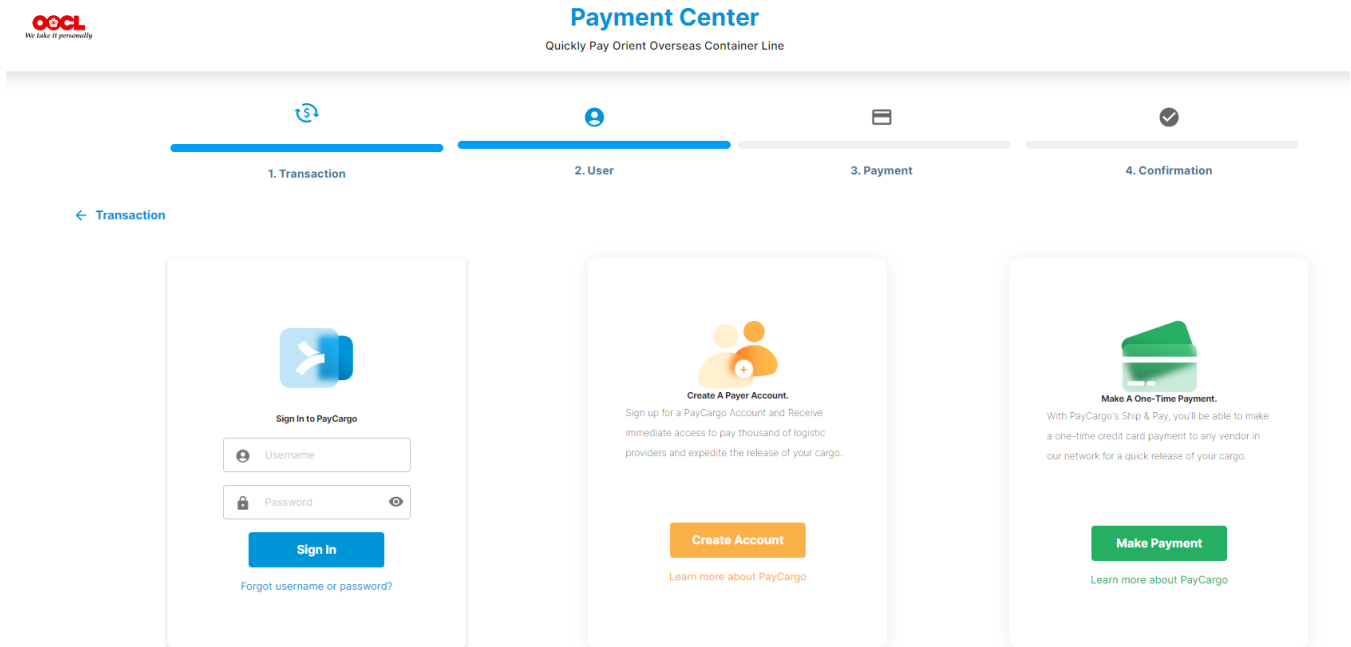


- From the “Payment Center” screen, please click on the “Next” button to continue.

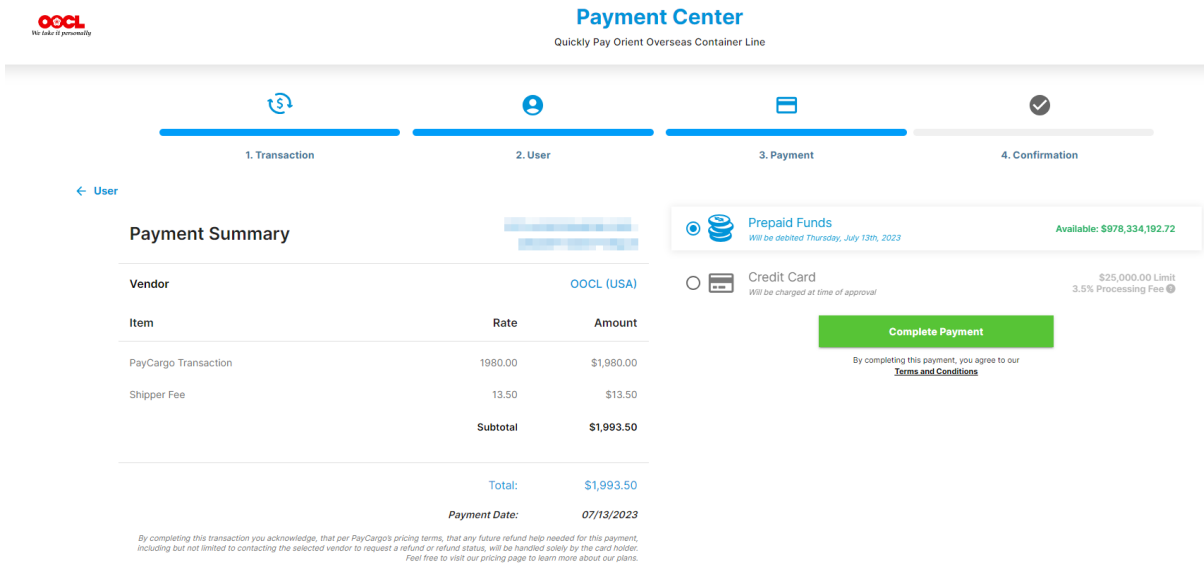


### 5. COMPLETE PAYMENT USING PAYCARGO

- 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 account, 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.



## 5. COMPLETE PAYMENT USING PAYCARGO

If you are using the third option of a one-time payment with the 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**.

First Name \*

Last Name \*

Phone Number \*  
( ) -

Email Address \*

Company Name (Optional)

Next >

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

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

← User

**Payment Summary**

Item	Rate	Amount
PayCargo Transaction	1980.00	USD 1,980.00
Shipper Fee	18.00	USD 18.00
<b>Subtotal</b>		<b>USD 1,998.00</b>
<b>Credit Card Processing Fee</b>	<b>3.5%</b>	<b>USD 69.93</b>
<b>Total</b>		<b>USD 2,067.93</b>

Payment Date: 02/02/2024

Disclaimer: Once Approved, Transaction and Credit Card Processing Fees are not Refundable.

By completing this transaction you acknowledge that you accept the PayCargo pricing terms, that any future related fees needed for this payment, including but not limited to contacting the selected vendor to request a refund or refund status, will be handled solely by the card holder. Please refer to our pricing page to learn more about our rates.

**Credit Card**  
May be charged at time of approval. USD 25,000.00 Limit, 3.5% Processing Fee

Enter your credit card information here: VISA    MASTERCARD    AMERICAN EXPRESS    DISCOVER

CREDIT CARD NUMBER \*  
1234 5678 9012 3456

NAME ON CARD \*  
John Doe

EXP. DATE \*    CVC \*    ZIP CODE \*  
MM/YY    123    12345

Complete Payment

By completing this payment, you agree to our Terms and Conditions

- 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 the 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**  
**\$2,067.93**

Transaction Amount	\$1,980.00
Shipper Fee	\$18.00
Processing Fee	\$69.93
Transaction No.	XXXXXXXXXXXXXXXXXXXX
Vendor	OOCL (USA)
Payment Method	Creditcard

Save Receipt

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

### 5. COMPLETE PAYMENT USING PAYCARGO

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If you have selected the “Pay Later with PayCargo” payment option, once you have finalized the pickup date, and 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.

### 6. 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 [LGBIMPORT@oocl.com](mailto:LGBIMPORT@oocl.com).
- For questions on how to navigate through the online platform, please contact e-commerce at [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).