



REAL TIME RELEASE

DEMURRAGE PAYMENT
FOR ALL HOUSTON, MOBILE, NEW
ORLEANS, OAKLAND, SEATTLE, AND
TACOMA TERMINALS

FAQ

FAQ- FREQUENTLY ASKED QUESTIONS FOR REAL TIME RELEASE DEMURRAGE PAYMENT

1. Can I utilize the Real Time Release (RTR) platform to pay OOCL's inbound demurrage charges?

The Real Time Release platform allows demurrage payments for shipments that are discharged and picked up at the terminals of Houston, Mobile, New Orleans, Oakland, Seattle, and Tacoma.

2. How can I register to login in the Real Time Release platform?

Visit the site <https://rtr.home.oocl.com> and click on the "Get Started" hyperlink. The preferred browser is Google Chrome or Mozilla Firefox.

3. How can I generate my OOCL demurrage invoice?

OOCL issues demurrage invoices to the parties on the bill of lading. If a non-bill of lading party is paying the demurrage charges and requires a copy of the invoice, they should review with the bill of lading party. In addition, the registered RTR user will receive an email confirmation with the generated invoice number.

4. What payment methods does Real Time Release utilize?

Currently, OOCL is partnered with PayCargo on demurrage payment submission to facilitate timely cargo release. You can choose to pay via a registered PayCargo account or through PayCargo's One-time Payment feature:

- To register for a new PayCargo account, visit <https://paycargo.com/oocl> and review appropriate payment limit provided by PayCargo.
- Existing PayCargo account: For timely release, login to RTR and complete process.
- One-time Payment: Login to RTR and complete process. Note: Current One-time Payment feature only accepts credit card with a limit up to USD \$25,000. If your demurrage charge exceeds this amount, visit <https://paycargo.com/oocl> to register for a PayCargo account and request credit limit increase at support@paycargo.com and riskmanagement@paycargo.com.

5. Are there any additional fees required when utilizing Real Time Release?

The online payment is subject to PayCargo's transaction fees and other PayCargo terms and conditions.

6. How soon can I get my container released in the terminal system after I complete the payment request?

Once the payment transaction is completed within Real Time Release, you will receive an email confirmation and your cargo should be released within 90 minutes, depending on the marine terminal.

7. What are other payment options to settle demurrage fees?

OOCL also accepts traditional payment methods such as ACH and wire transfer. Utilizing RTR, the system will automatically generate an invoice number, which should be used as a reference number for offline payments through these methods. 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 transfer are dependent on your financial institutions processing time of 1-2 business days, which could result in payment clearance delays and additional demurrage fees.

8. Can I use the Real Time Release platform to pay my freight invoices?

No. At this time, the Real Time Release platform only supports inbound demurrage payment for all Houston, Mobile, New Orleans, Oakland, Seattle, and Tacoma shipments.

9. Who do I contact if I have questions about Real Time Release?

For questions on how to navigate through the online platform, please contact e-commerce at OOCLECOM@oocl.com. Alternatively, for questions regarding payment and demurrage charges while using Real Time Release, please contact IMPWEST@oocl.com.

10. Who do I contact if I have questions about PayCargo?

For PayCargo account registration, visit <https://paycargo.com/oocl>.
For any other PayCargo support questions, contact support@paycargo.com.

11. For additional frequent questions on payment processing through RTR please click [here](#) for our user guide.