

Check Cancellation Fee



i) Checking Cancellation Fee at Time of
Order

Step 1 Choose the Cargo Nature for your shipment under “E-Spot”.

The screenshot displays the OOCL FREIGHTSMART user interface. At the top, there is a navigation bar with the logo on the left and links for Latest News, Help Center, Contact Us, a language dropdown, and a user profile icon labeled 'Username'. Below the navigation bar are five menu items: E-Spot, E-Quote, Contract, Value Added Service, and Logistics Solution. The main content area features a large banner for 'E-Spot' with the text 'Spot rates with space and equipment protection' and an image of a container ship. Below the banner is a yellow status bar with 'Welcome! Company', a card for '202XXXXXXXX Associated CNY \$\$\$', and a 'Gold Plum Blossom' membership badge. The 'Things to do' section contains three cards: '14 Notices', '25 To-Do List', and '99+ Coupons'. The 'Enquire rates and place bookings' section has three main options: 'E-Spot' (Get spot rates) with sub-options for General Cargo, Reefer Cargo, and NOR; 'E-Quote' (Get longer term quotations) with sub-options for Enquire Rates and E-Quote Delivery; and 'Logistics Solution' (Innovative cargo and value-added service) with a sub-option for E-Customs Solution. The 'Manage bookings' section at the bottom includes 'Control Tower', 'Extra D&D', and 'Settings'.

Step 2 Select target vessel and click “View Rates” to proceed to order page.

Place Order

All Products

Origin:

Destination:

Est. Time of Dep. — Cargo Cutoff —

[Expand All Products](#) [Collapse All Products](#)

Origin	POL	POD	Destination	20GP	40GP	40HQ	
Nagoya, Aichi, Japan NGO07	Singapore	Colombo	Colombo, Western, Sr... CLB03	FAK	\$\$\$	\$\$\$	<input type="button" value="Add to Cart"/> <input type="button" value="View Details"/>
				<input type="button" value="Surcharge Detail(s)"/>		<input type="button" value="Collapse"/>	

Vessel Voyage Direction/Service	Est. Transit Time	ETD	ETA	Product Discount Offer(s)	Available Space	Action
OREA 025S/KTX1 OOCL GENOA 057W/CIX3	19days	2022-05-29	2022-06-16		Inventory	View Rates



Step 3 Click “Continue” after reviewing your order.

Charge Type	Unit	Unit Price	20GP	40GP	40HQ
DCF - Inbound Doc...	BL	Surcharge			

Note: The above destination surcharges and its subtotal are for reference only. The FND Local Charges have not been included in the total order amount. Actual FND Local Charges applicable to the shipment are as per local tariff listed on oocl.com

FreightSmart Free Time Offer

Location Type	Location	Charge Type	Default Free Time
Origin	Nagoya, Aichi, Japan	DEM	Free Time
		DET	Free Time
Destination	Colombo, Western, Sri Lanka	DND	Free Time

Note: Above stated FreightSmart Default Free Time is applicable to bookings under this order on the specified Origin & Destination only. Other than equipment detention and demurrage, for example Quay Rent, Storage, RF Monitoring & Plug In charges (if applicable), should be as per [OOCL Tariff](#)

FreightSmart Extra D&D Option

Location Type	Location	Charge Type	Extra D&D Option (Total Days)	20GP	40GP	40HQ
Origin	Nagoya, Aichi, Japan	Extra D&D Options				
Destination	Colombo, Western, Sri Lanka					

Note: Extra D&D may be purchased on FreightSmart after booking confirmation.

Continue

Step 4 Cancellation fee is shown in the Remark at Order Confirmation page.

Offline payment Rate + Surcharge Pre-paid Collect

FreightSmart Free Time Offer

Location Type	Location	Charge Type	Default Free Time
Origin	Nagoya, Aichi, Japan	Free Time	
Destination	Colombo, Western, Sri Lanka		

Note: Above stated FreightSmart Default Free Time is applicable to bookings under this order on the specified Origin & Destination only. Other than equipment detention and demurrage, for example Quay Rent, Storage, RF Monitoring & Plug In charges (if applicable), should be as per [OOCL Tariff](#)

FreightSmart Extra D&D Option

Location Type	Location	Charge Type	Extra D&D Option (Total Days)	20GP	40GP	40HQ
Origin	Nagoya, Aichi, Japan	Extra D&D Options				
Destination	Colombo, Western, Sri Lanka					

Note: Extra D&D may be purchased on FreightSmart after booking confirmation.

By pressing the "Order Now" button,

1. You have read, understood and agreed to [FreightSmart Terms and Conditions](#).
2. After order is confirmed, any order adjustment or all/ partial cancellation may incur cancellation fee, that is Fee per TEU
3. You understand that any preexisting credit offering is not applicable to FreightSmart bookings.

Order Now

ii) Checking Cancellation Fee after order
is placed

Step 1 Click "Order #" to view order details in Control Tower.

Control Tower
🔍 One Page Summary

Order
Booking
Cargo Tracking +
Document
Extra D&D Record
E-Customs Solution

✓ GENERAL
✓ NOR
✓ REEFER

✓ Pending for Advanced Payment
✓ Available for Booking
✓ Booked
✓ Cancelled

Order Time

📅 2019-01-01

To

📅 2024-03-05

Order No.

E00065877

Booking No.

Online Payment Status

Please Select ▾

Order Status

Please Select ▾

Origin

Qingdao, Qingdao, S

Destination

Keelung, Taiwan, Chi

Vessel Name

Voyage No.

User

Please Select ▾

Search

Total Order(s): 1 Record(s)
Export data

🔔 Order will be cancelled automatically if no online payment settlement or no booking submission before expiry.

Order No. ⚙	Booking No.	Origin-Destination-Vessel/Voyage	Offline Payment Amount	Online Payment Amount	Online Payment Status	User	Order Time ^	Action
E00065877 <small>(Confirmed)</small>		<div style="display: flex; justify-content: space-between; align-items: center;"> ○ TENG YUN HE/317S ○ </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 5px;"> Qingdao ————— Keelung </div>	\$\$\$	\$\$\$	Paid \$\$\$	Username	2022-05-11 11:28	Submit Booking Adjust / Cancel Order

Step 2 Cancellation fee is shown at Order Details page.

My Orders / Order Details

Order No.: E00064847 Order Date: 2022-01-11 15:51

	20GP
Available for Booking	0
Total Ordered	1

Note: Any order adjustment or all/ partial cancellation may incur cancellation fee, that is \$\$\$ per TEU

Order Adjustment

Amount Paid
CNY 0

Cntr Usage

Booking No.: 8896189700 NEW

20GP

1

Sailing

Origin	POL	POD	Destination	Est. Transit Time	Traffic Mode	Cargo Type	SVWD
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iii) Checking Cancellation Fee at time of
cancellation

Step 1 Click "Order Adjustment" in Control Tower.

Control Tower
🔍 One Page Summary

Order
Booking
Cargo Tracking +
Document
Extra D&D Record
E-Customs Solution

✓ GENERAL
✓ NOR
✓ REEFER

✓ Pending for Advanced Payment
✓ Available for Booking
✓ Booked
✓ Cancelled

Order Time	<input type="text" value="2019-01-01"/>	To	<input type="text" value="2024-03-05"/>	Order No.	<input type="text" value="E00065877"/>	Booking No.	<input type="text"/>	Online Payment Status	<input type="text" value="Please Select"/>	Order Status	<input type="text" value="Please Select"/>
Origin	<input type="text" value="Qingdao, Qingdao, S"/>	Destination	<input type="text" value="Keelung, Taiwan, Chi"/>	Vessel Name	<input type="text"/>	Voyage No.	<input type="text"/>	User	<input type="text" value="Please Select"/>		

Search

Total Order(s): 1 Record(s)
[Export data](#)

🔔 Order will be cancelled automatically if no online payment settlement or no booking submission before expiry.

Order No. ⚡	Booking No.	Origin-Destination-Vessel/Voyage	Offline Payment Amount	Online Payment Amount	Online Payment Status	User	Order Time ^	Action
E00065877 (Confirmed)		TENG YUN HE/317S 	\$\$\$	\$\$\$	Paid \$\$\$	Username	2022-05-11 11:28	Submit Booking Adjust / Cancel Order

Step 2a Cancellation fee (before discount) is shown at the top of the page.

My Orders / Order Adjustment Order No.: E00066466 Order Date: 2022-07-29 15:31

Adjust Container Quantity

Any order adjustment or all/ partial cancellation may incur cancellation fee, that is per TEU

Container Type	Ocean Freight	Original Quantity	Booked Quantity	Adjust Quantity	Revised Quantity	Inventory
20GP	\$\$\$	<input type="text" value="1"/>	0	1 <input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/>	<input type="text" value="1"/>	Inventory
40GP	\$\$\$	0	0	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>	0	
40HQ	\$\$\$	0	0	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>	0	

Original Price

Ocean Freight:	Rate
<hr style="border-top: 1px dashed gray;"/>	
Ocean Surcharges:	Surcharges
<hr style="border-top: 1px dashed gray;"/>	
Documentation Fee:	Surcharges
<hr style="border-top: 1px dashed gray;"/>	
POR Local Surcharges:	Surcharges
<hr style="border-top: 1px solid gray;"/>	
Ocean Freight with Origin Surcharges:	Rate & Surcharges
Destination Surcharges, Overweight Surcharges and Others	

2
Cancel Order

Step 2b Alternatively, input the number of boxes you would like to cancel.

My Orders / Order Adjustment Order No.: E00066466 Order Date: 2022-07-29 15:31

Adjust Container Quantity

Any order adjustment or all/ partial cancellation may incur cancellation fee, that is per TEU

Container Type	Ocean Freight	Original Quantity	Booked Quantity	Adjust Quantity	Revised Quantity	Inventory
20GP	\$\$\$	<input type="text" value="1"/>	0	1 <input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/>	<input type="text" value="1"/>	Inventory
40GP	\$\$\$	0	0	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>	0	
40HQ	\$\$\$	0	0	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>	0	

Original Price

Ocean Freight:	Rate
<hr style="border-top: 1px dashed gray;"/>	
Ocean Surcharges:	Surcharges
<hr style="border-top: 1px dashed gray;"/>	
Documentation Fee:	Surcharges
<hr style="border-top: 1px dashed gray;"/>	
POR Local Surcharges:	Surcharges
<hr style="border-top: 1px solid gray;"/>	
Ocean Freight with Origin Surcharges:	Rate & Surcharges
Destination Surcharges, Overweight Surcharges and Others	

2
Cancel Order

Step 3 Cancellation fee (after discount) is shown in the alert box before you confirm your cancellation request.

My Orders / Order Adjustment

Order No.: E00066466

Order Date: 2022-07-29 15:31

Enter Cntr Change Count

Container Type	Ocean Freight
20GP	\$\$\$
40GP	\$\$\$
40HQ	\$\$\$

Disised Quantity	Inventory
0	Inventory
0	
0	

Order Cancellation ✕

Dear customer, please confirm if you would like to cancel your order. A total of **CNY 0** cancellation fee will be charged once confirm.

(Notice: There will be no cancellation fee for cancelling the order within 24 hours after the order is placed)

Close
Cancel Order

Original Price

Ocean Freight:

Ocean Surcharges:

Surcharges

Documentation Fee:

Surcharges

iv) Checking Cancellation Fee after
Cancellation

Step 1 After order is cancelled, you can view order details in My Order(s) by clicking Order No.

Control Tower
🔍 One Page Summary

Order
Booking
Cargo Tracking +
Document
Extra D&D Record
E-Customs Solution

✓ GENERAL
✓ NOR
✓ REEFER

✓ Pending for Advanced Payment
✓ Available for Booking
✓ Booked
✓ Cancelled

Order Time

📅 2021-01-01

To

📅 2024-03-05

Order No.

Booking No.

Online Payment Status

Please Select ▾

Order Status

Please Select ▾

Origin

Qingdao, Qingdao, S

Destination

Keelung, Taiwan, Chi

Vessel Name

Voyage No.

User

Please Select ▾

Search

Total Order(s):24 Record(s)
[Export data](#)

🔔 Order will be cancelled automatically if no online payment settlement or no booking submission before expiry.

Order No. ↕	Booking No.	Origin-Destination-Vessel/Voyage	Offline Payment Amount	Online Payment Amount	Online Payment Status	User	Order Time ^	Action
E000659 (Cancelled)		TENG YUN HE/317S ○————○ Qingdao Keelung	\$\$\$	\$\$\$	\$\$\$	Username	2022-05-18 18:23	Submit Booking Adjust / Cancel Order

Step 2 Cancellation fee charged is shown in Payment Info.

My Orders / Order Details
Order No.: E00065965 Order Date: 2022-05-18 18:23

Available for Booking
Total Ordered

Amount Paid

Rate

🔔 Any order adjustment or all/ partial cancellation may incur cancellation fee, that is \$\$\$ per TEU.

Sailing

Sailing Schedule	Est. Transit Time	Traffic Mode	Cargo Type	SVVD
	7days	CY-CY	FAK	TENG YUN HE 317S/INTX

Payment Info.

Charge Type	Pre-Paid/ Coll...	Qu...	Unit	Unit Price	Subtotal	Weight Condition/Remarks
Charge						

Cancellation Fee:
\$\$\$

Subtotal:
\$\$\$

🔔 Heavy Weight Charge may be applicable to 20GP shipment unless otherwise specified.

🔔 For Greece and Israel outbound products, there are no further local Liner Surcharges applied by OOCL at origin. Please contact our local agent directly for details of the surcharges they apply, you may find local contacts at [Resource Centre](#).

	Pre-paid	Collect	Cancellation Fee
Online payment	Charge	Charge	Charge
Offline payment			