

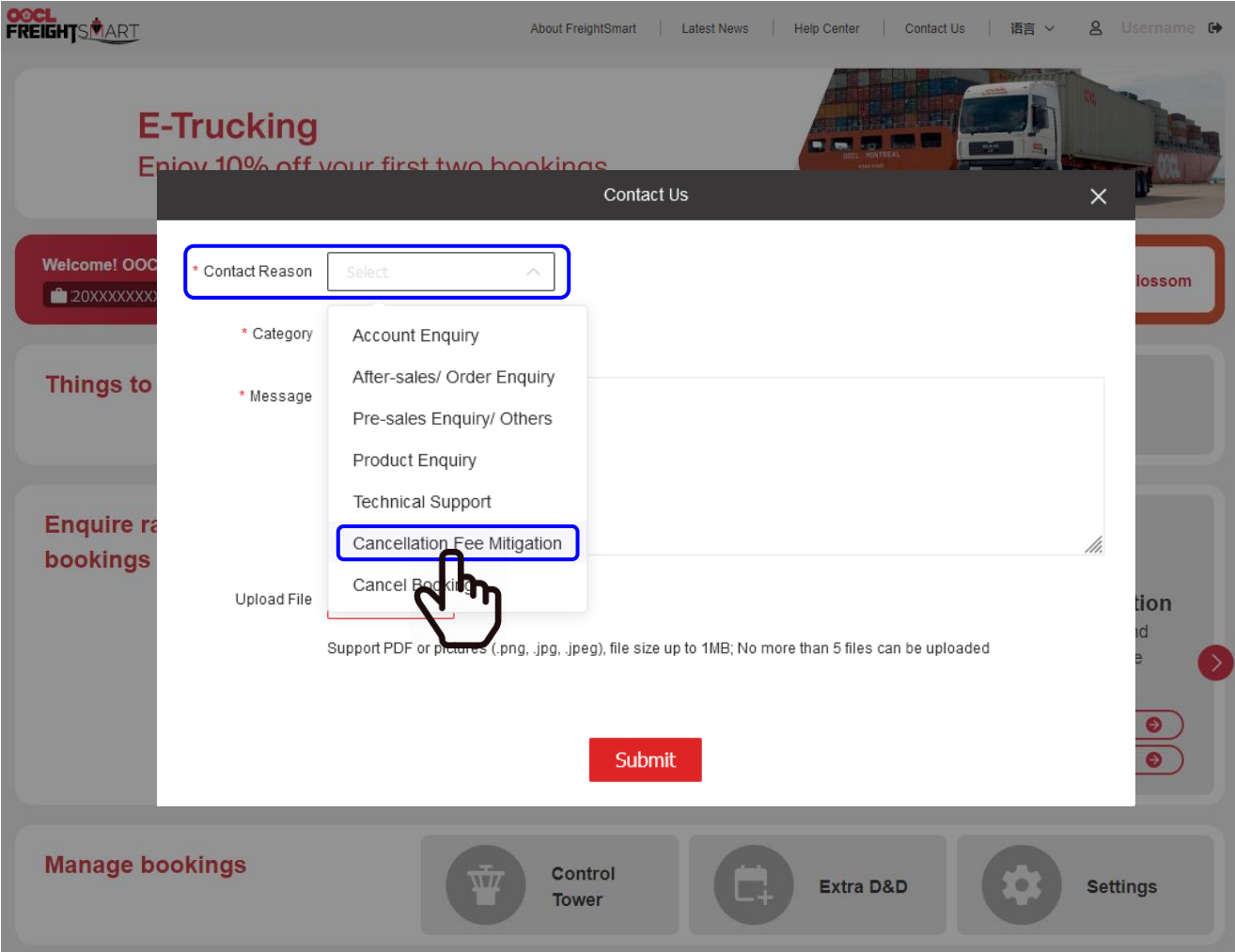
Submit Cancellation Fee Mitigation Request



Step 1 Click “Contact Us”.

The screenshot shows the OOCL FreightSmart user interface. At the top, there is a navigation bar with the following links: About FreightSmart, Latest News, Help Center, Contact Us, 语言 (Language), and Username. The 'Contact Us' link is highlighted with a hand cursor. Below the navigation bar is a large banner for 'E-Trucking' with the text 'Enjoy 10% off your first two bookings' and an image of a truck and a container ship. Below the banner is a red header area with the text 'Welcome! OOCL FreightSmart' and a user profile section showing a masked ID '20XXXXXXXXX' and the status 'Associated'. To the right of the header is a 'Red Plum Blossom' logo. Below the header is a 'Things to do' section with three cards: '0 Notices', '0 To-Do List', and '1 Cart'. Below this is an 'Enquire rates and place bookings' section with three main categories: 'E-Spot' (Get spot rates), 'E-Quote' (Get longer term quotations), and 'Logistics Solution' (Innovative cargo and value-added service). Each category has a list of sub-options with arrows: 'E-Spot' includes General Cargo, Reefer Cargo, and NOR; 'E-Quote' includes Enquire Rates; 'Logistics Solution' includes E-Trucking and E-Customs Solution. At the bottom is a 'Manage bookings' section with three cards: 'Control Tower', 'Extra D&D', and 'Settings'.

Step 2 Select “Cancellation Fee Mitigation” in Contact Reason.



Step 3 Fill in order details, mitigation reason and provide supporting documents (if any). You will be informed of the result via email from receipt of request.

The screenshot shows the 'Contact Us' form in the OOCL FreightSmart application. The form is titled 'Contact Us' and has a close button (X) in the top right corner. The form fields are as follows:

- * Contact Reason:** A dropdown menu with 'Cancellation Fee Mitigation' selected.
- * Category:** A dropdown menu with 'GENERAL' selected.
- * FS Order No:** A text input field with a yellow background and the text 'Order No.' inside.
- * Mitigation Reason:** A large text area for providing details.
- Upload File:** A button with the text 'Please Select'.

Below the 'Upload File' button, there is a note: 'Support PDF or pictures (.png, .jpg, .jpeg), file size up to 1MB; No more than 5 files can be uploaded'. At the bottom of the form, there is a red 'Submit' button with a hand cursor pointing to it.