

## *Empty Collection Appointment (ECA) Service*

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## **Topics Today**

- **What is it and why is it there?**
- **How does it work?**
- **What are the benefits?**
- **FAQs**

# What is it and Why is it There?



- ECA service allows customers to obtain empty container number and seal number before SI document closing without having to physically collect the container at the terminal
- It is different from liner's container nomination service since ECA only applies to "GP" containers with no nomination in nature
- ECA service was designed to meet with business practice changes in connection with the requirements of the US/EU Customs' 24-hour Advance Cargo Manifest
- The service provides a cost effective alternative to an early container pick-up which causes extra lift charges, extra haulage, extra storage, inefficiencies and opportunity costs for truckers and shippers

# ECA Liners and Pick-up Locations



# How Does it Work?



Customers make appointment request at anytime (7x24)

1



2 Appointment request is sent to terminal for confirmation via OnePort

ONEPORT

3 Confirmed appointment with container and seal no. OR rejection



4 Confirmed appointment OR rejection



5 Manifest submission



6 Shipper informs trucker goods are ready for stuffing



7 Pick up booked container at terminal



8 Bring the container directly for goods stuffing



9 Bring the container back to terminal for loading



# How Does it Work?



- Making appointment
  - 7 x 24 through phone or internet
  - 5 cut-off time daily at 0900, 1100, 1300, 1600, 2000 to send appointment requests to terminals for confirmation or rejection
- Empty pick-up
  - Maximum in 3 days counting from the day of confirmation
  - Container will be released in 2 hours after appointment time in case of "no show"
- Changing appointment
  - Only pick-up time can be changed
  - New appointment should be made for change of size/type
- Canceling appointment
  - Appointment can be cancelled before confirmation with no service fee charged

## Service Benefits



- A value-added alternative solution which is more cost effective and more efficient than storing containers at outside depot for your customers
- Each of the container reserved under ECA service is additional free space to shipping lines at the terminals
- Align service quality to your competitors
- Bring along marketing and promotional value by raising your corporate image

## FAQs



- Will there be big impact to my inventory as terminal will hold up my empty containers?
- Can the SLs recall empty container after it was assigned to ECA customer?
- Can the SLs restrict usage of the service to particular group of customers?
- Do the shippers really need this service since I haven't heard of it from them?

# Thank You!



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