



2 DAYS TO GO

Additional Services for Self-Service Requests are available in the Online Payment System



The **Self-Service Request (SSR)** is a feature in the Online Payment System (OPS) that allows customers to pay applicable service-related fees **without requiring a draft invoice number** from the terminal.



Services That Do Not Require Approval

- ✓ Admin Fee
- ✓ Overstaying Penalty
- ✓ BOC X-ray
- ✓ Shut-out Fee
- ✓ DG Hold

Services That Require Approval

- ✓ Dray off
- ✓ External Cargo Survey
- ✓ Yard Hustling
- ✓ BOC Examination (100%/Partial)
- ✓ Lift On/Lift Off



- ✓ Please ensure that the **service request created in SSR is correct.**
- ✓ If the container is subject to any of the following services –Weighing, Hustling, LOLO, or BOC Spot Check– the **applicable charges can be paid in a single transaction.** All other services must be settled separately.

To view the step-by-step guide on Self-Service Request in the OPS, click [here](#).

