



Update on Pickup Cut-off Time and Revised i-WiLL User Guide

Dear Valued Customers,

Thank you for choosing OCS services.

To better accommodate customers' needs, the cut-off time for on-site pickup has been extended from 13:30 to 14:00.

In accordance with this change, the online system operation guide has been updated, and the latest version is now available.

Kindly download and refer to the attached updated operation guide and use it as the reference for all future operations.

Page 1 to Page 3 : i-WiLL Pickup Order – Online Reservation Guide

Page 4 to Page 10 : i-WiLL AWB Entry – Completion Guide

If you have any questions or require further assistance, please contact our customer service team via email at cshk@ocs.com.hk or by phone at 2334-4441.

OCS HONGKONG COMPANY LTD

24 December 2025



This three-page manual provides instructions on how to complete the "Pickup Request" process within the i-WiLL system.

In the homepage, click on "Pickup Order".

[Home](#) | [Shipping](#) | [My List](#) | [Document Download](#) | [Shipment Information](#)

View ID : PPCMG0204M Ref.Date : 28 Nov2024 21:51

Shipping

- Air Waybill/Invoice Entry
- Pickup Order**

My List

- User ID Management
- Address Book
- Address Book Upload
- Address Book Download
- Description Template

Document Download

- Shipping Document Download(Export)

Shipment Information

- Shipment Information/Tracking(Export)
- Tracking Notice
- Tracking Notice by User

- ☞ To search for reservations made within a specific range, please click on "Search".
- ☞ To create a new reservation, please click on "New".

View ID : PCSWG0301S Ref.Date : 28 Nov2024 21:52

Search Condition

Order Date : -

[Clear the condition](#)

Order No.	Company	Section/Contact	Entered by	Pickup Date	Status

Total Count: 0

- Customer CD Enter "001" in the yellow box.
- Contact Name Enter the contact person's information.
- Small (Document) If it is a document, please enter the quantity here.
- Medium (Parcel) For parcels that can be carried with hands, please enter the quantity here.
- Large (Parcel) ① Enter the quantity of parcels that require a hand cart for transport.
 ② Check the box "Need Hand Cart".
 ③ In "Nonstandard Size", enter the approximate weight.
- Pickup Date The date must be consistent with the "Ready for Pickup" date.
- Ready for Pickup Monday to Friday: The time cannot exceed 14:00.
 Saturday: The time cannot exceed 11:30.
- Other Remarks Please enter the relevant remarks in the "Nonstandard Size" field
 (e.g. pickup requested before 17:00, if possible).

After completing, click "Register".

*Note: The order time from Monday to Friday cannot exceed 14:30, and on Saturday it cannot exceed 10:30.

UserID: HK1CSALICE Account Code: PC6013 - A | [FAQ & User Guide](#) | [Logout](#)

Home
Shipping
My List
Document Download
Shipment Information

Pickup Order Entry

View ID: PCSWG0302E Ref.Date: 28 Nov2024 21:52

<div style="margin-bottom: 5px;">* Customer CD: PC6013 - A-001 <input type="text" value="001"/> <input type="button" value="CLEAR"/></div> <div style="margin-bottom: 5px;">Company: OCS HONGKONG CO LTD</div> <div style="margin-bottom: 5px;">Section: <input type="text"/></div> <div style="margin-bottom: 5px;">* Contact Name: MR CHAN</div> <div style="margin-bottom: 5px;">Address: SHOP 1&2, G/F, FREDER CENTRE, 62-68 SUNG WONG TOI RD, TO KWUA WAN</div> <div style="margin-bottom: 5px;">City: <input type="text"/></div> <div style="margin-bottom: 5px;">Region: <input type="text"/></div> <div style="margin-bottom: 5px;">Phone No.1: 85223344441</div> <div style="margin-bottom: 5px;">Phone No.2: <input type="text"/></div> <div style="margin-bottom: 5px;">Please enter the phone number that you can be reached.</div> <div style="display: flex; justify-content: space-around; margin-bottom: 5px;"> <div style="text-align: center;"> <p>Small (Envelope, Bag)</p> <input type="text"/> Pcs. </div> <div style="text-align: center;"> <p>Medium</p> <input type="text" value="0"/> Pcs. </div> <div style="text-align: center;"> <p>Large (Heavy, Long)</p> <input type="text" value="10"/> Pcs. </div> </div>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="8">Regular Pickup Schedule</th> </tr> <tr> <th></th> <th>Mon</th> <th>Tue</th> <th>Wed</th> <th>Thu</th> <th>Fri</th> <th>Sat</th> <th>Sun</th> </tr> </thead> <tbody> <tr> <td>1st</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>2nd</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>3rd</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>4th</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table> <div style="margin-top: 5px;">* Pickup Date: 28112024 <input type="text" value="28112024"/> <input type="button" value="CALENDAR"/></div> <div style="margin-top: 5px;">ddmmyyyy ex)13 OCT 2012 →13102012</div> <div style="margin-top: 5px;">Cutoff Time for Pickup Order: 14:00</div> <div style="margin-top: 5px;">Ready for Pickup a: 28112024 <input type="text" value="28112024"/> <input type="button" value="CALENDAR"/> 14:00 <input type="button" value="DOWN"/></div> <div style="margin-top: 5px;">Others <input checked="" type="checkbox"/> Need Hand Cart</div> <div style="margin-top: 5px;">Please enter weight and size of the shipment when it is "Large".</div> <div style="margin-top: 5px;">Nonstandard Size: 100kg <input type="text" value="100kg"/></div> <div style="margin-top: 5px;">Ex.) Length * Width * Height, Pieces, Packing</div> <div style="margin-top: 5px;">Pickup Place Info: <input type="text"/></div> <div style="margin-top: 5px;">Ex.) 4th Floor, In front of the elevator.Call ext.9999 from reception.</div>	Regular Pickup Schedule									Mon	Tue	Wed	Thu	Fri	Sat	Sun	1st								2nd								3rd								4th							
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Update: 23 Dec 2025

i-WiLL Pickup Order – Online Reservation Guide

Page 2 of 3

- 👉 To check a reservation, please return to the search page and click "Search".
- 👉 To cancel a reservation, select the shipment on the left and click the "Cancel" button at the bottom.

View ID : PCSWG0301S Ref.Date : 28 Nov2024 21:55

Search Condition

Order Date : - ddmmyyyy

[Clear the condition](#)

Order No.	Company	Section/Contact	Entered by	Pickup Date	Status
<input checked="" type="radio"/> 6793522-01	001 OCS HONGKONG CO LTD	MR CHAN	OCS	10Oct2024	取貨
<input type="radio"/> 6793521-01	001 OCS HONGKONG CO LTD	MR CHAN	OCS	10Oct2024	取貨
<input type="radio"/> 6793520-01	001 OCS HONGKONG CO LTD	MR CHAN	OCS	10Oct2024	取貨

Total Count: 3

If you have any inquiries, please feel free to contact our customer service team at 2334 4441.

Thank you for your support!

This seven-page manual provides instructions on how to complete the "Waybill Entry" process within the i-WiLL system.

On the homepage, click on "Air Waybill/Invoice Entry"

The screenshot shows the i-WiLL homepage with the following elements:

- Header: OCS ANA GROUP logo, UserID: HK1CSALICE, Account Code: PC6013 - A, and links for FAQ & User Guide and Logout.
- Navigation: Home, Shipping, My List, Document Download, Shipment Information.
- Top Page: View ID: PPCMG0204M, Ref. Date: 28 Nov2024 20:33.
- Main Content: A large banner with a globe and the text "i-WiLL".
- Menu Items:
 - Shipping** (highlighted): Air Waybill/Invoice Entry (highlighted), Pickup Order.
 - My List**: User ID Management, Address Book, Address Book Upload, Address Book Download, Description Template.
 - Document Download**: Shipping Document Download(Export).
 - Shipment Information**: Shipment Information/Tracking(Export), Tracking Notice, Tracking Notice by User.

- 👉 To search for air waybills created within a specific range, please click on "Search".
- 👉 To create a new air waybill, please click on "New" → Select "Air Waybill".

The top screenshot shows the "Air Waybill / Invoice List" page with the following details:

- Header: OCS ANA GROUP logo, UserID: HK1CSALICE, Account Code: PC6013 - A, and links for FAQ & User Guide and Logout.
- Navigation: Home, Shipping, My List, Document Download, Shipment Information.
- Page Title: Air Waybill / Invoice List, View ID: PCSWG1601S, Ref. Date: 28 Nov2024 20:18.
- Search Condition: Entry Date: 13112024 - 28112024, Status: All (selected), Cancel Included, Editing, Issued, Picked up, Cancelled.
- Buttons: Search (highlighted), Clear the condition.
- Table Headers: User ID, Air Waybill No., Shipment Type, Receiver, Section, Address, Status, Entry Date.

The bottom screenshot shows the "Air Waybill / Invoice Entry" page with the following details:

- Header: OCS ANA GROUP logo, UserID: HK1CSALICE, Account Code: PC6013 - A, and links for FAQ & User Guide and Logout.
- Navigation: Home, Shipping, My List, Document Download, Shipment Information.
- Page Title: Air Waybill / Invoice Entry, View ID: PCSWG1602E, Ref. Date: 28 Nov2024 20:19.
- Form: *Air Waybill/Invoice dropdown menu with "Air Waybill" selected.
- Buttons: SET, Back, Jump to Top, New (highlighted).
- Total Count: 0.

1. Shipper:

- ☞ The system will automatically display the registered address provided at account setup, which cannot be modified.
- ☞ If the displayed address is not applicable or a new delivery address is required, please contact Customer Service.
- ☞ Fields highlighted in yellow are mandatory, while white fields are optional.

Air Waybill / Invoice Entry
View ID : PCSWG1602E Ref.Date : 28 Nov2024 20:19

* Air Waybill/Invoice Air Waybill

Air Waybill No.

Air Waybill

| All | Shipper | Receiver | Importer | Description of Good(s) | Shipper's Reference No. | Shipment Information | Optional Service | Payment |

1.Shipper

* Search Key	<input style="width: 95%;" type="text" value="PC6013001"/>	<input type="button" value="Q"/>	<input type="button" value="CLEAR"/>
Tax ID for Customs	<input type="text"/>		
Company	OCS HONGKONG CO LTD		
Country	HONG KONG		
Postal Code	<input type="text"/>		
Section Name	<input type="text"/>		
* Contact Name	<input style="background-color: #ffffcc;" type="text" value="MR CHAN"/>		
Address	SHOP 1&2, G/F, FREDER CENTRE, 62-68 SUNG WONG TOI RD, TO KWUA WAN		
City	<input type="text"/>		
Region	<input type="text"/>		
* Phone No.	<input style="background-color: #ffffcc;" type="text" value="85223344441"/>		
Ext No.	<input type="text"/>		
Email	<input type="text"/>		

2. Receiver:

- ☞ To select an address saved in the address book, click the magnifying glass icon and choose the required address.
 - ☞ You may also enter the address manually.
- After completing the details, tick the checkbox "Save in the Address Book" at the bottom to save it for future use.

2.Receiver

Search Key

Tax ID for Customs

* Company

* Country

Postal Code

Section Name

* Contact Name

* Address

* City

Region

* Phone No. * For smooth delivery, please enter acc

Ext No.

Email

Save in the Address Book: This address will be saved as "Delivery". Please add Address Type "Importer" at Address Book.

3.Importer

4.Description of Good(s)

Description

5.Shipper's Reference No.

6.Shipment Information

* Product IEX EXPORT

* Shipment Type DOCUMENT NON DOCUMENT Commercial Value

Address Book - Google Chrome

webcsw.ocs.co.jp/csw/EPCMX3901X00001P.do

Address Book

View ID : PPCMX3901X Ref.Date : 28 Nov2024 20:23

Search Condition

Search Key:

Company Name:

Country:

Address Type: Pickup(P) Exporter(E) Importer(I) Delivery(D) Bill To(B)

Code	Search Key	Company Name	Contact Name	Address	P	E	I	D	B
<input checked="" type="radio"/> 005	PC6013005	OCS TOKYO SKY GATE (IMPORT CLEARAN	KOTO-KU TOKYO JAPAN			*	*	
<input type="radio"/> 007	PC6013008	International Air Cargo Ter		Narita JAPAN			*	*	
<input type="radio"/> 008	PC6013008	MR TANIMOTO HIROSHI		USHIKU-SHI IBARAKI JAPAN			*		
<input type="radio"/> 009	PC6013009	Mr. SUMIMURA TETSUO		SAGAMIHARA-SHI KANAGAWA JAPAN			*		
<input type="radio"/> 011	PC6013011	OCS CO LTD		KOTO-KU TOKYO JAPAN			*	*	
		PRINCETON LTD		YOSHIGAYA-SHI					

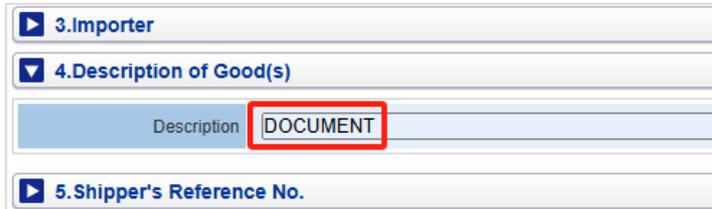
Total Count: 8

3. Importer:

- ☞ If the importer is the same as the consignee, please ignore this field.
- ☞ If the importer is different, click “Importer” to expand the section, untick “Same as Delivery,” and enter the importer’s information, or select it via the magnifying glass icon.

4. Description of Good(s):

- ☞ Please enter the detailed description of the goods.
- ☞ If the shipment contains multiple items, please list the item with the largest quantity.



3.Importer

4.Description of Good(s)

Description DOCUMENT

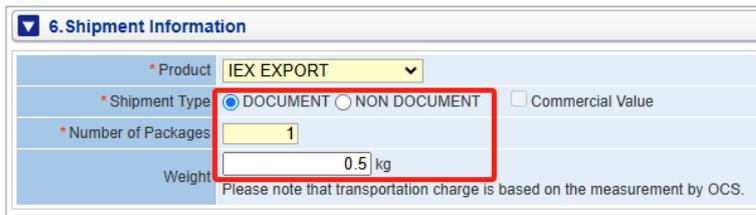
5.Shipper's Reference No.

5. Shippers Reference No :

- ☞ If there are no remarks, please leave this field blank; otherwise, enter the relevant information as needed.

6. Shipment Information:

- Shipment Type : If it is a document, please select "Document". If it is a parcel, please select "Non-Document".
- Number of Packages : Please enter the number of parcels.
- Weight : Please enter the total weight.



6. Shipment Information

* Product IEX EXPORT

* Shipment Type DOCUMENT NON DOCUMENT Commercial Value

* Number of Packages 1

Weight 0.5 kg

Please note that transportation charge is based on the measurement by OCS.

7. Optional Service:

Please ignore.

8. Payment: Transportation Charge and Duties & Taxes:

- Shipper : Sender pays.
 - Other – Importer (Non Account) : Recipient pays.
 - World Account : Recipient monthly billing
- (You must enter the billing account number in the "Billing Account" field. The format for the three spaces is: WJP 0000 001).

Once completed, click "Register" → Preview the screen → After checking for accuracy, click "Ok".

- ⚠ Once you click "OK," an AWB number will be generated and the contents will be locked and cannot be modified.
- 💡 If changes are required, please go to the "Search" screen, select the relevant AWB, and click "Copy."
The system will automatically generate a new AWB number. You may delete the original AWB or keep it for future use.

In the pop-up window, the PDF file of the Air Waybill (AWB) will be displayed.

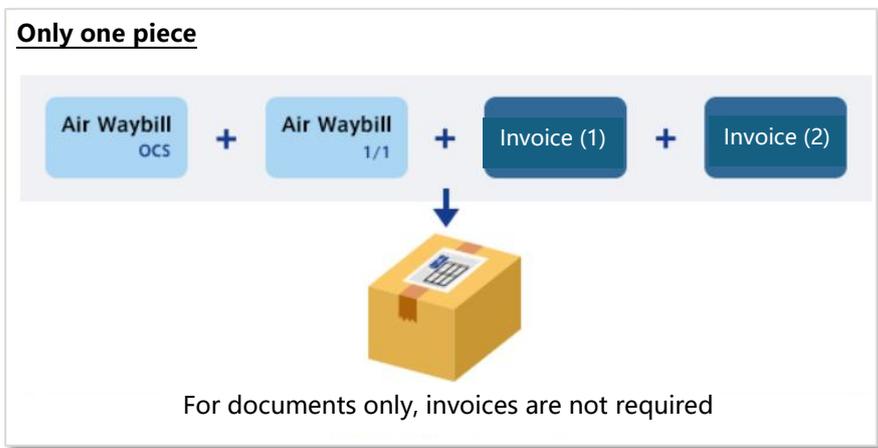
- 👉 For 1 piece, 2 pages will be displayed;
- 👉 For 2 pieces, 3 pages will be displayed;
- 👉 For 3 or more pieces, (total number of pieces + 1) pages will be displayed.

Please make sure to print all pages.

If the shipment consists of only one piece:

- ✎ Please place the two printed Air Waybills (AWB) together with two sets of invoices (Invoice) into a transparent document pouch and attach it to the shipment.
- ✂ For documents only, invoices are not required.
- ✂ If you need a transparent document pouch, please feel free to contact Customer Service.
- ✂ For customers requiring an OCS signature for their files, please print or copy this page to serve as a standalone signature page.

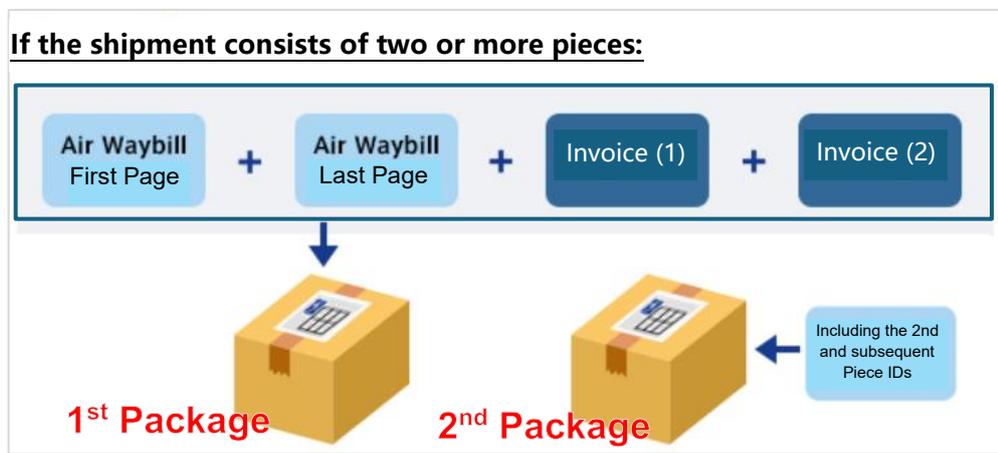
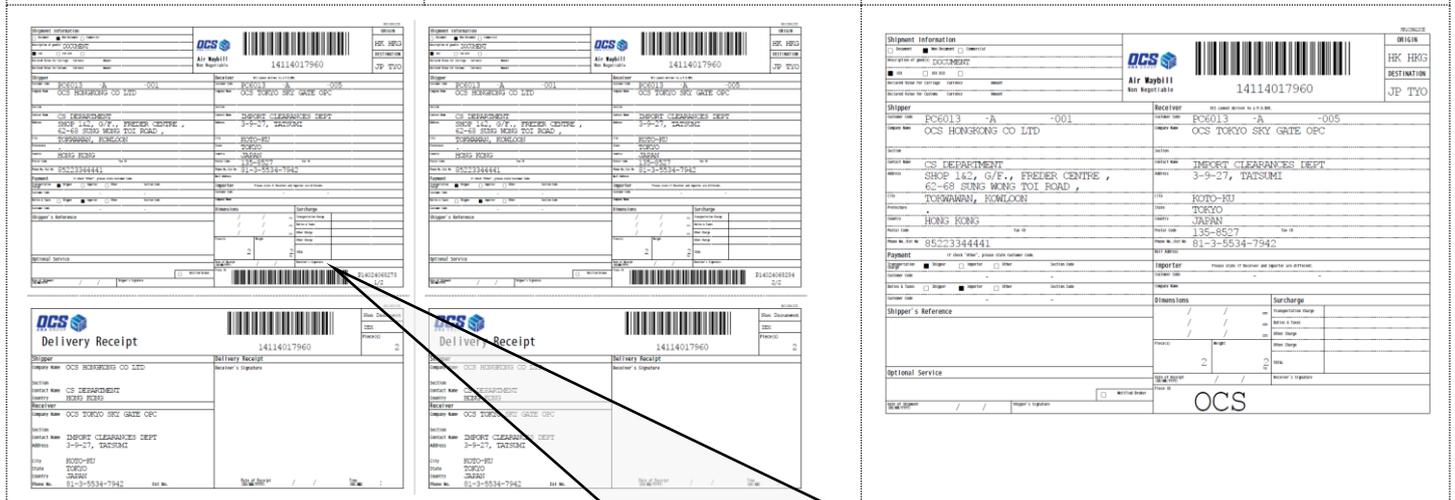
Page 1	Page 2
<p>Lower section: Delivery Receipt</p>	<p>Lower section: Blank</p>



If the shipment consists of two or more pieces:

- ➡ Please place the AWB with “Piece ID 1”, the final page without a Piece ID (lower section blank), and two sets of invoices together into a transparent document pouch, and attach it to the first piece.
- ⚠ Please ensure the Piece ID is facing outward so that it can be easily scanned.
- ➡ Attach the AWB with “Piece ID 2” to the second piece.
For the third and subsequent pieces, please attach the corresponding AWB with the relevant Piece ID in the same manner.
- ✂ If you require a transparent document pouch, please feel free to contact Customer Service.
- ✂ For the location of the Piece ID, please refer to the diagram below.
- ✂ For customers requiring an OCS signature for their files, please print or copy this page to serve as a standalone signature page.

First Page	Page 2 and subsequent pages	Last Page
Including 1st Piece ID	Including the 2 nd and subsequent Piece IDs	No Piece ID; bottom half is blank
Place the <u>final page of the waybill</u> and <u>two sets of invoices</u> into the clear pouch, then affix it to the outside of the first package.	Affix the waybills for the 2 nd and subsequent Piece IDs onto the 2 nd and all following pieces of cargo.	Follow the same procedure as the first page.



- 👉 To search for an air waybill, please return to the search page and click "Search".
- 👉 To cancel an air waybill, select the waybill on the left and click the "Cancel" button at the bottom.

Air Waybill / Invoice List
View ID : PCSWG1601S Ref.Date : 28 Nov2024 20:28

Pickup order will not be registered just by Air Waybill/Invoice Entry.
If pickup is necessary, please register from [Shipping]-[Pickup Order] button.

Search Condition

* Entry Date : - ddmmyyyy
Status : All Cancel Included Editing Issued Picked up Cancelled

Search
Clear the condition

User ID	Air Waybill No.	Shipment Type	Receiver	Section	Address	Status	Entry Date
<input checked="" type="radio"/> HK1CSALICE	14109493005	DOCUMENT	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458554	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458532	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458473	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458403	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458311	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458263	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458230	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458134	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458064	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109458016	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109457784	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109457736	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024
<input type="radio"/> HK1CSHARA	14109457692	NON DOCUME	OCS TOKYO SKY GAT		TOKYO,JAPAN	Issued	28Nov2024

Total Count:21

New
Copy
Modify
Inquiry
Cancel
Delete

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If you have any inquiries, please feel free to contact our customer service team at 2334 4441.

Thank you for your support!