

16 July 2019

TO OUR VALUED CUSTOMERS:

In recent occasions we have received various calls and safety concerns from our building Administrators due to the flock of visitors at our 11<sup>th</sup> floor office location, some of us were also sporadically waiting at the 11<sup>th</sup> floor lobby area during break hours which is strictly discouraged by the building management. As such, we are temporarily implementing effective **22<sup>th</sup> July** scheduling of Refunds on Container Deposit on 'Alphabetical/Alpha Numeric' order based on the 1<sup>st</sup> letter of your company names during Mondays, Wednesdays & Fridays. Kindly please refer to attached document for details.

<b>SCHEDULED PICK UP CHECK</b>	<b>ALPHA NUMERIC (COMPANY NAME'S FIRST LETTER)</b>
<b>MONDAY</b> 9:00AM – 11:30AM / 1:00PM – 4:00PM	<b>0 - 9 / A B C D E F</b>
<b>WEDNESDAY</b> 9:00AM – 11:30AM / 1:00PM – 4:00PM	<b>G H I J K L M N O</b>
<b>FRIDAY</b> 9:00AM – 11:30AM / 1:00PM – 4:00PM	<b>P Q R S T U V W X Y Z</b>

Thank you very much for your understanding, please be assured that your interest is of most importance to ONE Philippines, kindly bear with us as we continue to improve our processes to serve you consistently and better.

Sincerely yours,

**OCEAN NETWORK EXPRESS PHILIPPINES, INC.**

- **RECEIVING SCHEDULE - CONTAINER DEPOSIT**

**MONDAY TO THURSDAY ONLY**

**9:00 AM TO 4:00 PM ONLY**

**CUT OFF TIME - 11:30 AM & 4:00 PM**

- **REFUND COLLECTION - CONTAINER DEPOSIT**

**MONDAY - 9:00 AM TO 4:00 PM ONLY**

**WEDNESDAY - 9:00 AM TO 4:00 PM ONLY**

**FRIDAY - 9:00 AM TO 4:00 PM ONLY**

**CUT OFF TIME - 11:30 AM & 4:00 PM**

- **FOR PICK UP / DEDUCTION OF REFUND**

**TUESDAY & THURSDAY ONLY**

**9:00 AM TO 4:00 PM ONLY**

**CUT OFF TIME - 11:30 AM & 4:00 PM**

- **FOR FOLLOW UP REFUND**

- **PH.MNL.AP@one-line.com**
- **Tel. No. 403 7998 Loc. 143**
- **Tel. No. 271 1083**