

April 28, 2020

CONTAINER DEPOSIT REFUND ADVISORY

Relative to the ongoing restrictions brought about by the implemented Enhanced Community Quarantine in National Capital Region (NCR). Request for container deposit refund will resume via online submission and processing starting May 4, 2020. Below are the process and requirements needed in processing the container refund.

Same as normal operations, we would be implementing a cut-off email receiving time of 4:00PM from Monday to Thursday only. Any request after the 4PM cut-off would be treated as request for the following day (if any).

Truly yours,



Felixberto M. Maneja, Jr.

Finance & Accounting Manager

Ocean Network Express Philippines, Inc.

Online Submission of Container Deposit Refund Request

1. Send to below email address pdf copy of requirements for container deposit refund request
 - a.) Please send one (1) email request for every refund request
ph.mnl.condep@one-line.com
2. Please send PDF Copy of documents in the FOLLOWING ORDER:
 - a.) Fully accomplished Customer registration form (please find attached)
 - b.) Scanned file of OPUS Receipt and or Acknowledgement Receipt (BIR ACKR)
 - c. Scanned Letter of Request for refund from Consignee stating the authorized Payee (Broker or Co. Prepresentataive)
 - d.) Scanned **CLEAR** copy of Equipment Interchange Receipt (EIR)
 - e.) Scanned copy of company ID of the Signatory with managerial position
 - f.) Scanned **CLEAR** copy of the BIR 2303 of the Payee of the refund
3. Filename of the pdf should be the Acknowledgement Receipt (ACKR No.) and Consignee Name (e.g. RECMNLBB20013100456 - ABC Company)
4. Please follow below email SUBJECT format
REFUND OF CONTAINER DEPOSIT - RECMNLBB20013100456 - ABC Company

Clipboard	Basic Text	BOOK NAMES	FILE	ITEM
		Names		Include

Send	To...	ph.mnl.condep@one-line.com
	Cc...	
	Subject	REFUND OF CONTAINER DEPOSIT - RECMNLBB20013100456 - ABC Company

Dear Condep Team,

We would like to request for the refund of our container deposit for Receipt No. RECMNLBB20013100456 - ABC C
Please find attached file. Thank you.