USER MANUAL – Effective July 1, 2020



e-Delivery Order (e-D/O) Request Form

Effective July 1, 2020

Please ensure to submit correct and complete documents. Requests should be made 24 hours prior to the target delivery date. Requests made after 4PM will be processed the next working day.

1. Enter your email address

Email address *

Your email

This is a required question

2. Enter your Complete Name



3. Enter email address to receive notification for the CRO (including your email address).	Press enter
after each email address	

Email Address to Notify *
*Please input email address that you want us to notify
Frease input email address that you want us to nothly
your email
email no. 2
email no. 3
email no. 4
and so on

4. Enter the Master BL No. without the prefix "ONEY".



5. Enter the Consignee Name on Master BL. This is the Consignee name on the BL issued by ONE.



6. Select the type of request whether it is for fresh request of Delivery Order or for Revalidation of CRO.



7. IF THE REQUEST IS DO RELEASE

7.1 Select DO Request and click "Next" button



- 7.2 User will be redirected to below. Please ensure to attach all required documents.
 - 1. Master BL copy
 - 2. Container Guaranty
 - 3. ID of Signatory (Ensure that the signature is the same with the signature in Container Guaranty)
 - 4. AISL Clearance

Note: If Shipment is SOC – Attach only Master BL copy and ID of signatory)

*** If BL is Original BL, please submit Original to ONE Terminal

***If any of the above document is not submitted, request shall be tagged as INVALID and will not be processed.



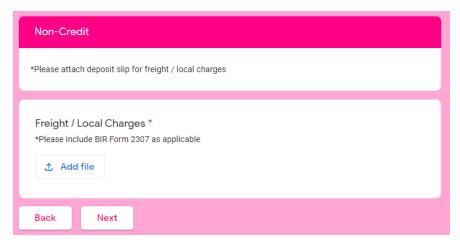
7.3 Select Type of Customer



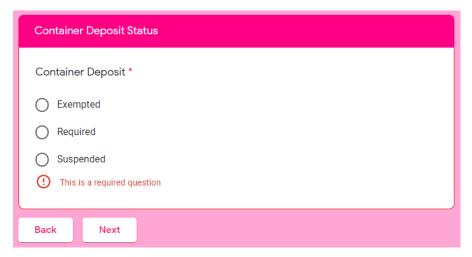
➤ For Credit Customer, select "Credit", then click "Next"



> For Non-Credit Customer, user is required to attach deposit slip for freight / local charges payment



7.4 Select Container Deposit Status



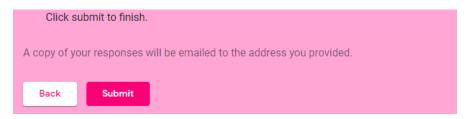
> If Required or Suspended, user is required to attach Container Deposit below:



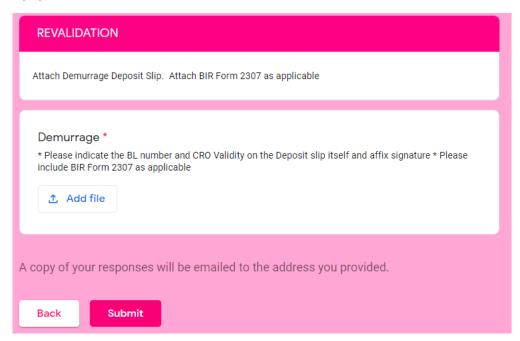
7.5 Select applicable option



> If "No" is selected, next action is to submit the form.



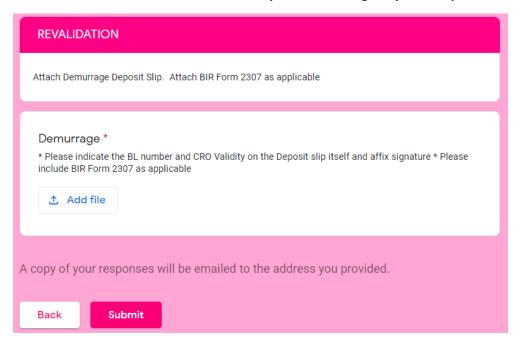
> If "Yes" is selected, user will be redirected to below to allow attachment of demurrage payment, then the Form can be submitted.



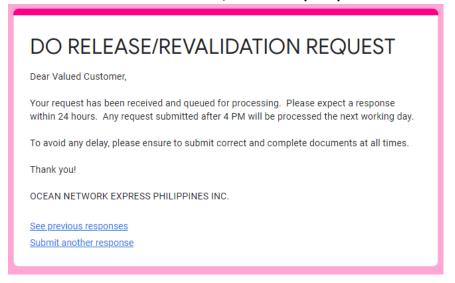
8. IF THE REQUEST IS REVALIDATION, select "Revalidation"



Customer will redirected to below. Upload Demurrage Payment Slip and click "Submit"



After successful submission, user will be prompted with below:



Reminders:

- 1. All successful requests submitted are automatically queued in the Monitoring / Processing Logsheet of ONE
- 2. User may only resubmit request IF and ONLY IF the initial submitted was incorrect/incomplete.
- 3. All documents are queued and processed in a First IN First OUT manner. Sender is requested to wait for their documents to be processed. Sender will be contacted/notified thru email address provided

once DO is ready or if there is any problem. Hence, please ensure that all entries must be correct and complete.

- 4. Processing time is 24 hours (with cut off of 4 PM), therefore, we encourage that requests be submitted 24 hours prior to target delivery date.
- 5. All requests submitted after 4 PM, shall be processed the next working day.

Should there be any other concern, please send email to the ff:

BL Surrender Status / Document Issues	ph.mnl.impdoc@one-line.com
Demurrage / Detention	ph.demdet@one-line.com
Payment Verification / Official Receipt	ph.gcms.collection@one-line.com
Billing Request	ph.mnl.billing.cnc@one-line.com
Container Deposit Refund	ph.mnl.condep@one-line.com