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

Name of Sender *

Your answer

⊘ This is a required question

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

your email
email no. 2
email no. 3
email no. 4
and so on...

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

BL Number (without "ONEY") *

*Must be ONE issued BL number

Your answer

⊘ This is a required question

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

Consignee *

*Must be Consignee on Master BL

Your answer

⊘ This is a required question

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

Type of Request *

○ DO Release

○ Revalidation

7. IF THE REQUEST IS DO RELEASE

7.1 Select DO Request and click "Next" button

Type of Request *

- ⦿ DO Release
- ◯ Revalidation

Next

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.

DO RELEASE

* Please supply / attach all four (4) required documents as listed. Otherwise, request will be tagged as INVALID. For multiple BL request, attach one file per BL number. Filename should be the corresponding BL number. You can attach up to 10 files only

IMPORT DOCS *
(1. Master BL Copy 2. Container Guaranty 3. ID of Signatory 4. AISL Clearance)
===
================= * Please ensure that the ID corresponds to the signatory of Container Guaranty) *
For OBL, please surrender to ONE Terminal (A.B. Braza at G/F Unit F-102 Myers Bldg.Cor. R.S Oca and A.C Delgado St.,South Harbor Port Area Manila

⬆ Add file

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

Container Deposit Status

Container Deposit *

○ Exempted

○ Required

○ Suspended

⊘ This is a required question

Back   Next

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

ConDep Slip

*Container Deposit Slip

Container Deposit *

⬆ Add file

Back   Next

7.5 Select applicable option

D/O Release (with Demurrage)

With Demurrage ? *

○ No

○ Yes (with Deposit Slip)

⊘ This is a required question

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

Click submit to finish.

A copy of your responses will be emailed to the address you provided.

Back   **Submit**

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

REVALIDATION

Attach Demurrage Deposit Slip. Attach BIR Form 2307 as applicable

Demurrage *
* Please indicate the BL number and CRO Validity on the Deposit slip itself and affix signature * Please include BIR Form 2307 as applicable

⬆ **Add file**

A copy of your responses will be emailed to the address you provided.

Back   **Submit**

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

Type of Request *

◯ DO Release

⦿ Revalidation

Next

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

REVALIDATION

Attach Demurrage Deposit Slip. Attach BIR Form 2307 as applicable

Demurrage *

* Please indicate the BL number and CRO Validity on the Deposit slip itself and affix signature * Please include BIR Form 2307 as applicable

⬆ Add file

A copy of your responses will be emailed to the address you provided.

Back   Submit

➢ **After successful submission, user will be prompted with below:**

DO RELEASE/REVALIDATION REQUEST

Dear Valued Customer,

Your request has been received and queued for processing. Please expect a response within 24 hours. Any request submitted after 4 PM will be processed the next working day.

To avoid any delay, please ensure to submit correct and complete documents at all times.

Thank you!

OCEAN NETWORK EXPRESS PHILIPPINES INC.

See previous responses
Submit another response

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