



Ocean Network Express Philippines, Inc.  
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**E-DO REQUEST SUBMISSION ADVISORY**  
**Effective July 1, 2020**

June 17, 2020

**Dear Valued Customers,**

Please be informed that effective July 1, 2020, we shall be releasing the new platform for Delivery Order Request Submission and Revalidation. This will guide our customers to submit the correct and complete documents to avoid the hassle and delays in processing.

Requests shall be automatically queued in our monitoring database for our PIC to process in a First IN-First OUT Manner. All requests shall be processed within 24hrs upon submission of complete/accurate documents with a **cut off of 4PM**. To avoid additional demurrage charges, we encourage customers to submit the requests 24hrs prior to target delivery date.

We encourage everyone to use this platform to ensure that proper assistance will be provided. This will be available in our website before July 1, 2020 at <https://ph.one-line.com/>

**Philippines > e-Delivery Order (e-D/O) Request > e-Delivery Order (e-D/O) Request Form**

User Manual shall also be uploaded in the same repository.

Should you have any clarification, please send your email to [ph.mnl.impdoc@one-line.com](mailto:ph.mnl.impdoc@one-line.com) or you may contact your sales account handler.

Thank you for your usual support.

Sincerely yours,

OCEAN NETWORK EXPRESS PHILIPPINES INC.

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