



Ocean Network Express Philippines, Inc.
Unit 1101-1105 11/F Aseana II Bldg. and
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E-CONDEP REFUND SUBMISSION ADVISORY
Effective September 7, 2020

August 27, 2020

Dear Valued Customers,

Please be informed that effective September 7, 2020, we shall be releasing the new online platform for Container Deposit Refund Request Submission and Processing. This will guide our customers to submit the correct and complete documents.

Request shall be automatically queued in our monitoring database for our PIC to process in a First IN – First OUT basis. Same as normal operations, we would be implementing a cut-off receiving time of 4:00PM from Monday to Thursday only (Strictly No Submission on Fridays, Weekends of Holidays). Any request after the 4PM cut-off would be treated as request for the following working day (if any).

We encourage everyone to use this platform to ensure that proper assistance will be provided. This will be available in our website by September 7, 2020 at <https://ph.one-line.com/>

Philippines>Container Deposit>e-Container Deposit Request Form

Kindly see below for the process of submission and an automatic acknowledgement reply will be received for successful submission. All documents will be further evaluated for completeness and accuracy and for any issues, you will be contacted accordingly.

For follow-up on Container deposit requests received prior to quarantine on or before March 16, 2020, you may refer to our advisory dated August 14, 2020

Philippines>Container Deposit>Container Deposit Advisory>Container Deposit Advisory – August 14, 2020

Should you have any clarification, please send your email to ph.mnl.condep@one-line.com or you may contact the following personnel:

Maria Luz Tamayo (02) 8555 5283
Edelyn Tulin (02) 8555 5278

Thank you for your usual support.

Sincerely yours,

OCEAN NETWORK EXPRESS PHILIPPINES, INC.

CAGAYAN DE ORO OFFICE: Unit 115, LYL Arcade, Kimwa Compound, Baloy, Cagayan De Oro City 9000 Telefax: +63-88-852-6114
CEBU OFFICE: Unit 408, 4/F Cebu Holdings Center Bldg., Samar Loop, Cebu Business Park, Cebu City 6000 Tel: +63-32-232-0305
DAVAO OFFICE: Unit 5, 2nd floor, MK Central Bldg., J.P Laurel Ave. Davao City 8000 Tel: +63-82-234-7282
GENERAL SANTOS OFFICE: 2/F Tri-Star Center Bldg., Santiago Boulevard, General Santos City 9500 Tel: +63-83-552-2455
SUBIC OFFICE: SBITC Compound, San Bernardino Road, Subic Port District, Subic Bay Freeport Zone 2222 Tel: +63-47-2514131

Upon accessing the e-Container Deposit Request Form, the following items needed to be accomplished:

1. Email address
2. Full name of sender
3. BL Number (12 characters) without the prefix "ONEY"
4. Consignee (must be consignee in master BL)
5. OPUS Receipt No./ACK No. (RECMNLBBXXXXXXXXXX) 19 characters
6. Amount
7. Check refund payable to (Full Account Holder Name in Bank)
8. Bank Account No.
9. Bank Name (Full Bank Name)
10. Branch Name
11. Notify Email address on Refund (Please input email address that you want us to notify (including sender's email). Please ensure correct email format to avoid error. If you are inputting several email address, please input one email per line.)
12. Office Address to send BIR Official Receipts (For MNR or Detention charges deductions)
13. Proceed to upload/submit the following documents (PDF or JPEG) separately:
 - a. Customer/Vendor Registration Form (e.g. RECMNLBB20013100456 – ABC Company-Customer) – for new customers/vendors
 - b. OPUS receipt no. and/or BIR Acknowledgement receipt (e.g. RECMNLBB20013100456 – ABC Company-AR)
 - c. Letter of Request for Refund from Consignee stating the authorized Payee (Broker or Consignee) (e.g. RECMNLBB20013100456 – ABC Company-Letter of Request)
 - d. **CLEAR** copy of Equipment Interchange Receipt (EIR) (e.g. RECMNLBB20013100456 – ABC Company-EIR)
 - e. Company ID of the signatory with a managerial position (e.g. RECMNLBB20013100456 – ABC Company-Company ID)
 - f. **CLEAR** copy of BIR 2303 of the Payee of the Refund – for new customers/vendors (e.g. RECMNLBB20013100456 – ABC Company-BIR 2303)
14. An acknowledgement receipt will be sent to the registered e-mail accordingly.
15. After availability of checks for refund, it will be directly deposited to the registered bank account and confirmation email of successful deposit will be sent to the registered notification email address together with the copy of deposit slips.