



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 20, 2021

September 13, 2021

Dear Valued Customers,

Please be informed that we are in the process of transitioning from COS Checks (Printed) for deposit to auto transfer via ACH payment method.

In line with the transition, we would be requesting for additional bank information and supports for every submission to assure successful transfer of refunds and timely credit to submitted accounts.

Request shall still 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 20, 2021 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	Dialpad No. (02) 8555 5283
Edelyn Tulin	Dialpad No. (02) 8555 5278
Marie Ghie Millaro	Dialpad No. (02) 8626 3928
Darren Casiao	Dialpad No. (02) 8626 3925
	PLDT No. (02) 8403 7998 local 148

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. Please Deposit to Account No. (Do not include dash (-) or spaces)
9. **Bank Swift Code**
10. **Local Bank Code**
11. Complete Bank Name
12. Complete Branch Name
13. **Complete Branch Address**
14. Notify Email Address on Refund (Per Request Letter) "Please ensure with a correct email format to avoid error. If you going to input several email address, please separate it with a semicolon (;)".
15. Contact Number
16. Company Name
17. Office Address to send BIR Official Receipts
18. Requirements for Container Deposit Refund Request.
Proceed to upload/submit the following documents (PDF or JPEG) separately and kindly follow standard FILENAME Format in the description (e.g.: RECMNLBBXXXXXXXXXX - ABC Company -)
 - a. Scanned Copy of Customer/Vendor Registration Form – for new customers/vendors
(Please see updated form – Philippines> Shipping Forms>Customer Registration Form)
 - b. Scanned Copy of OPUS Receipt and or Acknowledgement Receipt (BIR ACKR)
 - c. Scanned Letter of Request for a refund from Consignee stating the authorized Payee (Broker or Consignee representative)
(Please see updated template – Philippines>Shipping Forms>Standard Request Letter for Container Deposit)
 - d. Scanned CLEAR copy of Equipment Interchange Receipt (EIR)
 - e. Scanned copy of company ID of the Signatory with a managerial position
 - f. Scanned CLEAR copy of BIR 2303 of the Payee of the Refund – for new customers/vendors
 - g. **Scanned CLEAR copy of Bank Certification indicating therein the following**
 - i. **Complete Name of Account Holder**
 - ii. **Complete Bank Name**
 - iii. **Complete Bank Address**
 - iv. **Complete Branch Name**
 - v. **Complete Account No.**
 - vi. **Swift Code**
 - vii. **Local Bank Code**
19. An acknowledgement receipt will be sent to the registered e-mail accordingly.
20. 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.