

**e-OFFICIAL RECEIPT REQUEST FORM ADVISORY**  
**“PDF Copy (ONE System Generated)” or “Original Copy (BIR Official Receipt)”**  
**Effective September 15, 2021**

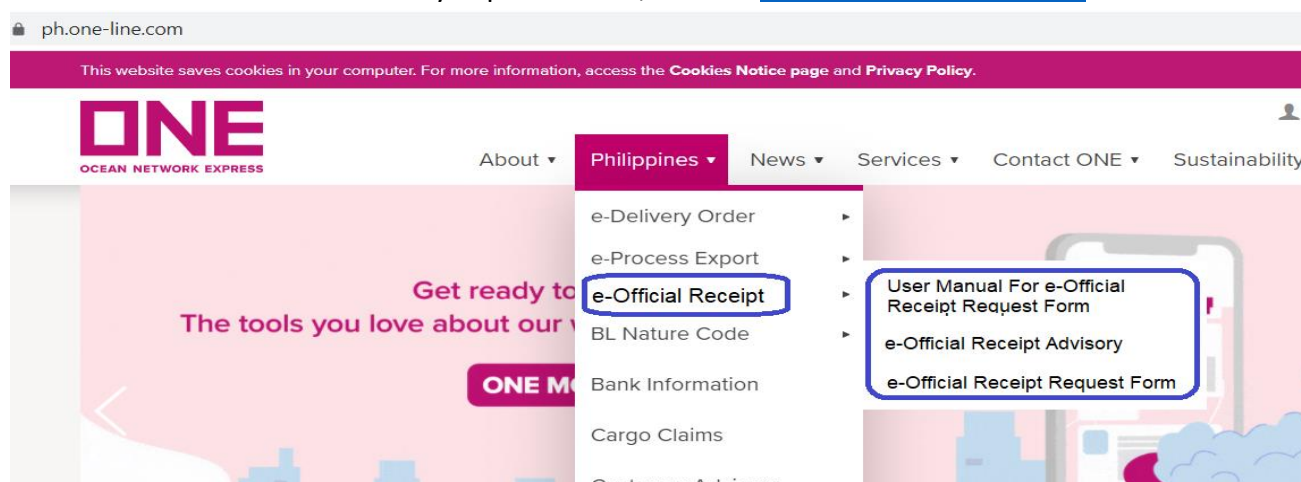
September 9, 2021

**Dear Valued Customers,**

To deliver our services efficiently and effectively to our valued clients related to requesting BIR Original Receipts and PDF Copy, we encourage everyone to use our official portal.

1. All successful requests submitted are automatically queued in the Monitoring / Logsheet of ONEPH.
2. Request will be automatically queued and processed in a First IN First OUT manner.
3. Same as normal operations, we would be implementing a cut-off receiving time of 4:00PM from Monday to Friday (Strictly No Submission on Weekends and Holidays).
4. Any request after the 4PM cut-off would be treated as request for the following working day (if any).
5. Sender will be contacted/notified thru email address provided once request is ready or if there is any problem.
6. User may only resubmit request IF and ONLY IF the initial submitted was incorrect/incomplete.
7. Please ensure to submit CORRECT/COMPLETE Information and avoid MULTIPLE/DUPLICATE requests submission to prevent delays in our side.

We encourage everyone to use this platform to ensure that proper assistance will be provided. This will be available in our website by September 15, 2021 at <https://ph.one-line.com/>



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



Ocean Network Express Philippines, Inc.  
Unit 1101-1105 11/F Aseana II Bldg. and  
Shop 10 G/F Aseana One Bldg.,  
Bradco Avenue, Aseana City  
Parañaque City 1701  
Tel. No.: +63-2-8271-1000 / +63-2-8403-7998  
Fax No.: +63-2-8845-4071

Upon accessing the e-Official Receipt Request Form, the following items needed to be accomplished:

1. Email address
2. Type of Request
  - PDF Copy (ONE System Generated)
  - Original Copy (BIR Official Receipt)
3. Please select transaction
  - Single Receipt
  - Multiple Receipts
4. Single Receipt
  - Enter BL number (Master BL Number (12 characters) without the prefix "ONEY")
  - Amount
5. Multiple Receipts
  - Various List of BL Number in Excel format (Please upload one (1) EXCEL file only)

BL NUMBER	CONSIGNEE'S NAME (Import) / SHIPPER'S NAME (Export)	AMOUNT			
		THC	CONDEP	DEM / DET	STORAGE

**TOTAL**

6. Company Details
  - Email Address to Notify
  - Company Name
  - Delivery Address
  - Contact Person
  - Contact Number / Cellphone Number

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