



Ocean Network Express Philippines, Inc.
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13 July 2022

An even more efficient way to better serve you!

Dear Valued Customers,

Effective **15th July 2022**, our **Customer Service** group email address will change to a single address where you can send all your Customer Service-related inquiries.

In view of this, the group email addresses of our Customer Service team as well as their individual emails which they are currently using will be discontinued.

You may instead use this new group email address below:

Current Group Email Address	New Group Email Address
ph.mnl.csvc.jp@one-line.com	philippines.customercare@one-line.com
ph.mnl.csvc.tp@one-line.com	
ph.mnl.csvc.nens@one-line.com	
ph.mnl.csvc.ao@one-line.com	
ph.mnl.csvc@one-line.com	
ph.ceb.csvc@one-line.com	
ph.dvo.csvc@one-line.com	
ph.ges.csvc@one-line.com	
ph.cgy.csvc@one-line.com	

Email Subject line to be used for **BOOKING CONCERNS**:

Booking "Office" / Booking No. / POR - POD / Customer Name / Concern

Examples:

- Booking "Manila" / MNLC123456789 / MNL - TYO / XYZ Ltd / COD
- Booking "Cebu" / CEBC123456789 / CEB - TYO / XYZ Ltd / COD
- Booking "Davao" / DVOC123456789 / DVO - TYO / XYZ Ltd / COD
- Booking "General Santos" / GES123456789 / GES - TYO / XYZ Ltd / COD
- Booking "Cagayan De Oro" / CGYC123456789 / CGY - TYO / XYZ Ltd / COD

Your assigned account manager remains available to assist you with any additional questions you may have.

As ONE, we can!

Sincerely yours,

OCEAN NETWORK EXPRESS PHILIPPINES, INC.