

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

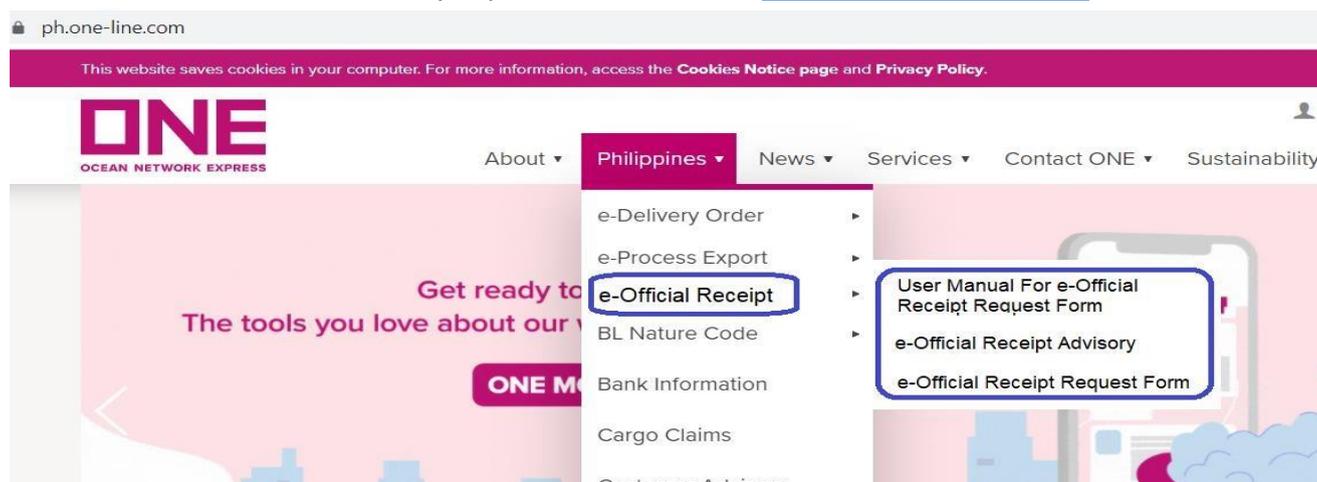
September 9, 2021

**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.**

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GENERAL SANTOS OFFICE: 2/F Tri-Star Center Bldg., Santiago Boulevard, General Santos City 9500 Tel: +63-83-552-2455  
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