

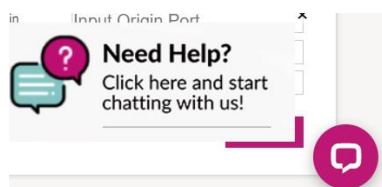
14 October 2022

An even more efficient way to better serve you!

Dear Valued Customer,

Further to our advisory dated June 30, 2022 please be advised that effective October 17, 2022, our philippines.marketing@one-line.com group email address will be integrated to a single address philippines.customercare@one-line.com where you can send your Booking and Documentation-related concerns excluding requests for BL Draft and Export BL Amendments.

Moreover, as part of our service enhancement, our Live Chat service will be expanded to below transactional enquiries which can easily be accessed in [ONE PH Website](#) and by simply clicking on the chat icon found on the lower right-hand corner of the screen.



Export Documentation	Enquiry of OBL/SWB Release
	SI Cut-Off Enquiry
Import Documentation	BL Status
	BL Nature Code
	BL/ Amendment Certification Request
	Arrival Notice
	Delivery Order
	Vessel Registry & Tagging Time
	Last Free Day / Demurrage & Detention
Invoice & Charges	Payment Status
	Surcharge Breakdown
	Invoice Request
	Exchange Rate

You may refer to the **FAQs** below for guidance or you may contact your ONE representative if further assistance is needed.

Thank you for your usual support to Ocean Network Express Philippines, Inc.

Sincerely yours,

OCEAN NETWORK EXPRESS PHILIPPINES, INC

FREQUENTLY ASKED QUESTIONS (FAQ)

1. **What if I want to inquire for the Free time and the Demurrage/Detention Computation of my shipment?**

Answer: You may use our Dem Det Calculator through our **Live Chat**.

For you to directly utilize the Dem/ Det Calculator, kindly register in ONE eCommerce Platform via this [link](#) if you are still not a registered user.

2. **What is the most efficient way to check the BL type of my Import shipment?**

Answer: Please reach out to our agents in our **Live Chat** platform and select the Import Documentation and BL status button.

3. **I am always on the move and have no access to a computer, can I still reach ONE Customer Care Agents?**

Answer: Yes. We have ONE Mobile App to help you - our customers, who are always on the go. You can reach out to our Customer Care Agent via Live Chat through this app.

Find out more about our ONE MOBILE APP by downloading it using this QR code below.

BE IN THE KNOW WHILE ON THE GO!



INSTALL THE ENHANCED ONE MOBILE APP TODAY!

4. Can I request for my Live Chat queries to be downloaded into a transcript?

Answer: Yes. You will be able to download the chat transcript before you close the chat.

5. What if my questions do not fall within the categories listed in Live Chat?

Answer: Please send an email to philippines.customercare@one-line.com

6. Where can I send my Export BL amendment and BL draft requests?

Answer: You may send your Export BL amendment and BL draft request to phmnl ofs.exp@one-line.com

7. What questions are Customer Care Agents (CCA) able to help me with?

Answer: From 17 October 2022 onwards, our Customer Care Agents (CCA) will handle all Export and Import Transactional enquiries when you send your email through our single email address philippines.customercare@one-line.com

Export Booking:

- 2.1 Booking amendments
- 2.2 Booking cancellation
- 2.3 Booking split requests
- 2.4 Vessel indicative space availability
- 2.5 Change of Destination (COD)
- 2.6 Empty Pick up
- 2.7 other export booking concerns

Export Documentation:

- 7.6 BL release
- 7.7 Advance manifest
- 7.8 SI submission
- 7.9 Free time and Shipping certificate

Import Documentation:

- 4.10 Manifest enquiries/concerns
- 4.11 Any other import concerns not covered by the Live Chat

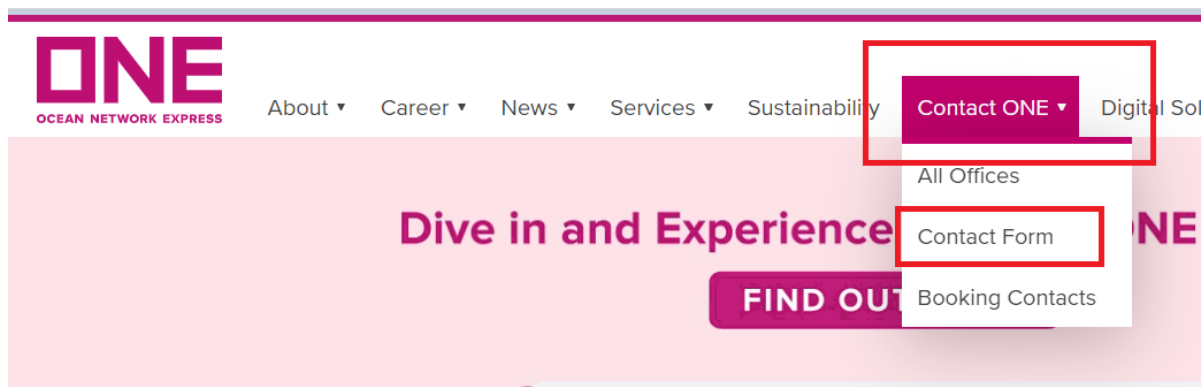
8. Does ONE have any self-help facilities for my queries?

Answer: Yes. Please access ONE PH WEB for some of the following facilities:

- 4.1 Cargo tracking
- 4.2 Sailing schedule
- 4.3 Local Tariff & Rates
- 4.4 Export Cargo cut off

9. Is there any other channel where I can send my enquiries?

Answer: Yes. Aside from Live chat and emails, you may also send your enquiries via ONE PH WEB using our Service Support Form.



Home » Service Support Form

SERVICE SUPPORT FORM

Contact Information	How can we help?
* First Name <input type="text"/>	* Category --None--
* Last Name <input type="text"/>	* Topic --None--
* Company <input type="text"/>	* Subtopic --None--
* Email <input type="text"/>	* Reference Type --None--