



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

January 24, 2023

## IMPLEMENTATION OF OVERPAYMENT REFUND FOR DEM/DET

Dear Valued Customers,

In relation to the implementation of VAT, we would like to advise that offsetting of overpayment for DEM/DET will no longer be allowed. Overpayments may be refunded through this link ([e-Overpayment Request Form](#)). The new guideline will commence effective immediately.

Should you have inquiries related to the above, you may ask assistance from the cashier personnel.

Please be guided accordingly.

Thank you for your continuous support.

Sincerely yours,

**Ocean Network Express Pte. Ltd.**  
**Agent: 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



Reynaldo De Leon Jr. <reynaldo.deleon@one-line.com>

**Fwd: IMPLEMENTATION OF OVERPAYMENT REFUND FOR DEM/DET**

**Cristina Ferreria** <cristina.ferreria@one-line.com> Tue, Jan 24, 2023 at 2:11 PM  
To: PH INTERNAL CUSTOMERCARE <ph.internal.customercare@one-line.com>, PHILIPPINES KEYACCOUNTSALES <philippines.keyaccountsales@one-line.com>, PHILIPPINES ONECARESALES <philippines.onecaresales@one-line.com>, "PH.CEB.CSVC" <ph.ceb.csvc@one-line.com>, "PH.DVO.CSVC" <ph.dvo.csvc@one-line.com>, "PH.GES.CSVC" <ph.ges.csvc@one-line.com>, "PH.CGY.CSVC" <ph.cgy.csvc@one-line.com>, Mnl Demdet <mnl.demdet@one-line.com>, "PH.EXPDOCs" <ph.expdocs@one-line.com>, "PH.IT.OPS" <ph.it.ops@one-line.com>  
Cc: "PH.MNL.AR" <PH.MNL.AR@one-line.com>, ph mnl billing cnc <ph.mnl.billing.cnc@one-line.com>, PH FIN CASHIER <ph.fin.cashier@one-line.com>, Shyla Calalo <shyla.calalo@one-line.com>, "PH.MNL.BPIT" <ph.mnl.bpit@one-line.com>

Dear CCA, KeyAccount Sales, and One Care team,

Kindly disseminate the attached advisory to your respective accounts.

Dear Reynaldo,

Appreciate your assistance to upload in the Website/News/PH advisory.

Thank you.

Warm regards,

**AS ONE, WE CAN.**



□-----□

**Cristina S. Ferreria**

Marketing and Commercial

ONE Care Manager

SAS Country BPIT/BPM

□-----□

**Ocean Network Express Philippines, Inc.**

U1101 – 1105 11/F Aseana II Bldg.

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Bradco Avenue, Aseana City

Paranaque City 1701

Direct Line : (632) 8540 3286

Mobile Number : (63) 917-5760724

Homepage: <https://ph.one-line.com>

----- Forwarded message -----

From: **Shyla Calalo** <shyla.calalo@one-line.com>

Date: Tue, Jan 24, 2023 at 12:33 PM

Subject: IMPLEMENTATION OF OVERPAYMENT REFUND FOR DEM/DET

To: Cristina Ferreria <cristina.ferreria@one-line.com>

Ma'am Cristy,

See attached file.

Thanks and regards,

**AS ONE, WE CAN.**



**SHyLa CaLALo**

Finance and Accounting

**OCEAN NETWORK EXPRESS PHILIPPINES, INC.**

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[www.one-line.com](http://www.one-line.com)

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For Condep and overpayment refund concerns, send your emails to [ph.mnl.condep@one-line.com](mailto:ph.mnl.condep@one-line.com)

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