

USER MANUAL – Effective June 01, 2023



e-Delivery Order (Outport) Request Form

1. Enter your email address

Email address *

Your email _____

 This is a required question

2. Enter your Complete Name

Name of Sender *

Your answer _____

 This is a required question

3. Enter email address to receive notification for the CRO (including your email address).

Additional Email Address to Notify *

Your answer _____

4. Select Branch office

Select ONEPH Branch Office *

Choose ▼

5. Click “AGREE” to proceed on the next page.

REMINDERS *

1. To avoid inconveniences and delays in processing the requests, please ensure to prepare the complete documents before filling out this form.

2. Requests will be tagged as INVALID / REJECTED if documents are non-compliant with the below requirements.

File 1:	Import Documents (BLXXXXXX)	(for DO Release)
	1. Master BL copy	
	2. Container Guaranty	
	3. ID of the signatory	
	4. ID of the Sender	
	5. AISL Clearance (GoFast)	
	For Personal Effects:	
	<i>Add Authorization Letter & Passport ID</i>	
	For SOC:	
	<i>Use Delivery Order instead of Container Guaranty</i>	
File 2:	Freight / Local Charges Payment Slip	(as applicable)
File 3:	Container Deposit Payment Slip	(as applicable)
File 4:	Demurrage Payment Slip	(as applicable)

AGREE

6. Enter the Master BL No. without the prefix "ONEY".

Master BL Number *

*Please use ALL CAPS and drop the prefix "ONEY" (Must be ONE issued BL number)

Your answer

7. Enter the Consignee Name on Master BL. This is the Consignee name on the BL issued by ONE.

Consignee *

*Must be Consignee on Master BL

Your answer



This is a required question

8. Select the type of request whether it is for fresh request of Delivery Order or for Revalidation of CRO.

Type of Request *

DO Release

Revalidation

9. IF THE REQUEST IS DO RELEASE

9.1 Select DO Request and click "Next" button



Type of Request *

DO Release

Revalidation

Next

9.2 User will be redirected to below.

Pls. ensure to provide below list of documents only and do not include other documents

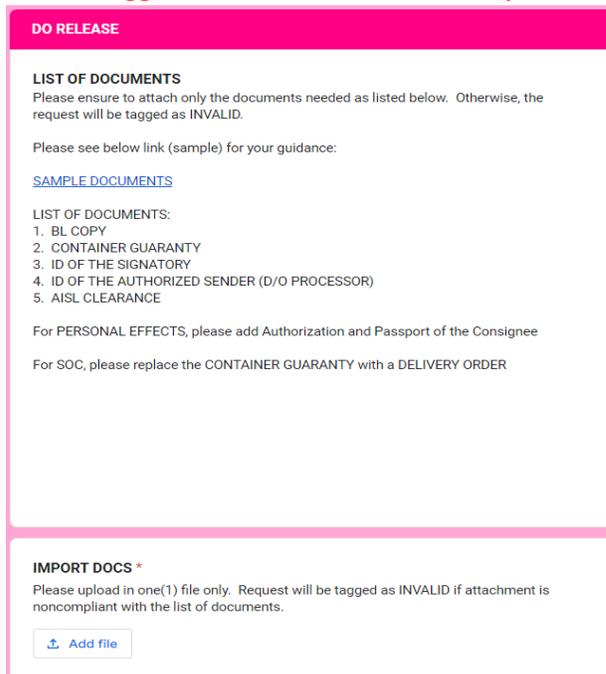
1. Master BL Copy
2. Container Guaranty
3. ID of Signatory
4. ID of Sender
5. **AISL Clearance** (applicable to Manila Discharge only)

"MAKE SURE TO ATTACH ALL DOCUMENTS IN ONE (1) PDF COPY ONLY"

Note: Need authorization letter and Passport for Personal effects and Delivery Order for SOC shipment

***** If BL is Original BL, please submit Original BL prior submission of entry**

*****If any of the above document is not submitted or excessive attachment of documents, request shall be tagged as INVALID and will not be processed.**



DO RELEASE

LIST OF DOCUMENTS
Please ensure to attach only the documents needed as listed below. Otherwise, the request will be tagged as INVALID.
Please see below link (sample) for your guidance:
[SAMPLE DOCUMENTS](#)

LIST OF DOCUMENTS:
1. BL COPY
2. CONTAINER GUARANTY
3. ID OF THE SIGNATORY
4. ID OF THE AUTHORIZED SENDER (D/O PROCESSOR)
5. AISL CLEARANCE

For PERSONAL EFFECTS, please add Authorization and Passport of the Consignee
For SOC, please replace the CONTAINER GUARANTY with a DELIVERY ORDER

IMPORT DOCS *
Please upload in one(1) file only. Request will be tagged as INVALID if attachment is noncompliant with the list of documents.

[Add file](#)

9.3 User need to attach deposit slip for Freight/Local Charges and Container deposit for Non-credit account.

Note: For credit account and exempted to container deposit no attachment is required and may proceed to click "NEXT"

Freight / Local Charges / Container Deposit

*Please attach deposit slip for freight / local charges / Container Deposit as applicable

*****THIS CAN ONLY ACCEPT ONE FILE PER FIELD (in pdf / picture)*****

Freight / Local Charges

* Please upload one (1) file only (including BIR Form 2307 as applicable)

[Add file](#)

Container Deposit

* Please upload one (1) file only

[Add file](#)

[Back](#) [Next](#) [Clear form](#)

9.4 Select if DO Release Request has accompanied by demurrage payment

D/O Release (with Demurrage)

*****THIS CAN ONLY ACCEPT ONE FILE (in pdf / picture)*****

With Demurrage ? *

No

Yes

[Back](#) [Next](#) [Clear form](#)

9.4.1 If "NO" user will directed to next Page.

9.4.2 If “YES” user will be directed to below screen and click “NEXT” to proceed on next page

- > **Input Target Delivery Date**
- > **Attach Deposit Slip for Demurrage**

REVALIDATION

Please attach Demurrage Deposit Slip (including BIR Form 2307 as applicable)

*****THIS CAN ONLY ACCEPT ONE FILE (in pdf / picture)*****

Target Delivery Date *
Please select CRO Revalidation Date

Date
mm/dd/yyyy

Demurrage *
* Please indicate the BL number and CRO Validity on the Deposit slip itself and affix signature
* Please include BIR Form 2307 as applicable

9.5 User need to fill-up below for official receipts information and click “SUBMIT”

OFFICIAL RECEIPTS INFORMATION

Please fill up completely and accurately

Company Name to Receive the pdf copy of Official Receipt *
Pangalan ng Kumpanya na tatanggap ng resibo

Your answer

Email Address of the Recipient of the pdf copy of Official Receipt *
Email address ng tatanggap ng kopya ng resibo. Kung higit sa isang email, paghiwalayin ito sa pamamagitan ng **SEMICOLON (;)**. Tandaan na ang hindi pagsunod sa instruction o ang maling impormasyon ay magiging sanhi upang hindi makatanggap ng resibo.

Halimbawa: (Kung higit sa isang email address)
juandelacruz@gmail.com; annadelacruz@gmail.com

Your answer

Telephone No. of the recipient of the Official Receipts *
Example: (02) 8 525 6557

Your answer

Taxpayer Identification Number (TIN) *
Consignee

Your answer _____

CONFIRMATION and AGREEMENT *

REMINDERS:

1. Requests are being attended on a first in - first out manner. A notification will be sent to the requester's email address once the Request is processed.
2. Please do not resend the request or make a follow up unless the Request No. is skipped and no notification is received.
3. Resending the Request will cancel the initial one(s) and the latest will fall on the last queue.
4. Request No. and Status can be checked and monitored through the links provided below:

Agree

A copy of your responses will be emailed to the address you provided.

[Back](#) [Submit](#) [Clear form](#)

10. IF THE REQUEST IS REVALIDATION, select "Revalidation"

Type of Request *

DO Release

Revalidation

10.1 User will redirected to below. Upload Demurrage Payment Slip and click "Next"

REVALIDATION

Please attach Demurrage Deposit Slip (including BIR Form 2307 as applicable)

*****THIS CAN ONLY ACCEPT ONE FILE (in pdf / picture)*****

Target Delivery Date *
Please select CRO Revalidation Date

Date
mm/dd/yyyy

Demurrage *
* Please indicate the BL number and CRO Validity on the Deposit slip itself and affix signature
* Please include BIR Form 2307 as applicable

[Add file](#)

[Back](#) [Next](#) [Clear form](#)

10.2 After clicking “NEXT” user will be directed on Official Receipts Information and click “SUBMIT”

OFFICIAL RECEIPTS INFORMATION

Please fill up completely and accurately

Company Name to Receive the pdf copy of Official Receipt *
Pangalan ng Kumpanya na tatanggap ng resibo

Your answer _____

Email Address of the Recipient of the pdf copy of Official Receipt *
Email address ng tatanggap ng kopya ng resibo. Kung higit sa isang email, paghiwalayin ito sa pamamagitan ng **SEMICOLON (;)**. Tandaan na ang hindi pagsunod sa instruction o ang maling impormasyon ay magiging sanhi upang hindi makatanggap ng resibo.

Halimbawa: (Kung higit sa isang email address)
juandelacruz@gmail.com; annadelacruz@gmail.com

Your answer _____

Telephone No. of the recipient of the Official Receipts *
Example: (02) 8 525 6557

Your answer _____

Taxpayer Identification Number (TIN) *
Consignee

Your answer _____

CONFIRMATION and AGREEMENT *

REMINDERS:

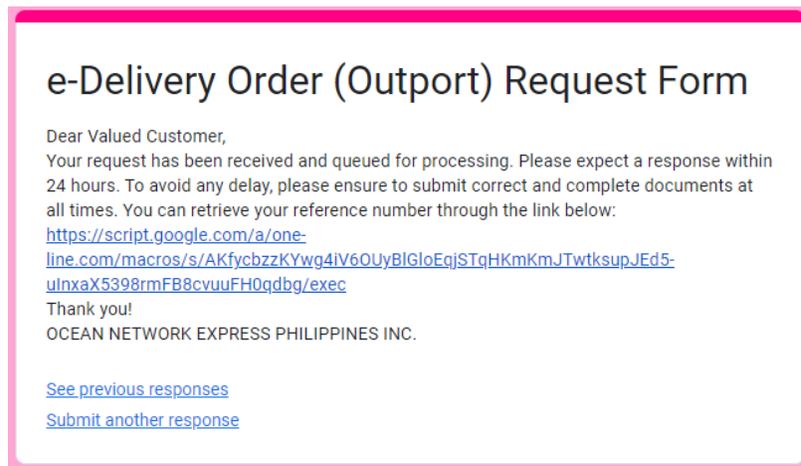
1. Requests are being attended on a first in - first out manner. A notification will be sent to the requester's email address once the Request is processed.
2. Please do not resend the request or make a follow up unless the Request No. is skipped and no notification is received.
3. Resending the Request will cancel the initial one(s) and the latest will fall on the last queue.
4. Request No. and Status can be checked and monitored through the links provided below:

Agree

A copy of your responses will be emailed to the address you provided.

[Back](#) [Submit](#) [Clear form](#)

11. After successful submission, user will be prompted with below:



Reminders:

- 1. All successful requests submitted are automatically queued in the Monitoring / Processing Logsheet of ONE**
- 2. User may only resubmit request IF and ONLY IF the initial submitted was incorrect/incomplete.**
- 3. All documents are queued and processed in a First IN First OUT manner. Sender is requested to wait for their documents to be processed. Sender will be contacted/notified thru email address provided once DO is ready or if there is any problem. Hence, please ensure that all entries must be correct and complete.**
- 4. Processing time is 24 hours (with cut off time of 5 PM), therefore, we encourage that requests besubmitted 24 hours prior to target delivery date.**
- 5. All requests submitted after 5 PM, shall be processed the next working day.**

Should there be any concern, please send an email to philippines.customercare@one-line.com or reach us via our live chat services <https://ph.one-line.com/standard-page/philippines-livechat-service-now-available>