

E-DO OUTPORTS REQUEST SUBMISSION ADVISORY
Effective June 01, 2023

May 11, 2023

Dear Valued Customers,

Please be informed that effective June 1, 2023, we shall be releasing the new platform for Delivery Order Request Submission and Revalidation for **ONE Outport offices (Cagayan de Oro, Cebu, Davao and Gen. Santos)**. This will guide our customers to submit the correct and complete documents to avoid the hassle and delays in processing.

Requests shall be automatically queued in our monitoring database for our PIC to process in a First IN-First OUT manner. All requests shall be processed within 24hrs upon submission of complete and accurate documents with a **cut off time of 5PM.**

To avoid additional demurrage charges, we highly encourage all customers to submit their requests 24hrs prior to the target delivery date.

You may access our EDO Portal for OUTPORTS via this link:

https://docs.google.com/forms/d/e/1FAIpQLScJtbJ0hxpmRS18WoycMlixzqiJNsN1epWW3O_ISOKK3UGA/viewform

Should you have any clarification, you may send us an email through philippines.customercare@one-line.com or you may access our live chat services via <https://ph.one-line.com/standard-page/philippines-livechat-service-now-available> . You may also reach out to your ONE sales representative for assistance.

Thank you for your continued support.

Sincerely yours,

OCEAN NETWORK EXPRESS PHILIPPINES INC.