

**E-CONDEP REFUND SUBMISSION ADVISORY
FOR CEBU, DAVAO, GENSAN AND CAGAYAN
Effective June 16, 2023**

June 05, 2023

Dear Valued Customers,

Please be informed that effective June 16, 2023, we shall be releasing the new online platform for Container Deposit Refund Request Submission and Processing for the Outports Offices. This will guide our customers to submit the correct and complete documents.

Request shall be automatically queued in our monitoring database for our PIC to process in a First IN – First OUT basis. Same as normal operations, we would be implementing a cut-off receiving time of 4:00PM from Monday to Thursday only (Strictly No Submission on Fridays, Weekends of Holidays) Any request after the 4PM cut-off would be treated as request for the following working day (if any).

We encourage everyone to use this platform to ensure that proper assistance will be provided. Please use the correct link per office of shipments below. This will also be available in our website by June 16, 2023, at <https://ph.one-line.com>

For Cebu office:

[CEBU e-Container Deposit Request Form](#)

For Davao office:

[DAVAO e-Container Deposit Request Form](#)

For Gensan Office:

[GENSAN e-Container Deposit Request Form](#)

For Cagayan De Oro office:

[CDO e-Container Deposit Request Form](#)

Kindly see below for the process of submission and an automatic acknowledgement reply will be received for successful submission. All documents will be further evaluated for completeness and accuracy and for any issues, you will be contacted accordingly.

Should you have any clarification, please find below email add and contact nos.

For Cebu Office – Ms. Annabel Sanrojo - annabel.sanrojo@one-line.com / Contact No. 032-2521188

For Gensan Office – Ms. Beth Englatiera - beth.englatiera@one-line.com / Contact No. 083-552-2455

For Davao Office – Mr. Kevin Choy Librando - kevinchoy.librando@one-line.com / Contact No. 082-2361293

For Cagayan Office – Mr. Roje Cabanlit - roje.cabanlit@one-line.com / Contact No. 09667992645

Thank you for your usual support.

Sincerely yours,

OCEAN NETWORK EXPRESS PHILIPPINES, INC.

Upon accessing the e-Container Deposit Request Form, the following items needed to be accomplished:

1. Email address
2. Full name of sender
3. BL Number (12 characters) without the prefix "ONEY"
4. Consignee (must be consignee in master BL)
5. Reference Code (RECMNLBBXXXXXXXXXX) 19 characters
6. Amount of Refund
7. Check Refund Payable to (Full Account Holder Name in Bank)
8. Please Deposit to Account No. (Do not include dash (-) or spaces)
9. Bank Swift Code (8-letters only e.g. BNORPHMM)
10. Local Bank Code or BRSTN (Bank Routing Symbol Transit Number)
11. Complete Bank Name
12. Complete Branch Name
13. Complete Branch Address
14. Notify Email Address on Refund (as provided in the Request Letter) Please ensure with a correct email format to avoid error. Please provide two (2) email addresses
15. Contact Number as provided in the request letter
16. Company Name
17. Office Address (Exact address per BIR 2303)

CAGAYAN DE ORO OFFICE: Unit 115, LYL Arcade, Kimwa Compound, Baloy, Cagayan De Oro City 9000 Tel: +63-88-8501320

CEBU OFFICE: Unit 408, 4/F Cebu Holdings Center Bldg., Samar Loop, Cebu Business Park, Cebu City 6000 Tel: +63-32-2320305 / +63-32-2521182

DAVAO OFFICE: Unit 5, 2nd floor, MK Central Bldg., J.P Laurel Ave. Davao City 8000 Tel: +63-82-2358721 / +63-82-2361290

GENERAL SANTOS OFFICE: 2/F Tri-Star Center Bldg., Santiago Boulevard, General Santos City 9500 Tel: +63-83-5522455

SUBIC OFFICE: SBITC Compound, San Bernardino Road, Subic Port District, Subic Bay Freeport Zone 2222 Tel: +63-47-2514131

18. Requirements for Container Deposit Refund Request:

Proceed to upload/submit the following documents (in PDFFile) and kindly follow standard FILENAME Format in the description (e.g.: RECMNLBBXXXXXXXXXX - ABC Company)

- a. Scanned Copy of Customer/Vendor Registration Form – for new customers/vendors
(Please see updated form – Philippines> Shipping Forms>Customer Registration Form)
- b. Scanned Copy of Acknowledgement Receipt (ACKR)
- c. Scanned Letter of Request for refund from Consignee/Payee in the AR
(Please see updated template – Philippines>Shipping Forms>Standard Request Letter for Container Deposit)
- d. Scanned CLEAR copy of Equipment Interchange Receipt (EIR)
- e. Scanned copy of company ID of the Signatory with a Managerial/above position
- f. Scanned CLEAR copy of BIR 2303 of the Payee of the Refund
- g. Scanned CLEAR copy of Bank Certification indicating therein the following
 - Complete Name of Account Holder
 - Complete Bank Name
 - Complete Bank Address
 - Complete Branch Name
 - Complete Account No.
 - Swift Code
 - Local Bank Code/BRSTN

19. An acknowledgement receipt will be sent to the registered e-mail add accordingly.

20. After approval of the refund, payment will be made thru Fund Transfer and a confirmation email of successful fund transfer will be sent to the registered notification email address.