

## ADVISORY

### e-PROCESS EXPORT (OUTPORT) Effective August 1, 2023

July 17, 2023

**Dear Valued Customers,**

Please be informed that effective August 1, 2023, we shall be releasing the new platform for Export Releasing in the outport areas (Cebu, Davao, Gen. Santos & Cagayan de Oro). This will guide our customers to submit the correct and complete documents for a hassle free and timely processing.

Requests shall be automatically queued in our monitoring database for our PIC (person in charge) to process on a First IN-First OUT basis with a **cut-off of 5PM from Monday to Friday**. All requests shall be processed within 24hrs upon submission of complete/accurate documents.

We enjoin everyone to use this platform to ensure that proper assistance will be provided. This will be available in our website on August 01, 2023, for your easy access under Philippines > Customer Reference > e-Process Export (Outport).

**Website:** <https://ph.one-line.com/standard-page/customer-reference>

User Manual shall also be uploaded in the same repository.

Should you have any clarification, please send your email to [philippines.customer@one-line.com](mailto:philippines.customer@one-line.com), use our [Live Chat Service](#) or you may contact your sales account handler.

Thank you for your usual support.

Sincerely yours,

OCEAN NETWORK EXPRESS PHILIPPINES INC.