

UPDATE ON E-CONDEP REFUND SUBMISSION ADVISORY

Effective November 3, 2023

October 26, 2023

Dear Valued Customers,

In reference to the advisory released on August 27, 2020 (E-CONDEP REFUND SUBMISSION ADVISORY) on the new online platform for Container Deposit Refund Request Submission and Processing. Below would be the updated process of submission request and payment advice.

This will guide our customers to submit the correct and complete documents. Request shall be automatically queued in our monitoring database for our personnel 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 or 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. This is available in our website at below links:

[MANILA e-Container Deposit Request Form](#)
[CDO e-Container Deposit Request Form](#)
[CEBU e-Container Deposit Request Form](#)
[DAVAO e-Container Deposit Request Form](#)
[GENSAN e-Container Deposit Request Form](#)

All documents will be further evaluated for completeness and accuracy. You will be contacted accordingly for any issues.

For follow-up on Container deposit requests received prior to quarantine on or before March 16, 2020, you may refer to our advisory dated August 14, 2020 ([CONTAINER DEPOSIT REFUND ADVISORY](#)).

Should you have any clarification, please send your email to ph.mnl.condep@one-line.com or you may contact the following personnel:

Manila:	Angelica Kaye Villacora	(02) 8540 3234
	Edelyn Tulin	(02) 8540 3268
Outport Offices:	Maria Luz Tamayo	(02) 8540 3267
Cebu:	Annabel Sanrojo	(032) 252 1188
Davao:	Kevin Choy Librando	0927 616 8804
Gensan:	Beth Englatiera	(083) 552 2455
Cagayan de Oro:	Roje Cabanlit	(088) 850 1320

Upon accessing the e-Container Deposit Request Form, the following items need to be completed. Please upload one receipt per refund request.

- Email. Please use a corporate email address.**
- Full name of sender
- BL Number (12 characters) without the prefix "ONEY"
- Consignee (must be consignee in master BL)
- OPUS Receipt / BIR Reference No. (RECMNLBXXXXXXXXXX) 19 characters
- Amount
- Check Refund Payable to:**
 - For Corporations - Full Corporate Account Holder Name in Bank**
 - For Single/Sole Proprietors - Full Trade Name or Full Account Holder Name of the Owner in Bank supported by a valid BIR 2303**
- Please Deposit to Account No. (Do not include dash (-) or spaces)
- Bank Swift Code
- Local Bank Code
- Complete Bank Name
- Complete Branch Name
- Complete Branch Address

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

14. **Notify Email Address on Refund (Per Request Letter). Input the correct email format to avoid error. Kindly provide corporate email addresses (maximum of 2).**
15. Contact Number
16. Company Name
17. Office Address to send BIR Official Receipts
18. Requirements for Container Deposit Refund Request.

Proceed to upload/submit the following documents (PDF or JPEG) separately 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 (Click the link to see the customer registration form - [Shipping Forms](#))
 - b. Scanned Copy of OPUS Receipt and or Acknowledgement Receipt (BIR ACKR)
 - c. Scanned Letter of Request for a refund from Consignee stating the authorized Payee (Broker or Consignee representative) (Click the link to see the request letter template - [Shipping Forms](#))
 - d. Scanned CLEAR copy of Equipment Interchange Receipt (EIR)
 - e. Scanned copy of company ID of the Signatory with a managerial 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:
 - i. Complete Name of Account Holder
 - ii. Complete Bank Name
 - iii. Complete Bank Address
 - iv. Complete Branch Name
 - v. Complete Account No.
 - vi. Swift Code
 - vii. Local Bank Code
19. **Payment/Refund will be directly transferred/credited to the registered bank account. Confirmation email of successful transfer will be sent by HSBC to the registered notification email address together with the payment voucher.**
20. **Payment details are completely provided in the payment voucher. Value Date is the date when refund was transferred / credited to your account.**

Beneficiary's bank:	BANCO DE OROCOLOOCAN BRANCH	Remittance amount:	PHP30,000.00
Beneficiary's account:	0001104***** (Part of the account number is shown as ***** for security reasons.)	Handling fee	
Customer reference:	8000104205	of remitting bank:	Collect from Remitter
		Value date:	16 Oct 2023
		Remitter's name:	Ocean Network Express Philippines, Inc.
		Remitting bank:	HK and Shanghai Banking Corp Ltd
		Instruction reference:	2743176161490001
		Other reference:	HE MNL3Z4SDEBS

In addition, please be advised that you will no longer receive emails regarding payment advice/notification on your container deposit refund from an Ocean Network Express Philippines, Inc. (ONE) personnel. Please refer to the emails sent by Hongkong Shanghai Banking Corporation (HSBC Advising Service). This will serve as the official notifications regarding your container deposit refund.

Please see sample Email Subject

Payment Advice - Advice Ref:[A22QWAZAT0FG] / Priority payment / Customer Ref:[8000110251]

Thank you for your usual support.

Sincerely yours,

OCEAN NETWORK EXPRESS PHILIPPINES, INC.