

Ocean Network Express Philippines, Inc. As Agent of: Ocean Network Express Pte. Ltd. Unit No. 907A-910A, 9th Floor West Tower 8912 Asean Avenue Building, Asean Avenue Corner Abueva St., Aseana City, Paranaque City, 1701 Philippines

Tel. No.: +63-2-8403-7998 / +632 8540 3301

OFFICIAL RECEIPT ADVISORY

February 21, 2024

Dear Valued Customers,

This is an update on the available "Official Receipt Portals" for each type of payments/requests. We encourage everyone to upload the proof of payments and requests to the portals below. To access the portals, go to our website: https://ph.one-line.com/.

- a. Official Receipt Request Form to request for the following documents:
 - 1. Original BIR official receipts for payments until May 7, 2023
 - 2. PDF copies of Acknowledgement receipts (Container deposit receipts) for payments until May 7, 2023
 - 3. BIR Official Receipts for Container deposit deductions (MNR & Detention) **Previous to Present** Link: https://forms.gle/EsgrzL8uVvCevp5F8

Note:

- Original BIR Official Receipts via pick-up arrangement
- PDF Acknowledgement receipts via e-mail
- Cut-off 4:00 PM Monday to Friday only except holidays
- Provide BL No., Customer Name, Amount, contact name, number and e-mail address.
- UI Path (Philippines > Customer Reference > Official Receipt > Official Receipt Request Form)
- b. <u>e-Delivery Order (Manila/Subic) Request Form</u> payments for Import charges (freight & other charges, Condep, demurrage, LPM Manila and Subic).

Link: https://forms.gle/c8jFvXz1dN1hk8ZM9

UI Path (Philippines > Customer Reference > e-Delivery Order > e-Delivery Order (Manila/Subic) Request Form)

c. <u>e-Delivery Order (Outport) Request Form</u> – payments for Import charges (freight & other charges, Condep, demurrage, LPM - Cebu, Gensan, Davao, and Cagayan de Oro).

Link: https://forms.gle/NRNY9eZn4UuL7YJJ6

UI Path (Philippines > Customer Reference > e-Delivery Order > e-Delivery Order (Outport) Request Form)

d. <u>e-Process Export (Manila/Subic)</u> – payments for Export charges (freight & other charges, export detention, LCB - Manila and Subic).

Link: https://forms.gle/L8LMJ8ACQzwyznyf9

UI Path (Philippines > Customer Reference > e-Process Export > e-Process Export (Manila/Subic))

e. <u>e-Process Export (Outport)</u> – payments for Export charges (freight & other charges, export detention, LCB - Cebu, Gensan, Davao, and Cagayan de Oro).

Link: https://forms.gle/dQ9pBKe8geEb7ude6

UI Path (Philippines > Customer Reference > e-Process Export > e-Process Export (Outport))

f. <u>DETENTION Payment</u> – payments for Import Detention, Damage and Container Loss, overpayments (payments to the wrong bank account, double payments, erroneous deposits to ONE, payments to charges already deducted in Condep).

Link: https://forms.gle/VLrhujDvd2e4ckCv5

UI Path (Philippines > Customer Reference > Demurrage/Detention > Demurrage and Detention e-Tools > Detention Payment)

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



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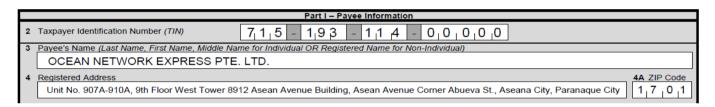
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g. <u>Certificate Request Form</u> – payments for all kinds of certificate fees (All Types). Link: <u>https://forms.gle/VyY3xzh4tf7nBJsd7</u> UI Path (Philippines > Customer Reference > Certificate Request Form)

Note:

- Official receipts starting May 8, 2023 via Electronic Official Receipt e-mail sending from donotreply@one-line.com
- Please refer to these advisories: <u>Advisory on Electronic Billing Statements and Receipts</u> and <u>Update Advisory on Electronic Billing Statements and Receipts</u>
- Cut-off Time
 - o e-Delivery Order (All offices) 4:00 PM Monday to Friday only except holidays
 - o e-Process Export (All offices) 5:00 PM Monday to Friday only except holidays
- Proof of payments could be uploaded in the e-D/O & e-Process portals in advance.
- For erroneous deposits to ONE, indicate the words "OR FOR REFUND" in the BL No. and Invoice No. fields

Customers may withhold Expanded Withholding Taxes (EWT). Duly accomplished BIR Form 2307, if any, must also be uploaded in the payment portals. Payee name in the BIR Form 2307 must be OCEAN NETWORK EXPRESS PTE. LTD. and TIN must be 715-193-114-000.



Thank you for your usual support.

Sincerely yours,

OCEAN NETWORK EXPRESS PHILIPPINES, INC.