

## 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. **e-Delivery Order (Manila/Subic) Request Form** – 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. **e-Delivery Order (Outport) Request Form** – payments for Import charges (freight & other charges, Condep, demurrage, LPM - Cebu, Gensan, Davao, and Cagayan de Oro).  
Link: <https://forms.gle/NRNY9eZn4UuL7YJ6>  
UI Path (Philippines > Customer Reference > e-Delivery Order > e-Delivery Order (Outport) Request Form)
- d. **e-Process Export (Manila/Subic)** – 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. **e-Process Export (Outport)** – 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. **DETENTION Payment** – 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)

g. **Certificate Request Form** – payments for all kinds of certificate fees (All Types).

Link: <https://forms.gle/VyY3xzh4tf7nBJsd7>

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](mailto:donotreply@one-line.com)
- Please refer to these advisories: [Advisory on Electronic Billing Statements and Receipts](#) and [Update Advisory on Electronic Billing Statements and Receipts](#)
- Cut-off Time
  - e-Delivery Order (All offices) – 4:00 PM Monday to Friday only except holidays
  - 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 **715-193-114-0000**.

Part I – Payee Information	
2 Taxpayer Identification Number (TIN)	7 1 5 - 1 9 3 - 1 1 4 - 0 0 0 0 0
3 Payee's Name (Last Name, First Name, Middle Name for Individual OR Registered Name for Non-Individual)	OCEAN NETWORK EXPRESS PTE. LTD.
4 Registered Address	Unit No. 907A-910A, 9th Floor West Tower 8912 Asean Avenue Building, Asean Avenue Corner Abueva St., Aseana City, Paranaque City
4A ZIP Code	1 7 0 1

Thank you for your usual support.

Sincerely yours,

**OCEAN NETWORK EXPRESS PHILIPPINES, INC.**