

**UPDATE ON E-CONDEP REFUND SUBMISSION ADVISORY**

**Effective April 02, 2025**

March 31, 2025

**Dear Valued Customers,**

In reference to the advisory released on October 27, 2023 ([UPDATE ON E-CONDEP REFUND SUBMISSION ADVISORY](#)), below would be the updated process of submission request and processing.

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).

Submission via this platform is required 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 evaluated for completeness and accuracy and for any issues, an official email from [ph.mnl.condep@one-line.com](mailto:ph.mnl.condep@one-line.com) will be received by the official notify email address as indicated in the submission form.

For payment reference on your container deposit requests, you may refer to the link provided below.

[Container Deposit Refund Payment Status](#)

For any inquiries or concern, please send your email to the following address:

[ph.mnl.condep@one-line.com](mailto:ph.mnl.condep@one-line.com)

Or you may reach out to our agents through [Live Chat](#) or email at [philippines.customercare@one-line.com](mailto:philippines.customercare@one-line.com)

Upon accessing the e-Container Deposit Request Form, **the information in the Google form and the uploaded documents should match.** Please upload **one receipt per refund request.**

1. Email Address (Please use a corporate email address to receive email advice regarding any issues related to your request.)
2. Full Name of Sender
3. BL Number (12 characters) without the prefix "ONEY"
4. Consignee (must be consignee in master BL)
5. OPUS Receipt No. / ACK No. (RECMNLBBXXXXXXXXXX) 19 characters
6. Amount
7. 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
8. Please Deposit to Account No. (Do not include dash (-) or spaces)
9. Bank Swift Code
10. Bank Routing Symbol Transit Number (BRSTN) / Local Bank Code
11. Complete Bank Name
12. Complete Branch Name
13. Complete Branch Address
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).

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

15. Contact Number provided in the Request Letter
16. Company Name
17. Registered Address Per BIR 2303
18. T.I.N. of Customer (Do not include dash (-) or spaces)
19. Requirements for Container Deposit Refund Request.

Proceed to upload/submit the following documents (PDF or JPEG) **separately and ensure to upload the file in vertical position**. Kindly follow standard FILENAME Format in the description (e.g.: RECMNLBBXXXXXXXXXX)

- 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](#)) – Please ensure to use the **updated Standard Request Letter format**
- d. Scanned CLEAR copy of Equipment Interchange Receipt (EIR) – EIR must be MTY return copy.
  - For Loss EIR – Provide an Affidavit of Loss (AOL) along with the screenshot of confirmed returned container. You may access the link provided. [Cargo Tracking](#)
  - Affidavit of Loss (AOL) per BL – The BL no. and Container no. must be included in the AOL.

MANAGE SHIPMENT > Track & Trace > Cargo Tracking

### Cargo Tracking User Guide

BL No. or Booking No.

Please enter only the last 12 characters of ONE BL number, **without the prefix "ONEY"**. Our system does not accept House BL number assigned by NVOCC or Freight Forwarder. Search

Total : 1

Booking No.	Container No.	S.O.C	Seal No.	Size	Event Date / Time	Status	
TPEF01129300	KKTU8038828	<input type="checkbox"/>	*****	20'DRY ST.	2025-02-28 03:38	Empty Container Returned from Customer	MANIL

Add My Tracking Download

- 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/ BRSTN
20. Please note that a one-time registration of bank details is required per payee or account name.
21. Payment/Refund will be directly transferred/credited to the registered bank account. Any request for update on bank details must be emailed to [gh.mnl.condep@one-line.com](mailto:gh.mnl.condep@one-line.com)

22. Confirmation email of successful transfer will be sent by HSBC to the **registered notification email address together with the payment voucher** and will serve as the official notification regarding your container deposit refund. Payment details are completely provided in the payment voucher. Value Date is the date when refund was transferred / credited to your account.

Please see sample Email Subject

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

Beneficiary's bank:	BANCO DE OROCOLOCAN 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

23. Any unpaid detention and damage charges will be deducted from container deposit upon processing of container refund. For the related official receipt for the deductions, kindly request via below link:

[Official Receipt Request Form](#)

Thank you for your usual support.

Sincerely yours,

**OCEAN NETWORK EXPRESS PHILIPPINES, INC.**