

## GUIDELINE FOR EXCHANGE DELIVERY ORDER (AS OF 01 APR 2018)

The followings are gist of documents and steps required on Delivery Order (D/O) exchange in OCEAN NETWORK EXPRESS (EAST ASIA) LTD.(ONE(EA)).

### 1) Rights of D/O pick up / Title of shipment

In general cases, D/O will only be released to the cargo owner as per B/L stated.

- a) Straight B/L – Customer named as consignee on B/L;
- b) Waybill - Customer named as consignee on B/L;
- c) Order B/L
  - (i) To Order of Shipper: Customer who being identified as last owner of cargo;
  - (ii) To Order of Bank: Customer who was appointed as last owner of cargo thru bank’s endorsement;
  - (iii) To Order of Customer: Customer who was appointed as last owner of cargo thru endorsement.

Here, customers are required to make sure their endorsement is clear and the order is precise enough. In considering the status of consignee, customer shall observe the below rules.

	<b>Case 1 (Straight Consignment)</b>	<b>Case 2 (On Behalf)</b>	<b>Case 3 (Care Of)</b>
Consignee	A Co.	A Co. o/b B Co.	A Co. c/o B Co.
Rightful party to endorse OBL and respective letter(s); Rightful part to pick up D/O	A Co.	B Co.	A Co.

In case rightful customer requires appointing agent to exchange their document on their behalf, an authorization letter is required. (R2)

## 2) Document requirements

The following are the basic documents required for exchanging D/O. However, in case of any other situation, additional documents, including but not limited to Import License, Permit, any forms of Company Letter or Guarantee may be demanded,

- a) Original Bill of Lading (OB/L) – OB/L with proper endorsement(s); or
- b) In case no OB/L is applicable, such as below scenario, Letter of Indemnity (R1) is required.
  - (i) Waybill; or
  - (ii) Overseas surrendered or Telex release; or
  - (iii) OB/L pending for surrender through Bank Guarantee.
- c) Customer's identify. When consignee is a
  - (i) Company  
Customer is strongly recommended to send their Business Registration to our Import Customer Service Team well before their visit to our Company for D/O exchange. In addition, company stamp is required for the one who visits our Company to sign for receipt the D/O;
  - (ii) Nature individual  
Authentic and original personal identity.

### **Remarks**

For above (b) and (c), customers are required to contact with our Import Customer Service Team (<https://hk.one-line.com/standard-page/local-contacts>) in advance to verify and obtain approval.

## 3) Some highlights steps in D/O collection over our Counter

- a) Stamping and signing for receiving of D/O.  
The person who collects the D/O will also receive an Equipment Return Order for which stamping the consignee's/cargo owners' company chop together with their signature are required as receipt of those documents;
- b) If the person fails to present the consignee's/cargo owners' company chop, an authorization letter is required. (R2)

#### 4) Payment method

a) Bank Deposit.

Consignees/cargo owners are strongly recommended to deposit the exact amount to our company bank account with bank in slip and email to us prior to your visit to our Counter for any D/O exchange which will help save your time in waiting.

b) Cheque.

Crossed company HKD/USD cheque and Cashier Order only. Personal cheque is not accepted. And please pay to –

**Ocean Network Express Pte. Ltd.**

**Reminder**

***Short name, abbreviation, simplified Chinese, personal cheque and post-dated cheque are not accepted.***

c) Cash (Hong Kong dollar only).

#### 5) Other documents

The following are some other documents that used to be frequently used in importing cargo to Hong Kong which our Company may demand for,

- a) Import License (wherever applicable);
- b) Import Permit (wherever applicable);
- c) Copy of Business Registration Certificate (for new customer);
- d) Letter for Waste Disposal Ordinance (wherever applicable) (R3).

## 6) Reference

R1 <http://hk.one-line.com/sites/g/files/lnzjqr1426/files/2018-01/LOI%20For%20Cargo%20Release%20Against%20WBL%20Or%20Telex%20Released.docx>

R2 <http://hk.one-line.com/sites/g/files/lnzjqr1426/files/2018-01/Authorized%20Letter%20for%20DO%20Collection.docx>

R3 [http://hk.one-line.com/sites/g/files/lnzjqr1426/files/2018-01/Uncontaminated%20Wastes%28s%29%20Declaration\\_0.docx](http://hk.one-line.com/sites/g/files/lnzjqr1426/files/2018-01/Uncontaminated%20Wastes%28s%29%20Declaration_0.docx)

## 7) Our Contact

Should you have any enquiry on exchange delivery order, please feel free to call our Customer Service Hotlines for assistance.

**Customer Service Hotline:**

**Hong Kong booking office : (+852) 5808 6583**