

Customer Advisory

Electronic Release Order (e-RO) Service is available

Dear Customers,

We are pleased to announce that Ocean Network Express (East Asia) Limited (ONE) have decided to extend the electronic Release Order (e-RO) service with effective from April 15, 2019.

The e-RO service will enhance customer experience with speedy and simple way for D/O and R/O release through the paperless platform by simply “click and pick” and it will be eliminated unnecessary commuting time to our service counter to issue hard copy release order.

As ONE, we can provide multiple channels for customer to choose either “click to pick” channel through paperless platform or traditional offline channel at our service counter to exchange hard copy release order.

Should you require any further information, please contact our Import Sales representative or Import Customer Service for assistance.

Import Customer Service Hotline: (852) 5808-6583, press “1”

Thanks for your support to ONE.

Yours faithfully,

Ocean Network Express (East Asia) Limited

Hong Kong & South China Division