

Customer Advisory

Suspension of Manual Shipping Instruction (SI) Submission

Effective from 1 April 2021

Dear Valued Customers,

To offer a better service to our customers, effective from 1 April 2021, all shipping instruction (SI) submission will be managed via ONE eCommerce platform and other electronic platforms. Manual shipping instruction (SI) submission for cargo originated from Hong Kong SAR, Macau SAR, Guangdong, Guangxi, Hainan and Fujian province will be suspended.

This new enhancement would help ONE enhance data integrity and efficient B/L processing. Customers can track B/L available status via ONE eCommerce platform easily without time constraints.

May we invite you to create user ID at ONE website for online shipping instruction (SI) submission in the near future.

How to create:

1. Visit www.one-line.com
2. Click "REGISTER" in ONE eCommerce login box
3. Complete registration form and submit

Should you have any query, please contact our Sales Representatives or Customer Service Representatives for assistance.

Many thanks for your support.

Yours faithfully,

Ocean Network Express (East Asia) Limited
Hong Kong & South China Division