

Customer Advisory

Change of Payment Method in Hong Kong

(Cash Transaction Suspension at Counter)

Effective from June 1st, 2021

Dear Valued Customers,

To reduce the risk of direct handling of cash, and shorten the processing time in exchanging Delivery Order (D/O) or Bill of Lading (B/L) at the counter, we would like to bring in to your kind notice that ONE will stop accepting cash transaction at the counter in Hong Kong effective from June 1st, 2021. Please ensure the payments are made in advance to avoid any delay in getting D/O or B/L.

You may arrange payment by one of the following methods:

1. Cheque over the counter at 22/F HK office

Cheque should be properly crossed and made payable to Ocean Network Express Pte. Ltd.
Personal cheque is not accepted.

2. Cheque by Mail

Cheque payment by mail to HK Office with attention to Local Accounting. Please write contact and payment details (BL/ invoice number) on the back of the cheque.

3. E-cheque

Email an E-cheque to hk.ac.ar@one-line.com. Please clearly indicate the payment details (BL/ invoice number) in remark.

4. Bank Transfer

Transfer payment to our bank account through ATM, internet, cash/ cheque deposit machine or cheque drop box. Please clearly indicate the payment details (BL/ invoice number) in remark and send us the copy of bank in slip, ATM receipt, bank advice or related documents to hk.ac.ar@one-line.com. Any bank charges incurred through transfer payment should be borne by customer.

Should you require further information, please scan the following QR codes or contact our sales or customer service representatives for assistance.



Payment Method



Contact Us

Many thanks for your support.

Yours faithfully,

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