

Customer Advisory

Change of Payment Method in Hong Kong (Cheque Transaction Suspension at Counter)

Effective from March 14th, 2022

Dear Valued Customers,

In light of the latest COVID-19 pandemic situation in Hong Kong and the digitalization of our services, ONE would like to inform you that we will stop accepting any cash payment or physical cheques at the counter of our Hong Kong office, with effective from March 14th, 2022. This measure is taken in consideration of the need to protect health and safety of your staff as well as ours.

Please ensure the payments are made well in advance to avoid any delay in issuing Delivery Order or Bill of Lading.

You may arrange payment by one of the following methods:

1. Electronic payment

Go to our [E-Payment](#) portal, please refer to [E-Payment User Guide](#) for more details.

2. E-cheque

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

3. Bank Transfer

Transfer payment to our bank account through ATM, internet, HSBC 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 payment transfer should be borne by customers.

To cope with the impacts of COVID-19 pandemic and extreme weather situation to your supply chain, we need to enhance our ability to process payments anytime and anywhere without disturbance, therefore we would like to encourage our customers to consider using electronic payment methods to arrange payment.

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

客戶通告

有關香港辦事處更改付款方法通知

(停止櫃台接收支票付款)

生效日期 2022 年 3 月 14 日

致尊敬的客戶：

因應香港 2019 冠狀病毒最新情況以及本公司業務數碼化發展的需要，由 2022 年 3 月 14 日起本公司香港辦事處櫃台將不再接收現金及支票付款，以保障客戶及本公司員工的健康與安全。

為避免提貨單或提單簽發延誤，請確保提前付款。

請選用以下任何一種方式繳款：

1. 電子付款

連結 [E-Payment](#) 平台，請參考 [E-Payment User Guide](#) 操作詳情。

2. 電子支票

電子支票發送到電子郵箱 hk.ac.ar@one-line.com，請註明付款明細（提單號碼或發票號碼）。

3. 銀行轉賬

透過網上銀行/ 滙豐銀行自助櫃員機/ 滙豐銀行櫃枱/ 滙豐銀行提供的支票或現金存款機，直接將款項存入我司銀行賬戶，請註明付款明細（提單號碼或發票號碼）。款項存入我司賬戶后請保留付款存根、櫃員機收據、銀行繳款通知書或相關付款證明並發送掃描副本到電子郵箱 hk.ac.ar@one-line.com。任何因繳款而產生的銀行手續費將由客戶承擔及負責。

為應對 2019 冠狀病毒以及惡劣天氣對客戶供應鏈的影響，我們不斷努力創新及實行數碼化，確保營運暢順並致力提高服務質素。我們鼓勵客戶透過最安全和便捷的電子付款方式繳款，以確保我們繼續為您提供優質服務。

如有任何查詢，請掃描以下二維碼或聯絡我們的銷售或顧客服務人員。



付款方式



聯絡我們

感謝您對 ONE 的支持!

海洋網聯船務(東亞)有限公司
香港及華南地區