

Dear Valued Customers,

In order to resume the counter service gradually and orderly, ONE will adjust the opening hours of its service counter and make the following arrangements, which will take effect from 25 April 2022:

|           |                   |
|-----------|-------------------|
| Monday    | 9:00am to 12:30pm |
| Tuesday   | 9:00am to 12:30pm |
| Wednesday | 9:00am to 12:30pm |
| Thursday  | 9:00am to 12:30pm |
| Friday    | 9:00am to 12:30pm |

In the meantime, our staff will continue to provide required service via remote access to ensure operational continuity during the closure of the service counter.

Customer are advised:

**For Export Document** - please arrange Seaway Bill or eBL registration with ONE via our website <https://hk.one-line.com/advanced-page/eb>

**For Import Document** - please arrange Seaway Bill at origin port.

**For Payment** - various forms of electronic payment are accepted. Please visit our payment method via <https://hk.one-line.com/standard-page/payment-method>

Should you have any enquiries, please scan the following QR code to contact our Key Account Manager or Service Support for assistance.



Yours faithfully,

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

致尊敬的客戶：

為逐步有序恢復櫃檯服務，自2022年4月25日起，ONE將調整櫃檯服務時間並作出以下安排：

|     |                    |
|-----|--------------------|
| 星期一 | 上午 9:00 至 中午 12:30 |
| 星期二 | 上午 9:00 至 中午 12:30 |
| 星期三 | 上午 9:00 至 中午 12:30 |
| 星期四 | 上午 9:00 至 中午 12:30 |
| 星期五 | 上午 9:00 至 中午 12:30 |

在此期間，ONE 會繼續透過電子方式為客戶提供服務。

請選用以下任何一種方式處理貴司的提單事宜：

**出口提單安排：** 請選用SEAWAY BILL 或透過我司網頁

[https://hk.one-line.com/advanced- page/ebi](https://hk.one-line.com/advanced-page/ebi) 登記電子提單。

**進口提單安排：** 請於起運港選用 SEAWAY BILL。

**付款事宜：** 請選用電子方式付款至我司賬戶，付款詳情請瀏覽

<https://hk.one-line.com/standard-page/payment-method>。

如有任何查詢，請掃描以下二維碼聯絡我們的客戶經理或顧客服務人員。



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