

Dear Valued Customers,

With the receding number of daily new COVID-19 cases and relaxation of social distancing measures in Hong Kong, our counter service will be gradually resumed from 13 May 2022. The opening hours of the service counter are as follows:

Monday to Friday

09:30 – 12:00

14:00 – 16:30

Closed on Saturday, Sunday and Public Holidays

**The arrangement is subject to change without further notice.*

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.

Customers are advised:

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

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：

隨著香港每日新增 COVID-19 確診病例逐漸減少，以及逐步放寬社交距離措施，櫃檯服務將於 2022 年 5 月 13 日起逐步恢復，服務時間如下：

星期一至星期五

09:30 – 12:00

14:00 – 16:30

星期六、日及公眾假期休息

**上述安排如有變更，恕不作另行通知。*

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> 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客戶服務經理或顧客服務人員。



感謝您對 ONE 的支持！

海洋網聯船務

香港及華南地區