

Implementation of Appointment System – Export Counter Service in the Hong Kong office

Dear Valued Customers

In order to improve our service quality and enhance customer satisfaction in export counter service, ONE will implement an **appointment system** in the export counter service effective from **3rd October 2023**.

To make an appointment, please send your request to hk.exp.counter@one-line.com with the following information:

1. Service Request	*Please select ONE Request				
		Pick up OBL			
		Telex Release			
		Switch BL - Return OBL			
2. Appointment Date & Time	Date				
	Time	*Please select one Time slot			
			09:00-09:30		14:00-14:30
			09:30-10:00		14:30-15:00
			10:00-10:30		15:00-15:30
			10:30-11:00		15:30-16:00
			11:00-11:30		16:00-16:30
			11:30-12:00		16:30-17:00
			12:00-12:30		17:00-17:30
3. B/L number	1				
	2				
	3				
	4				
	5				
4. Contact Information	Name				
	Email				

We will confirm the time slot and return with an appointment number after receiving your request.

Please be reminded to **present the appointment number together with the documents required** at the confirmed time slot upon your arrival.

Walk-in customers without appointments may encounter delays and longer waiting time at our office.

For our Service Guideline on BL pick-up or Telex release in Hong Kong, please refer to the details at <https://hk.one-line.com/standard-page/service-guidelines/export>.

Should you have any enquiries, please scan the following QR code to contact our Customer Care Agent for assistance.

Thank you for your understanding and cooperation.



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