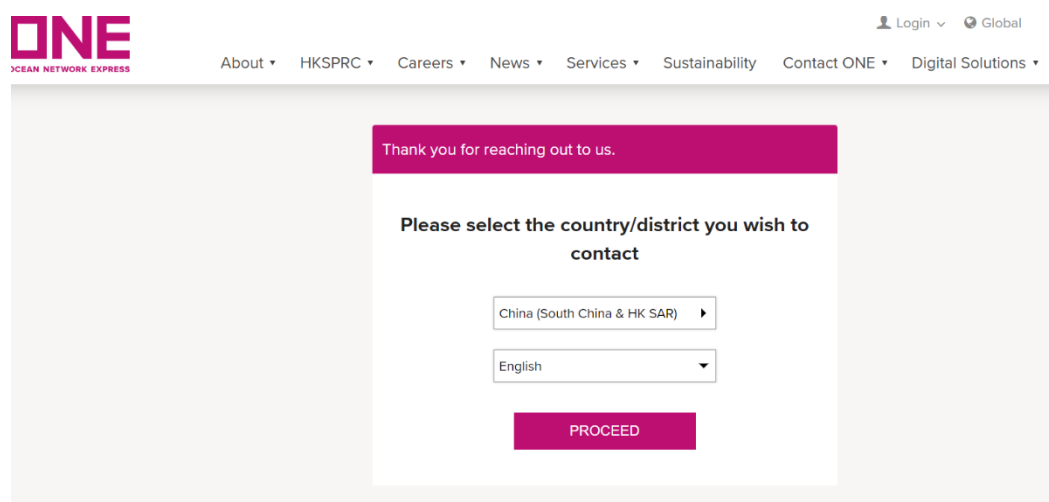


1st May 2024

Guideline for Applying Hot Box Delivery in Hong Kong

The following are the gist of the steps for applying Hot Box Delivery in Hong Kong.

- Access <https://hk.one-line.com/contact-us>
- Select Language: **English** or 簡體中文 and click **PROCEED**



The screenshot shows the ONE website's contact form. At the top left is the ONE logo. The navigation menu includes: About, HKSPRC, Careers, News, Services, Sustainability, Contact ONE, and Digital Solutions. On the right, there are links for Login and Global. The main content area features a purple banner that says "Thank you for reaching out to us." Below this is a white box with the text "Please select the country/district you wish to contact". There are two dropdown menus: the first is set to "China (South China & HK SAR)" and the second is set to "English". A purple "PROCEED" button is located at the bottom of the selection box.

- Fill out the Service Support Form as follows.
 - Input the **'First Name'**, **'Last Name'**, **'Company'**, **'Email'** and **'Phone'**.
 - Country/ District column will default as China (South China & HKSPRC) automatically.
 - Select **'Hong Kong'** in the column of **ONE OFFICE**.
 - Select the **'Import Documentation'** and **'General Support'** in the column of **Category** and **Topic**.
 - Select **'Container Number'** and input **'Container number'** in the column of **Reference Type** and **Reference number**.
 - Input the **'Hot Box Request on (Date)'** in the **Subject** column.
 - Input the **Hot Box Request details, BL no. with CTNR no.** in the **Comments** column. #

*# If you have a certain number of requests, please upload files by clicking the **'Upload file'** to attach the hot box request with the details file.*

ONE OCEAN NETWORK EXPRESS

About ▾ HKSPRC ▾ Careers ▾ News ▾ Services ▾ Sustainability ▾ Contact ONE ▾ Digital Solutions ▾ eCommerce ▾ >>

SERVICE SUPPORT FORM

Need help? You are just a click away from our customer-friendly support team.

Get in touch with us by simply sending us the form and your request will be directed to the right support team of experts. Our agents will analyze your information and reply to you as fast as they can.

Contact Information

*First Name
John

*Last Name
Wong

*Company
ABC Company

*Email
xxxx@gmail.com

Phone
xxxx xxxx

*Country/District
China (South China & HK SAR)

*ONE Office
Hong Kong

How can we help?

*Category
Import Documentation

*Topic
General Support

*Subtopic
--None--

*Reference Type
Container Number

*Reference Number
NYKUXXXXXXXX

*Subject
Hot Box Request on 14 APR 2024

*Comments
Would like to apply hot box request on 14 APR 2024 for the Bill of lading no. ONEYRICDXXXXXXXX ctnr no. NYKUXXXXXXXX

3884/4000 remaining.

Attachment
Upload Files Or drop files

- Submit the Service Support form by clicking the agreement terms at the bottom of the form as follows.

- Tick the box of 'By "Agree" and "Submit", I acknowledge/ agree that:'
- Click "Click to Start Verification" Button
- Click 'Submit'

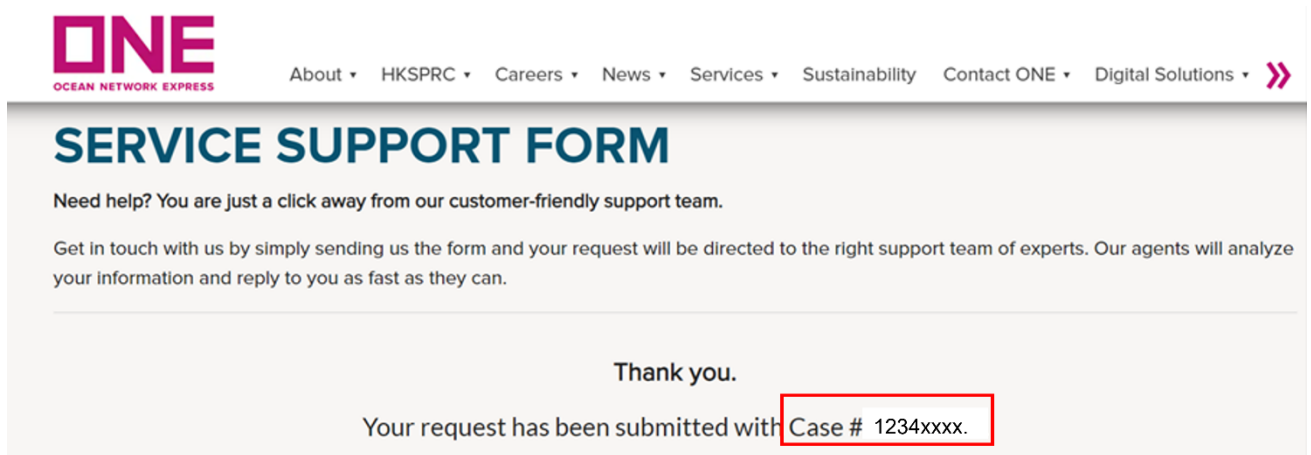
By clicking "Agree" and "Submit", I acknowledge/ agree that:

(a) my access and/or use of this Web service is subject to the terms and conditions at [Legal Terms of Use](#) and
(b) my personal data may be collected, used, disclosed and/or processed by Ocean Network Express Pte. Ltd. and its service providers for the purposes of providing support to you via this Web form or otherwise in accordance with the privacy policy at [Privacy Policy](#)

Anti-Robot Verification
Click to start verification

Submit

- The screen would show your request has been submitted with **Case no.** (e.g. **Case#1234xxxx.**)



- **ONE CUSTOMER CARE AGENT** would respond to you by email with the subject of respective case no.

Remarks: Hot Box Request should be requested to ONE Hong Kong at least 1 working day in advance before the vessel arrives in Hong Kong.

- **Our Contact**

Should you require further information, please visit ONE local website by clicking this [link](#) or scanning the following QR code, then click the “Bubble” at the bottom of the right corner to contact ONE Import Customer Care Agent for assistance.



Many thanks for your support.