

20 March 2020

Customer Advisory

COVID-19 Pandemic Readiness

Dear Valued Customers,

The World Health Organization (WHO) declared the Coronavirus (COVID-19) outbreak a pandemic on 11th March 2020. Ocean Network Express (ONE) is committed to weather through this crisis together with our valued customers in these times of uncertainty and disruption.

We recognize that we may not be able to go about our day-to-day business in the usual way. However, this will not stop us from meeting your shipping needs. We will like to share with you following steps that have been taken to ensure that every reasonable and foreseeable circumstance is adequately considered for continuity of our business.

1. Communications:

You may continue to be in touch with your regular salesperson-in-charge of your account for both exports and imports. However, should you require assistance:

Export Sales Tel.: 02 097-1083

Import Sales Tel.: 02 097-1084

Laem Chabang Sales Tel. 03-311-8101

Export Booking Center:

AO Team: th.bkk.bkg.ao@one-line.com Tel.: 02 097-1167

TP Team : th.bkk.bkg.tp@one-line.com Tel.: 02 097-1166

GKA Team: th.bkk.bkg.gka@one-line.com Tel.: 02 097-1165

Laem Chabang office: th.lch.bkg@one-line.com Tel.: 03 311-8111

Export Documentation:

Bangkok office: th.edo.all@one-line.com Tel.: 02 097-1111 #2

Laem Chabang office: th.lch.edo@one-line.com Tel.: 03 311-8111

Import Documentation: th.bkk.ido.inq@one-line.com Tel.: 02 097-1111 #3

2. Documentation and Manifest

We request our valued customers adhere to documentation cut-off times as directed by our documentation persons-in-charge. This is to ensure timely completion of Bills of Lading, and compliance with manifest submission requirements. Should you require assistance, please do not hesitate to reach out to our documentation team.

Export Documentation (Bangkok office)

Japan Trade Inquiries	th.bkk.edo.jp@one-line.com	02 097-1212
Inter Asia Trade Inquiries	th.bkk.edo.ao@one-line.com	02 097-1213
West Asia/Middle East/ Oceania Trade Inquiries	th.bkk.edo.id@one-line.com	02 097-1214
Trans Pacific/Latin America Trade Inquiries	th.bkk.edo.tpeu@one-line.com	02 097-1215
Euro/Med/Africa Trade Inquiries	th.bkk.edo.eu@one-line.com	02 097-1216

Export Documentation (Laem Chabang office)

All Trades	th.lch.edo@one-line.com	03-311-8111
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Import Documentation

All Trades	th.bkk.ido.amd@one-line.com	02 097-1217
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3. Bills of Lading (Export)

We encourage the use of sea waybills as far as possible. However, if your transaction requires a Bill of Lading, following options with minimal contact are available:

E-SI <https://drive.google.com/file/d/1Qg4sqER9MThXH1KKYp0vrBbuZk8kO5bu/view?ts=5d8d66d3>

E-BL Print https://drive.google.com/file/d/1-V_3rvywyrbHhSV0k8o6EGR_2iSExgLS/view?ts=5d9e99f3

If you wish to know more, please feel free to speak to our documentation customer service officers:

Ms. Paweena Jiralak : paweena.jiralak@one-line.com Tel: 02-097-1201

Ms. Narisara Chuechong : narisara.chuechong@one-line.com Tel: 02-097-1197

Ms. Sutatsanaphon Somboonprasert : sutatsanaphon.somboonprasert@one-line.com Tel: 033-118-111

Ms. Natthanicha Ratchakom email: natthanicha.ratchakom@one-line.com Tel: 033-118-111

4. Import

Notice of Arrival and Invoice will be provided (for locally-domiciled notify party at the country of delivery) prior to your shipments arriving at the port of discharge. Please ensure that your shipper provides us with correct and accurate notify party information. If documents were not received, please run a check with your local ONE branch or via our live chat services, where available.

Timely payments and surrender of original Bills of Lading in exchange for Delivery Order or Electronic Delivery Order are highly encouraged, and will ensure minimal disruptions to your valued shipments and supply chain.

Live Chat <https://th.one-line.com/standard-page/thailand-livechat-service-now-available>

5. Payments for charges and deposits

We encourage our customers to work with internet banking to facilitate contactless payment transactions. Your co-operation and timely arrangements will ensure minimal disruptions to shipment deliveries. For registration and process, please contact our Finance and Accounting Division below:

Contact Personnel	e-mail address	Telephone number
Ms. Piyathida B.	piyathida.buranadith@one-line.com	02 097-1379
Ms.Kittiwan P.	kittiwan.palasin@one-line.com	02-097-1374
Ms.Ladda S.	ladda.suriyabunturung@one-line.com	02-097-1383
E-mail Center	th.act.cas@one-line.com	N/A

Any other payment methods are still available as usual which please refer to Link

https://docs.google.com/presentation/d/1CUmk_f0d89B7olvlEGzMbv_Qd6bYlpcB0Xwj0t_etl/edit#slide=id.g71abea7f79_2_98

6. If you should have further questions on this advisory, please feel free to reach us as:

Name of Person: Ms. Matavee Khaowised

Contact Number: 02 097-1246

Name of Person: Ms. Arunruck Chatviriyakul

Contact Number: 02 097-1260

The BCP will be activated on March 23rd, 2020.

Once again, we seek your utmost co-operation to ensure that we continue meeting your shipping needs with little to minimal disruption during these trying times. We trust you will also continue to stay well and safe as much as we are also doing at ONE in our respective communities. Remember: ONE DELIVERS YOUR EVERYDAY!

Yours truly,



Ocean Network Express (Thailand) Ltd.

Kiyoshi Tokonami

Managing Director