

26th March 2020

Revision no. 01

Customer Advisory

COVID-19 Pandemic Readiness

Dear Valued Customers,

Further to our Customer Advisory dated 20 March 2020.

According to Covid-19 pandemic, the preservation of the health and safety of customers and employee are our priority and comply with 'Social Distancing'. Ocean Network Express (Thailand) Ltd. provides additional channels for B/L releasing, D/O releasing and payment methods to reduce transmission of Corona Virus. The additional process is effective from 1 April 2020 until further notice.

B/L Releasing process

Original BL - Straight B/L	<ol style="list-style-type: none"> 1. Customers are able to notify OBL Surrender through email as usual (only if OBL is on the Shipping line) without endorsement. 2. Customers send "Notice of BL Surrender at Origin" with electronic seal and signature under customer's company's letter head. LOI Form will be sent to you upon request. 3. Pay bills via Internet Banking. 4. After receiving confirmation from ONE Cashier section. Surrender notification will be sent to you through email within next working day at latest. 5. Customers must send the original LOI to ONE later.
Original BL - To Order B/L	Customers are able to select the method of Print Original B/L by requesting through email th.edo.all@one-line.com by using Subject: Electronic B/L.
Sea Waybill	<ol style="list-style-type: none"> 1. Pay bills via Internet Banking. 2. After receiving confirmation from ONE Cashier section. Final Sea Waybill will be sent to you through email within next working day at latest.
Certificate	Receive documents with stamps and electronic signatures through email.

Export Documentation: Head Office Tel. no. 02 097-1111 #2, Laem Chabang office Tel. no. 03 311-8111

D/O Releasing Process

1. Applicable for	1. BL Type: Waybill, Surrender 2. Terminal: BBT, NICD, LCMT, LCB1 and TIPS
2. Process of D/O	Customers send the company letter for D/O exchange and Payment slip via email address: TH.IDO.CSV@ONE-LINE.COM & TH.LCH.IDO@ONE-LINE.COM with request to: 1. Input Subject “VESSEL / VOYAGE / Place of Delivery” 2. Input B/L No. and Consignee name on the email content 3. ONE staff verify, approve and confirm back to customer with Password code no. via email. 4. After receiving confirmation from ONE Import section through email within next working day at latest. Customers contact the Terminal to pick up D/O.
3. Releasing process	1. D/O is issued by Terminal 2. Password code no. and email confirmation 3. Copy of ID card and Contact phone number of the person who pick up D/O
Other than Item 1. is not applicable	1. BL Type: Original BL 2. Terminal: PAT, BMT, TCT, SHT, ESCO, THJ, NHP, SCT, TST, Bangpakong, HLT

Import Documentation: Head office Tel. no. 02 097-1111 #3, Laem Chabang office Tel. no. 03 311-8167

Money Transfer via Internet Banking for Freight & Charge **Excluding Container Deposit**

1. Promptpay B2B (Business to Business) Promptpay Account no. 0105560142050 Value Date: Real time	-Customer register payment by 'Promptpay' with banks -Customer advise Payment details i.e. Bank Slip, Withholding Tax Certificate, B/L number and send email to TH.ACT.CAS@ONE-LINE.COM
2. Promptpay through Mobile application Promptpay Account no. 0105560142050 or search 'Ocean Network Express (Thailand) Ltd.' from the application Value Date: Real time	- Customer can transfer money via mobile banking for all banks - Customer advise Payment details i.e. Bank Slip, Withholding Tax Certificate, B/L number and send email to TH.ACT.CAS@ONE-LINE.COM
3. Internet Banking through: 3.1 ACH (Smart Credit) Value Date: T+2 depends on Bank of remitter or Customer's payment instruction or cut-off time 3.2 Internet Transfer via HSBC to HSBC or Krungsri to Krungsri Value Date: Real Time	- Customer contact Sales in charge or cashier to register for T/T Application Form - Customer provide 'Copy of Bank Passbook' of Saving a/c or Bank Statement of Current a/c. - Customer should advise Payment details i.e. Bank Slip, Withholding Tax Certificate, B/L number at least 1-2 working days before payment date and email to TH.ACT.CAS@ONE-LINE.COM

Remarks:

1. Please advise the payment with Subject: 'Bank Transfer from Company xxx / Date DD/MM/YY'
2. Transfer payment should be done during office hours 08.00 to 16.00 on Mon-Fri only.
3. Bank charge for transfer is responsible by customer.
4. ONE reserve right to issue Receipt or release B/L or D/O for full settlement only.
5. Process to pick up Original Receipt/TAX invoice:
 - 5.1 The customer can pick up Original Receipt at Counter 16 in exchange with customer's Payment details and original Withholding Tax Certificate
 - 5.2 In case the customer cannot pick up Receipt at counter, please send the original Withholding Tax Certificate via postal mail as per address on this ONE Letterhead. The original Receipt will be dispatched to customer within 7 days.
6. Contact persons in Finance & Accounting Division:

Contact Personnel	E-mail address	Telephone number
Ms. Piyathida B.	piyathida.buranadith@one-line.com	02-097-1379
Ms. Kittiwani P.	kittiwani.palasin@one-line.com	02-097-1374
Ms. Ladda S.	ladda.suriyabunturng@one-line.com	02-097-1383
Ms. Sawangchit W.	sawangchit.wibunchan@one-line.com	02-097-1380
Ms. Ampaporn P.	ampaporn.phai boonpat@one-line.com	02-097-1386
Ms. Angkana B.	angkana.boonpeecha@one-line.com	02-097-1391
Ms. Ubolwan W.	ubolwan.wituwinit@one-line.com	02-097-1382
Ms. Poongcharasmi P.	pooncharasmi.pitaksakseree@one-line.com	02-097-1384
Ms. Marisa S.	marisa.sriwichien@one-line.com	02-097-1387
Ms. Nipaporn K.	nipaporn.kokheng@one-line.com	02-097-1394

Container Deposit process

Payment by Insurance Policy (CDI)	Scan the policy and send Email to TH.ACT.CAS@ONE-LINE.COM
Payment by Money Transfer	Contact cashier for bank account number -Ms. Kittiwani P. Tel. 02-097-1374 (kittiwani.palasin@one-line.com) -Ms. Ladda S. Tel. 02-097-1383 (ladda.suriyabunturng@one-line.com) Cashier submit ' Deposit Receipt ' to customer via email
Return Container Deposit	Contact Counter Service and provide ' Deposit Receipt ' for refund Container Deposit by transfer money to Payer's bank account

Thank you for your cooperation. We will closely monitor the situation and will advise you if there is any change.

Yours truly,

Ocean Network Express (Thailand) Ltd.