

June 1<sup>st</sup>, 2022

Dear Valued Customer,

Thank you for your continued support and for choosing Ocean Network Express (ONE) to cater to your needs.

ONE Thailand has been implementing the booking cancellation fee both on-line (ONE Quote) and off-line bookings as well as change of booking status fee for Thailand export. For purpose of managing bookings more efficiency, all cancelled/postponed booking, and volume reduction are required to revert to Export Customer Service within 17.00 Hour of its cut-off date. Quantum & Cut-off date of those surcharges remain unchanged.

**Effective Date:**

Non-FMC regulated trades	July 1 <sup>st</sup> , 2022
FMC regulated trades*, Canada	July 1 <sup>st</sup> , 2022
(*United States, American Samoa, Puerto Rico, Guam, Saipan, Hawaii)	

Should you have any questions, please do not hesitate to contact your ONE representative.

Yours faithfully,

Ocean Network Express (Thailand) Ltd.



**For cargo to/from Europe/Mediterranean:**

Latest Basic Ocean Freight rates, Bunker Related Charges, THCs (origin or destination), Security Related charges, Peak Season Surcharges (if applicable) can be accessible at our website:

<https://eua.one-line.com/standard-page/europe-fak-ocean-tariff>

[https://ecomm.one-line.com/ecom/CUP\\_HOM\\_3116.do](https://ecomm.one-line.com/ecom/CUP_HOM_3116.do)

<https://eua.one-line.com/standard-page/eua-local-surcharges>

Other charges such as local charges and contingency charges may apply.