

March 23, 2020

## CUSTOMER ADVISORY

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### **RE: BUSINESS CONTINUITY PREPARATIONS AND READINESS**

Dear Valued Customers,

Due to the global spread of the coronavirus, we recognize that we may not be able to go about our day-to-day business in the usual way. However, to not stop us from meeting your demand, Ocean Network Express Vietnam (ONE VN) would like to apply some processes remotely to allow all of us working from home and avoid crowding face to face transactions at our counters. Those actions aim to ensure the continuity of our work, and at the same time the integrity of our customers, partners and employees even though our office in Ho Chi Minh still opens under a skeleton staff scheme for smooth documentation delivery in necessary case

#### **1. Bills of Lading (Export):** We encourage some options

- Use SWB or Surrender bill
- Release OBL at Destination or 3rd country
- OBL self-printing from our web

If you wish to know more, please feel free to reach out to our Export Documentation hotline

Email: [vn.sgn.export-release@one-line.com](mailto:vn.sgn.export-release@one-line.com)

Tel: Ms. V. Anh: (+84) 028 4458 1185 / Cell: 0908976599

Ms. Hoa: (+84) 28 4458 1181 / Cell: 0988625236

Ms. Minh: Cell: 0903979578

#### **2. Delivery Order or EDO:**

Timely payments and surrender of original Bills of Lading, submitting of original Bills of Lading and making container(s) borrowing letter in exchange for Delivery Order or Electronic Delivery Order are highly encouraged and will ensure minimal disruptions to your valued shipments and supply chain. Should you require assistance, please do not hesitate to reach out to our documentation team.

Email: [VN.SGN.DOC.IM@one-line.com](mailto:VN.SGN.DOC.IM@one-line.com) or [vn.sgn.edo@one-line.com](mailto:vn.sgn.edo@one-line.com)

Tel: Ms Ha: 84-028-4458-1278 / Ms Tuyen: 84-028-4458-1177 / Mr Trung: 84-028-4458-1180

**3. Import Demurrage & Detention extension:** You can request D&D extension, amendment, expiration by emailing to below with the scan of “THỎA THUẬN MƯỢN CONTAINER”

Email: [vn.sgn.dnd@one-line.com](mailto:vn.sgn.dnd@one-line.com)

Tel: Mr Duy: 84-028-4458-1150 / Ms Kim: 84-028-4458-1151 / Ms Hong: 84-028-4458-1140

#### **4. Container deposit (updated wef 1/Apr/2020)**

4.1 For inbound shipments which are not included below in the list of item 4.2 of this announcement, container deposit will be exempted with effective from 01st Apr 2020. Please send us your inquiry to [VN.SGN.EMPTYRETURN@one-line.com](mailto:VN.SGN.EMPTYRETURN@one-line.com) for Container Borrowing Agreement

4.2 For shipments which are un-stuffing cargoes at CY , cargoes in transit to Cambodia, or cargoes to North and the Central provinces container, deposit is still applied

Deposit will be collected by transfer. Please send us your inquiry of container deposit/refund by emailing to below address.

Email: [VN.SGN.EMPTYRETURN@one-line.com](mailto:VN.SGN.EMPTYRETURN@one-line.com)

Tel: Mr Trung, Mr Tuan: 84-090 6359682

**5. Debit note:** You can request Debit note as below email/Tel

Email: [vn.sgn.debitnote@one-line.com](mailto:vn.sgn.debitnote@one-line.com)

Tel: Ms Oanh: 84-028-4458-1201/ Ms Dung: 84-028-4458-1207/ Ms Huynh Anh: 84-028-4458-1206

**6. E invoice:** You can request E invoice as below email/Tel

Email: [vn.sgn.invoice@one-line.com](mailto:vn.sgn.invoice@one-line.com)

Tel: Ms Nhung: 84-028-4458-1205/ Ms Trinh: 84-028-4458-1197/ Ms Tuyet Phuong: 84-028-4458-1202/  
Ms Tu: 84-028-4458-1274.

#### **7. Payment**

Payments for charges and deposits are recommended to arrange via internet banking to facilitate contactless payment transactions. Your co-operation and timely arrangements will ensure minimal disruptions to shipment deliveries.

For FRT & local charge, please kindly take note HSBC bank details in One VN’ s E invoice.



Ocean Network Express (Vietnam) Co., Ltd.

Head Office  
3<sup>rd</sup> floor, mPlaza Saigon, 39 Le Duan street, Ben Nghe Ward,  
District 1, Ho Chi Minh City, Vietnam.  
Tel: 842844582600 Fax: 842838270997 [www.one-line.com](http://www.one-line.com)

For D&D deposit and container deposit, our bank account details as follows:

Account number: 100043188300001 (VND)

Bank name: Ngân Hàng TMCP Nam Á- Trung Tâm Kinh Doanh

Bank code: 79306001

Email: [vn.sgn.payment@one-line.com](mailto:vn.sgn.payment@one-line.com) or [dung.nguyenkim@one-line.com](mailto:dung.nguyenkim@one-line.com)

Tel: Ms Vi: 84-028-4458-1194/ Ms Nguyen: 84-028-4458-1275/ Ms Dung: 84-028-4458-1207

If you need the support, please feel free to reach out our hotline

Email: [anh.phamtuan@one-line.com](mailto:anh.phamtuan@one-line.com); [Phuong.danglan@one-line.com](mailto:Phuong.danglan@one-line.com); [nguyen.tranthu@one-line.com](mailto:nguyen.tranthu@one-line.com);  
[quyen.lethi@one-line.com](mailto:quyen.lethi@one-line.com)

Tel: Mr Tuan Anh: 84-028-4458-1192/ Ms Lan Phuong: 84-028-4458-113/ Ms Thu Nguyen: 84-028-4458-1199/ Ms Quyen: 84-028-4458-1203

ONE Management would like to thank our valued customers for your co-operation and support. Working for well-being and safety of all

Sincerely yours,

**Ocean Network Express (Vietnam) Co., Ltd.**

3F mPlaza Saigon, 39 Le Duan Street, District 1, Ho Chi Minh City, Vietnam

**HANOI Branch Office**  
23 Phan Chu Trinh str., Hoan Kiem Dist.,  
Ha Noi City, Vietnam  
Tel: 842444582600 Fax: 842432181928

**HAIPHONG Branch Office**  
20A Le Hong Phong str., Ngo Quyen Dist.,  
Hai Phong City, Vietnam  
Tel: 842253266430 Fax: 842253556776

**DA NANG Branch Office**  
115 Nguyen Van Linh str., Hai Chau Dist.,  
Da Nang City, Vietnam  
Tel: 842364458200