

Aug 04, 2021

**CUSTOMER ADVISORY**

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**RE: COUNTER TIME ADJUSTMENT - Hochiminh office**

Our respected customers and partners,

Due to recent positive Covid 19 cases in at mPlaza Saigon, OCEAN NETWORK EXPRESS (VIETNAM) – Hochiminh office would like to announce that **starting from 09/Aug/2021**, our counter will only open on Friday at below working hours just for transaction on import OBL return, export OBL release

- Morning: 09:30 AM – 12:00 PM
- Afternoon: 13:30 PM – 16:00 PM

We also emphasize the below proposals to allow all of us working from home smoothly without face-to-face transactions at the counters

**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 / eBL via WAVE platform if possible

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
- Tel: Ms. Van Anh +84 2844581185 and Ms. Thu Minh +84903979578

**2. Import Documentation:**

Pls inform shipper to convert BL type to SWB, Telex release, eBL via WAVE platform at the utmost. In case of using Original Bill of Lading, please submit it to ONE counter office as soon as possible.

Should you require assistance, please do not hesitate to contact our documentation team at:

- Email: VN.SGN.DOC.IM@one-line.com; vn.sgn.edo@one-line.com
- Tel: Ms Tuyến: +84 2844581177/ Mr Trung: +84 2844581180/ Ms Hà: +84 2844581278

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

- Email: vn.sgn.dnd@one-line.com
- Tel: Ms Kim: +84 2844581151 / Ms Le: +84 2844581298 / Ms Hong: +84 2844581140

**4. Container deposit/ Container borrowing agreement:**

- Email: VN.SGN.EMPTYRETURN@one-line.com
- Tel: Mr Trung, Mr Tuan: 090 6359682

**5. Debit note:**

- Email: vn.sgn.debitnote@one-line.com
- Tel: Ms Nhung: 028-4458-1205/Ms Huynh Anh: 028-4458-1206

**6. E invoice:**

- Email: vn.sgn.invoice@one-line.com
- Tel: Mr Thinh: +84 2844581299

**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 ONEVN' s E invoice.

- Email:vn.sgn.payment@one-line.com
- Tel: Ms Tuyet Phuong: 028-4458-1202

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: [dung.nguyenkim@one-line.com](mailto:dung.nguyenkim@one-line.com)  
Tel: Ms Dung: 028-4458-1207

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

Mr Tuan Anh: 84-028-4458-1192/ [anh.phamtuan@one-line.com](mailto:anh.phamtuan@one-line.com)  
Ms Lan Phuong: 84-028-4458-1193/ [phuong.danglan@one-line.com](mailto:phuong.danglan@one-line.com)  
Ms Thu Nguyen: 84-028-4458-1199/ [nguyen.tranthu@one-line.com](mailto:nguyen.tranthu@one-line.com)  
Ms Quyen: 84-028-4458-1203/ [quyen.lethi@one-line.com](mailto:quyen.lethi@one-line.com)

Thank you so much for your attention and cooperation with us all the time

Sincerely yours,  
Ocean Network Express (Vietnam) Co., Ltd.