

April 1, 2021

## **Notice on the cut-off time for manual shipping instructions (SI) submission**

Dear Valued Customer,

Kindly be informed that ONE SG will be prioritising electronic SI instead of manual SI with effect from 1<sup>st</sup> Sep 2021. Hence, the SI cut off time for manual SI submission will be 72 work hrs before vessel ETA while electronic SI would be 48 work hrs before vessel ETA. Also, a late SI fee will be charged for submissions that are done beyond the given timeframe.

Customers who wish to convert to our online SI method are advised to register at our website <https://sg.one-line.com/>. You may refer to the image below.

The screenshot shows the ONE e-commerce website interface. At the top, there is a cookie notice and a 'CLOSE' button. The main navigation bar includes 'Login', 'Global', 'Singapore', and a search icon. Below the navigation, there are links for 'About', 'Singapore', 'News', 'Services', 'CSR', 'Contact ONE', 'eCommerce', and 'Service Provider Login'. The main banner features the text 'ONE D&D CALCULATOR FOR IMPORT IS NOW AVAILABLE!' and 'Start calculating your charges today!' with a 'READ MORE' button. Below the banner, there are three panels: 'ONE eCommerce LOGIN' with fields for 'User ID' and 'Password', a 'REGISTER' button (highlighted with a red box), and a 'LOGIN' button; 'TRACKING' with a field for 'Enter Booking or Container No.' and a 'TRACK' button; and 'SCHEDULE' with fields for 'Origin', 'Destination', and 'Period', and a 'VIEW' button.

Please note that it will take approximately 1 working day for your account to be approved and activated. Thereafter, you should be able to log in to access our system. If you face any issues, please feel free to approach any of our Export Documentation staff.

For other matters, please contact your ONE representative via their respective email addresses.

Once again, we would like to thank you for your support and confidence in ONE and look forward to continue this partnership with you.



Ocean Network Express (Singapore) Pte. Ltd.  
Merrill Lynch Harbourfront  
2 Harbourfront Place #06-01-03  
Singapore 098499  
Co. Reg. No. 201721993Z

Thank you.

*Yours sincerely,*

Ocean Network Express (Singapore) Pte Ltd  
Customer Service Department Head

