

11th May 2023

Update of Booking cancellation & Change of Booking status with effect on 20th MAY 2023

Dear Valued Customer,

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

***This is NOT applicable to ONE QUOTE bookings.**

*** It only applies to non-ONE QUOTE bookings.**

ONE will be adjusting the criteria of incurring Booking Cancellation Fee and Change of Booking Status Fee (CCL/CBS) reducing from 10 days to 5 days. Fees will be applied when:-

- 1) Booking is rolled over/reduced by customers **05 or less calendar days prior to vessel ETD** Singapore on the date of request.
- 2) For DG/OOG cargo, CBS will be applied regardless of if the application has received approval from the vessel operator.
- 3) The charge will be applied on per TEU basis as described in the table below.

Please kindly be advised that changes have been made to the following ONE surcharge.

The new level will be applicable from Singapore across all trade lanes and services and will be valid till further notice.

EARLIER THAN DAY 05 BEFORE ETD	DAY 5 BEFORE ETD	DAY 4 BEFORE ETD	DAY 3 BEFORE ETD	DAY 2 BEFORE ETD	DAY 1 BEFORE ETD	Vessel ETD
No charge incur ✗	Charge incur ✓	Charge incur ✓	Charge incur ✓	Charge incur ✓	Charge incur ✓	Charge incur ✓

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

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

Applicable Charge:

Item Description	Outbound Codes	Trade	Per	Amount (SGD)
* Booking cancellation Fees (General/Reefer Cargo)	CCL	All	TEU	100
* Booking cancellation Fees (DG/OOG Cargo)	CCL	All	TEU	120
* Change of Booking Status Fees (General/Reefer Cargo)	CBS	All	TEU	100
* Change of Booking Status Fees (DG/OOG Cargo)	CBS	All	TEU	120

Effective Date:Non-FMC regulated trades
FMC regulated trades*, CanadaMay 20th, 2023
May 20th, 2023

(*United States, American Samoa, Puerto Rico, Guam, Saipan, Hawaii)

We would like to take this opportunity to thank you for supporting ONE and look forward to continuously serving your global transportation needs.

Should you have any questions, please do not hesitate to our customer care agent using our LiveChat.

Yours faithfully,
Ocean Network Express Pte. Ltd.

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