



Ocean Network Express Pte. Ltd.
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Singapore 018936
Co. Reg. No. 201708450C

Aug 01, 2025

Important Notice – Removal of Change Booking Surcharge (CBS)

Dear Valued Customer,

We would like to inform you of an upcoming change to our surcharge structure, designed to streamline the booking process and enhance billing transparency for our customers.

Effective August 15, 2025 the Change Booking Surcharge (CBS) will be removed from all bookings handled by ONE Singapore.

This change follows customer feedback and an internal review, which highlighted that the CBS often caused confusion, particularly in cases where bookings were amended for container counts increased. Moving forward, any amendments resulting in a reduction or cancellation of containers within the defined lead time will be addressed under our updated Container Cancellation (CCL) charge policy.

Summary of Changes:

- **CBS Surcharge:** Removed effective August 15, 2025
- **CCL Charge:** Will apply to booking amendments that result in a reduction of container count, booking cancellations, or roll-over requests, in accordance with our cancellation policy.
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What This Means for You:

- Customers increasing container counts will no longer be penalized with CBS.
- Booking reductions, late cancellations, or roll-over requests will be managed consistently under the CCL charge framework.

Item Description / CCL/CBS	Inbound Codes	Outbound Codes	Trades	Per	Amount (SGD/USD)	Effective Date	Remarks
*General / Reefer Cargo		CCL/CBS	ALL	20'	SGD 105	15/08/2025	Bookings that are cancelled, amended with a reduction in container count from the original booking, or rolled over, within 5 calendar days (or less) prior to vessel ETD Singapore due to customer-related reasons.
				40'	SGD 210	15/08/2025	
*DG / OOG Cargo				40'	SGD 250	15/08/2025	

We believe this realignment will offer greater clarity in billing and contribute to an improved customer experience. Should you need any clarification or assistance, please do not hesitate to contact your ONE representative.

Thank you for your continued support.

- Bookings cancelled / amendment 5 or less calendar days prior to vessel ETD Singapore

Non-FMC regulated trades

FMC regulated trades*, Canada

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

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.

Ocean Network Express (Singapore) Pte. Ltd. (as agent)

