



Ocean Network Express Pte. Ltd.
7 Straits View
#16-01 Marina One East Tower
Singapore 018936
Co. Reg. No. 201708450C

Feb 16, 2026

Notice of change of billing process – Transition to Incremental Invoicing

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

We are constantly working to improve the clarity and efficiency of our billing process. Effective **01 April 2026**, we will transition from our current “Cancel and Reissue” billing method to Incremental Invoicing for all invoice adjustments.

Method	Existing (Until 31/03/2026)	New (01/04/2026)
Handling Changes	The original invoice is cancelled via Credit Note, and a completely new invoice is issued	The original invoice remains valid. A separate incremental Invoice (Debit or Credit) is issued for the difference only
Benefit to You	Often lead to confusion regarding which invoice version is current	Greater clarity: Faster reconciliation as you only need to process the specific adjustment

No action is required from you currently.

We highly recommend sharing this advisory with your Accounts Payable or Finance Team to ensure their systems are prepared for this change.

If you have any questions regarding this new process or require assistance with reconciliation, please reach out to our dedicated billing support team at sg.accounts.ar@one-line.com

Yours sincerely,
Ocean Network Express (Singapore) Pte. Ltd. (as agent)

