

Customer Advisory
COVID-19 Pandemic Readiness

Dear Valued Customers,

The World Health Organization (WHO) declared the Corona Virus (COVID-19) outbreak a pandemic on 11th March 2020. Ocean Network Express (ONE) is committed to weather through this crisis together with our valued customers in these times of uncertainty and disruption.

We recognize that we may not be able to go about our day-to-day business in the usual way. However, this will not stop us from meeting your shipping needs. We will like to share with you following steps that have been taken to ensure that every reasonable and foreseeable circumstance is adequately considered for continuity of our business.

1. Communications:

You may continue to be in touch with your regular salesperson-in-charge of your account for both exports and imports. However, should you require assistance:

SALES		
Port of Loading/Office	Group Email Address	Group Contact No.
Sydney	AU.SYD.SALES@one-line.com	61 2 90569900
Melbourne	AU.MEL.SALES@one-line.com	61 3 90680900
Brisbane	AU.BNE.SALES@one-line.com	61 7 31862100
Adelaide	AU.ADL.SALES@one-line.com	61 8 81190900
Fremantle	AU.FRE.SALES@one-line.com	61 8 62230622
National Sales Team	AU.NATIONAL.SALES@one-line.com	61 2 90569900

BOOKINGS		
Port of Loading/Office	Group Email Address	Group Contact No.
Sydney	AU.SYD.BOOKING@one-line.com	61 2 90569900
Melbourne	AU.MEL.BOOKING@one-line.com	61 3 90680900
Brisbane	AU.BNE.BOOKING@one-line.com	61 7 31862100
Adelaide	AU.ADL.BOOKING@one-line.com	61 8 81190900
Fremantle	AU.FRE.BOOKING@one-line.com	61 8 62230622

EXPORT DOCUMENTATION		
Port of Loading/Office	Group Email Address	Group Contact No.
Sydney	AU.SYD.EXPCS@one-line.com	61 2 90569900

Head Office	Melbourne	Brisbane	Adelaide	Fremantle
Suite 2 Level1, 100 Pacific Highway, North Sydney NSW, 2060	Level 4. 06, 210 Kingsway, South Melbourne, VIC 3205	Suite 4.01, Level 4/15 Astor Terrace, Spring Hill, Brisbane QLD 4000	Suite 36, 283-287 Sir Donald Bradman Drive, Brooklyn Park, Adelaide, SA 5032	Suite 2 Level 1, 1 High Street, Fremantle, WA 6160
02 9056 9900	03 9068 0900	07 3186 2100	08 8119 0900	08 6223 0620



OCEAN NETWORK EXPRESS

Melbourne	AU.MEL.EXPCS@one-line.com	61 3 90680900
Brisbane	AU.BNE.EXPCS@one-line.com	61 7 31862100
Adelaide	AU.ADL.EXPCS@one-line.com	61 8 81190900
Fremantle	AU.FRE.EXPCS@one-line.com	61 8 62230622

IMPORT DOCUMENTATION

Port of Loading/Office	Group Email Address	Group Contact No.
Sydney	AU.SYD.IMPCS@one-line.com	61 2 90569900
Melbourne	AU.MEL.IMPCS@one-line.com	61 3 90680900
Brisbane	AU.BNE.IMPCS@one-line.com	61 7 31862100
Adelaide	AU.ADL.IMPCS@one-line.com	61 8 81190900
Fremantle	AU.FRE.IMPCS@one-line.com	61 8 62230622

OPERATIONS

Port of Loading/Office	Group Email Address	Group Contact No.
National Ops Team	au.syd.ops@one-line.com	61 2 90569900

ACCOUNTS RECEIVABLE

Port of Loading/Office	Group Email Address	Group Contact No.
National AR Team	AU.ACC.RECEIVABLE@one-line.com	61 2 90569900

2. Documentation and Manifest

We request our valued customers adhere to documentation cut-off times as directed by our documentation persons-in-charge. This is to ensure timely completion of Bills of Lading, and compliance with manifest submission requirements. Should you require assistance, please do not hesitate to reach out to our documentation team.

EXPORT DOCUMENTATION

Port of Loading/Office	Group Email Address	Group Contact No.
Sydney	AU.SYD.EXPCS@one-line.com	61 2 90569900
Melbourne	AU.MEL.EXPCS@one-line.com	61 3 90680900
Brisbane	AU.BNE.EXPCS@one-line.com	61 7 31862100
Adelaide	AU.ADL.EXPCS@one-line.com	61 8 81190900
Fremantle	AU.FRE.EXPCS@one-line.com	61 8 62230622

3. Bills of Lading (Export)

Head Office

Suite 2 Level1, 100
Pacific Highway, North
Sydney NSW, 2060

02 9056 9900

Melbourne

Level 4. 06, 210
Kingsway, South
Melbourne, VIC 3205

03 9068 0900

Brisbane

Suite 4.01, Level 4/15
Astor Terrace, Spring
Hill, Brisbane QLD 4000

07 3186 2100

Adelaide

Suite 36, 283-287 Sir
Donald Bradman Drive,
Brooklyn Park, Adelaide,
SA 5032

08 8119 0900

Fremantle

Suite 2 Level 1, 1 High
Street, Fremantle,
WA 6160

08 6223 0620



OCEAN NETWORK EXPRESS

We encourage the use of sea waybills as far as possible. However, if your transaction requires a Bill of Lading, following options with minimal contact are available:

Electronic Bills of Lading
Surrender Bills of Lading (SI instructions)

If you wish to know more, please feel free to speak to our documentation customer service officers:

EXPORT DOCUMENTATION		
Port of Loading/Office	Group Email Address	Group Contact No.
Sydney	AU.SYD.EXPCS@one-line.com	61 2 90569900
Melbourne	AU.MEL.EXPCS@one-line.com	61 3 90680900
Brisbane	AU.BNE.EXPCS@one-line.com	61 7 31862100
Adelaide	AU.ADL.EXPCS@one-line.com	61 8 81190900
Fremantle	AU.FRE.EXPCS@one-line.com	61 8 62230622

Import

Notice of Arrival and Invoice will be provided (for locally-domiciled notify party at the country of delivery) prior to your shipments arriving at the port of discharge. Please ensure that your shipper provides us with correct and accurate notify party information. If documents were not received, please run a check with your local ONE branch or via our live chat services, where available.

Timely payments and surrender of original Bills of Lading in exchange for Delivery Order or Electronic Delivery Order are highly encouraged, and will ensure minimal disruptions to your valued shipments and supply chain.

4. Payments for charges and deposits

We encourage our customers to work with internet banking to facilitate contactless payment transactions. Your co-operation and timely arrangements will ensure minimal disruptions to shipment deliveries. Our bank details are as follows:

Head Office	Melbourne	Brisbane	Adelaide	Fremantle
Suite 2 Level1, 100 Pacific Highway, North Sydney NSW, 2060	Level 4. 06, 210 Kingsway, South Melbourne, VIC 3205	Suite 4.01, Level 4/15 Astor Terrace, Spring Hill, Brisbane QLD 4000	Suite 36, 283-287 Sir Donald Bradman Drive, Brooklyn Park, Adelaide, SA 5032	Suite 2 Level 1, 1 High Street, Fremantle, WA 6160
02 9056 9900	03 9068 0900	07 3186 2100	08 8119 0900	08 6223 0620

USD Payments

Bank Name: *	HSBC BANK USA, N.A.
Account Name:	Ocean Network Express Pte Ltd
Account Number:	000274542
(please include a scanned copy of your deposit slip)	
Account Currency:	USD

AUD Payments

Bank Name: *	HSBC BANK AUSTRALIA LIMITED
Account Name:	Ocean Network Express Pte Ltd
Account Number:	569852001 (for ACH)
(please include a scanned copy of your deposit slip)	011569852001 (for TT/RTGS)
Account Currency:	AUD
BSB Code:	342011

5. If you should have further questions on this advisory, please feel free to reach us as:

Committee Member	Primary Responsibility	Number	Office	Email
Kunaiki Unozawa	All	0420960358	North Sydney	kuniaki.unozawa@one-line.com
Alex Rawley	All	0419615564	North Sydney	alex.rawley@one-line.com
Anthony Kelly	All	0409995017	Fremantle	anthony.kelly@one-line.com
Brett Matthew	All	0406420294	North Sydney	brett.matthew@one-line.com
Robert Mazzocco	IT	0417789177	North Sydney	robert.mazzocco@one-line.com
Minnie Bunkasem	BPIT	0447112484	North Sydney	minny.bunkasem@one-line.com
Doug Mladenovic	Melbourne branch office	0409959312	Melbourne	doug.mladenovic@one-line.com
Emina Cesko	Adelaide branch office	0434610701	Adelaide	emina.cesko@one-line.com
Ryan McColl	Brisbane branch office	0418393476	Brisbane	ryan.mccoll@one-line.com
Rory Chandler	Fremantle branch office	0409114382	Fremantle	rory.chandler@one-line.com
Cheryl Yap	Melbourne branch office	0433734204	Melbourne	cheryl.yap@one-line.com

Once again, we seek your utmost co-operation to ensure that we continue meeting your shipping needs with little to minimal disruption during these trying times. We trust you will also continue to stay well and safe as much as we are also doing at ONE in our respective communities. Remember: ONE DELIVERS YOUR EVERYDAY!

Head Office

Suite 2 Level 1, 100
Pacific Highway, North
Sydney NSW, 2060

02 9056 9900

Melbourne

Level 4, 06, 210
Kingsway, South
Melbourne, VIC 3205

03 9068 0900

Brisbane

Suite 4.01, Level 4/15
Astor Terrace, Spring
Hill, Brisbane QLD 4000

07 3186 2100

Adelaide

Suite 36, 283-287 Sir
Donald Bradman Drive,
Brooklyn Park, Adelaide,
SA 5032

08 8119 0900

Fremantle

Suite 2 Level 1, 1 High
Street, Fremantle,
WA 6160

08 6223 0620