

18 March 2020
Ref: 456/GA/III/2020

Customer Advisory
COVID-19 Pandemic Readiness

Dear Valued Customers,

The World Health Organization (WHO) declared the Coronavirus (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 would 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 urgent assistance:

No.	Topic/Issue/Area	PIC	Contact # (During Working Hour)	Email Address
1	Sales ASOC	Rendy Randolf Wulur	+628119526490	rendyrandolf.wulur@one-line.com
2	Sales TP/EU/AF/Latin	Tjenjanto Kosasih	+628121018875	tjenjanto.kosasih@one-line.com
3	Sales Japan Rep (in Japanese Language)	Ryo Kusano	+628111583083	ryo.kusano@one-line.com
4	Booking & Documentation	Yani Law	+6281519013932	yani.law@one-line.com
5	Surabaya/Denpasar	Agung Setiawan	+628118078983	agung.setiawan@one-line.com
6	Semarang	Kus Indarto	+628111022012	kus.indarto@one-line.com
7	Medan	Min Che	+628111022014	min.che@one-line.com
8	Bandung, Batam, Palembang, Lampung and other offices	Please refer to No. 1 - 4	Please refer to No. 1 - 4	Please refer to No. 1 - 4

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 Doc email group address:

id.jkt.expdoc@one-line.com

(Jakarta and Other Offices)

id.sub.expdoc@one-line.com

(Surabaya/Denpasar)

id.srg.expdoc@one-line.com

(Semarang)

id.mes.expdoc@one-line.com

(Medan)

3. Bills of Lading (Export)

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 – If you haven't registered yet, please Login in our eCommerce for eSI and Internet B/L application <https://www.one-line.com/en/e-commerce-applications>
- Surrender Bills of Lading (SI instructions) - Please continue to surrender Original Bill of Lading in our office

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

Name	BL Issue Office	Contact # (During Working Hour)
Risma Indrianalita	Jakarta/Bandung	+628119469485
Lina Sulistyowati	Semarang	+6282220369852
Bagus Widyatmoko	Surabaya/Denpasar	+628113088811
Yani Law	Medan, Batam, Palembang, Lampung, Others	+6281519013932

4. Documentation Counter Service

Our Business Continuity Plan (BCP) includes limiting meetings face-to-face at our service counters. You will be able to continue collecting original Bills of Lading and Surrender Bills of Lading or the presenting of original Bills of Lading in the exchange for Delivery Orders and payments. However, there will be limitations on the number of people who can enter and be served at our counters at the same time. We recommend that you check that your documents are in order, and make prompt payment at this time.

Please note that there is no change in our counter service working hours.

5. Import

Notice of Arrival and Invoice will be provided electronically 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 our Import Customer Service id.jkt.impdoc@one-line.com

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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.

6. 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:

Account Name : Ocean Network Express Pte. Ltd.
Bank Name : PT Bank HSBC Indonesia
World Trade Centre branch
Jl. Jend. Sudirman Kav 29-31, Jakarta 12920
Account Number : 001-022946-069 (IDR)
SWIFT Code : HSBCIDJA

7. Working Hours

There is no change in ONE Indonesia working time - from Monday to Friday from 08:00-17:00

8. If you should have further questions on this advisory, please contact our Sales Representative handling your account.

Once again, we seek your utmost cooperation 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!

Yours truly,

Ocean Network Express Pte Ltd
c/o PT Ocean Network Express Indonesia



Hiroshi Kono
President Director