

24 March 2020

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 (Malaysia) Sdn Bhd 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 assistance:

Name	Location	Team	Email	Work Phone	Mobile
Stanley Siaw	Shah Alam	Customer Service, Documentation - HOD	stanley.siaw@one-line.com	603-5115-7881	6012-228-0956
Delima Mohd	Shah Alam	Customer Service	delima.mohamad@one-line.com	603-5115-7907	6012-228-6983
Eliza Mohd Azmi	Shah Alam	Documentation	eliza.mohdazmi@one-line.com	603-5115-7894	6012-228-6970
Yap Soke Shan	Shah Alam	Outdoor Sales - HOD	sokeshan.yap@one-line.com	603-5115-7890	6012-228-0963
Jeremy Yap	Shah Alam	Outdoor Sales, GKA Sales - Team Lead	jeremy.yap@one-line.com	603-5115-7889	6012-228-1679
Alex Lim	Shah Alam	Outdoor Sales, National Sales - Team Lead	alex.lim@one-line.com	603-5115-7902	6012-228-1927
Tin Man	Shah Alam	Indoor Sales - Team Lead	tinman.poh@one-line.com	603-5115-7958	
Ashok Rajamoney	Johor Bahru	Outdoor Sales - HOD	ashok.rajamoney@one-line.com	607-212-9902	6012-228-0984
Alice Low	Johor Bahru	Customer Service & Documentation	alice.low@one-line.com	607-212-9929	
Woon Sze Chern	Penang	Outdoor Sales - HOD	szechern.woon@one-line.com	604-224-2688	
Koay Guat Siew	Penang	Customer Service & Documentation	guatsiew.koay@one-line.com	604-224-2658	

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.

Email	Location
my.pklexpdoc@one-line.com; my.pklimpdoc@one-line.com	Shah Alam
my.jhbexpdoc@one-line.com; my.jhbimpdoc@one-line.com	Johor Bahru
my.penexpdoc@one-line.com; my.penimpdoc@one-line.com	Penang

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 – Customers are encouraged to register for e-printing at <https://www.one-line.com/en/news/one-ecommerce-original-bl-printing>

Surrender Bills of Lading (SI instructions) – Original Bill of Lading is to be surrendered at our Front Counter which are opened MON-FRI 1000-1200 hours and 1300-1500 hours.

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

Name	City	Team	Email	Work Phone	Mobile
Eliza Mohd Azmi	Shah Alam	Documentation - Team Lead	eliza.mohdazmi@one-line.com	603-5115-7894	6012-228-6970
Ahmad Faisal	Shah Alam	Documentation, Export	ahmad.faisal@one-line.com	603-5115-7932	
Zai Sapura	Shah Alam	Documentation, Import	zai.sapura@one-line.com	603-5115-7914	
Alice Low	Johor Bahru	Documentation - Team Lead	alice.low@one-line.com	607-212-9929	
Koay Guat Siew	Penang	Documentation - Team Lead	guatsiew.koay@one-line.com	604-224-2658	

4. Remote Office

Our Business Continuity Plan (BCP) may include a remote office set-up (with minimal staffing) in certain countries or locations to enable handling of documents and payments with a view to minimize human contact. You will be able to continue with collection of original Bills of Lading or presentation of original Bills of Lading in exchange for Delivery Orders and payments. We recommend that you check that documents are in good order, and consider cashless modes of payment at this time.

Nil

5. 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.

Our Import team is reachable on Live Chat:	Shah Alam: https://direct.lc.chat/11535363/7
	Penang: https://direct.lc.chat/11535363/8
	Johor: https://direct.lc.chat/11535363/9

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:

Payment for FREIGHT and LOCAL CHARGES	Payment for CONTAINER DEPOSIT
Ocean Network Express Pte Ltd Bank Account: 105-805-865-101 HSBC Bank Malaysia Berhad	Ocean Network Express (Malaysia) Sdn Bhd Bank Account: 105-800-494-101 HSBC Bank Malaysia Berhad

7. If you should have further questions on this advisory, please feel free to reach our respective Sales personnel handling your account.

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!

Yours truly,

Ocean Network Express [Malaysia] Sdn Bhd
Name: Justin Chuo