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Feb 24, 2020

# Service Advisory

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## **Attn: All Los Angeles Area Motor Carriers**

RE: ONE Equipment Return Advisory

Effective: Feb 25, 2020

Valued Motor Carrier Partners,

Due to the unprecedented conditions impacting the industry, specifically the cargo and equipment movement over the LA/LB gateway, storage capacity at the ocean terminals used by ONE in LA/LB are near capacity. To manage thru this short-term issue, we are asking that customers and motor carriers hold on to ONE D20/D40/40HC/D45 equipment until further notice. As such, ONE is taking the following steps until further notice:

- ONE will stop the detention clock for all outstanding units normally returning to terminals or depots in the Los Angeles and Long Beach facilities effective Feb 25, 2020 until further notice.
- All accrued detention is valid up until the detention clock stoppage. Further detention will not be applied until the situation improves as advised by ONE
- ONE will continue to direct empty returns via [returnlocation.com](http://returnlocation.com) and via direct email to specific ocean terminals or to off-dock storage facilities
- ONE will not be responsible for charges incurred during this detention relief period such as chassis costs, motor carrier storage or chassis split costs associated with terminating equipment to off-dock storage facilities.

ONE would like to thank you for your continued patience as we manage thru these challenges. As this moves forward please continue to monitor [returnlocation.com](http://returnlocation.com) and the various terminal websites for appointment times to return empties as space becomes available. You may also contact ONE directly at the following email address [NA.EQCSOUTHWEST@ONE-Line.COM](mailto:NA.EQCSOUTHWEST@ONE-Line.COM) for assistance with specific challenges returning equipment and to gain access to off-dock facilities for termination.

Thank you,  
ONE Management