

April 2nd, 2020

Documentation Update: COVID-19

Dear Valued Customers,

Due to the global spread of COVID-19, we recognize that some may not be able to go about day-to-day business in the usual way. Please be assured that we are still working to meet your business needs. Ocean Network Express (North America) would like to apply some process adjustments for Export Bills of lading to allow those working remotely to have a smooth business flow. These actions will support the continuity of work and ensure timely processing of your documentation.

For Bills of Lading (Export) ONE strongly encourages:

- Use of Seaway bill **or**
- Surrender at origin (telex release)

If you have any questions or wish to know more, please reach out to our Export Documentation team at 844-413-6029 Option 1 > Option 5 or via **Live Chat** ([CLICK HERE](#)).

We greatly appreciate your business and patience as we all work through this situation together.

Sincerely,

Ocean Network Express (North America) Inc.
