

Process Change Notice: Payment and OBL Procedures for ONE Canada during COVID-19 Outbreak

Dear Valued ONE Customers,

Effective April 6, 2020, Ocean Network Express will no longer accept payments via check or submission of Original Bills of Lading at our Toronto office location.

All customers will need to process payments via Electronic method and follow OBL surrender instructions for submission location. Any payments or OBL's sent to the Toronto office location will result in delays in processing. Any additional charges, because of improper delivery, will be for the customer's account.

WIRE payments:	
For USD Payments :	For CAD Payments :
SWIFT Code: HKBCCATT	SWIFT Code: HKBCCATT
Account# 002-843390-070	Account# 002-843390-001
HSBC Bank Canada	HSBC Bank Canada
70 York Street	70 York Street
Toronto, Ontario M5J 1S9	Toronto, Ontario M5J 1S9
USD Correspondent Bank	
Citibank NA	
SWIFT Code: CITIUS33	
ACH/EFT payments:	
For USD Payments	For CAD Payments :
Institution Number : 016	Institution Number : 016
Transit Number: 10002	Transit Number: 10002
Account # 843390-070	Account # 843390-001
SWIFT Code: HKBCCATT	SWIFT Code: HKBCCATT
HSBC Bank Canada	HSBC Bank Canada
70 York Street	70 York Street
Toronto, Ontario M5J 1S9	Toronto, Ontario M5J 1S9

Remittance details **MUST** be sent to our freight receipt team at: NA.FA.INTLREMITTS@one-line.com

Remittances for WIRE/ACH payments:	
Please email remittance details to :	
NA.FA.INTLREMITTS@ONE-LINE.COM	
EMAIL should include the following:	
Subject Section	
1.) Sending companies' name	
2.) Total amount & date of the ach/wire payment	
Body of the message	
1.) Invoice Numbers & the amounts paid on each invoice	
2.) Total amount of the ach/wire payment	
OBL Surrender:	
Please send properly endorsed OBLs to either of the below:	
Ocean Network Express (Canada) Inc	Ocean Network Express, (North America) Inc.
c/o The UPS Store # 514	8730 Stony Point Parkway
Suite #413	Suite 400
413, 6 Belsize Dr.	Richmond, VA 23235
Toronto, ON M4S 1L4	
*NOTE Current Store Hours 10:30am - 6pm	

All questions and requests for confirmation of package receipt should be sent to:
NA.FREIGHTRELEASE@one-line.com

This process is in effect until further notice and the Covid 19 Outbreak can allow us to return to standard business practice.

We appreciate your understanding during these difficult times.