

November 4, 2020

## **ONE Import Port Demurrage Payment Portal**

**Dear Valued Customers,**

To ensure the most accurate transition without service impact, we are delaying the launch of our Import Port Demurrage Payment Portal until December. Updated launch dates will be shared in the coming weeks.

In the meantime, please be sure to [register](#) and learn more about the eModal community portal at [emodal.info/one](https://emodal.info/one).

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As previously announced, ONE will be moving to a single standardized payment platform for all North American Import Port Demurrage payments.

In order to offer our customers the highest level of standardized service, increase transparency and provide solutions to move cargo more efficiently through the ports, ONE is working with Advent eModal to use the eModal Community Portal to unify Import Demurrage Payment activities currently being handled separately through our various terminal systems and ONE's system.

**Key Features:**

- Single point of payment (U.S. and Canada)
- Quick, online ACH & Credit Card payment
- Automated demurrage hold release
- No post out-gate demurrage invoices
- Appointments, pre gate, status information and fee payment integrated into a single platform

**Payment Options:**

- eCheck
- Wire
- ACH
- Credit Card

Import Demurrage will be payable **ONLY** through the portal after the go-live dates.

Should you have any questions or concerns, please contact your sales account representative for additional information.

**Sincerely,**  
**Ocean Network Express (North America) Inc.**

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