

May 3rd, 2021

**Dear Valued ONE Customers,**

Ocean Network Express (North America) Inc. is committed to delivering a higher level of service that surpasses industry standards via our eCommerce solutions. We are pleased that a significant number of our valued customers are already taking advantage of our eCommerce platforms resulting in mutually gained efficiencies, improved shipping instruction accuracy and faster processing times.

Effective June 1, 2021, Ocean Network Express (North America) Inc., will be implementing a Manual Documentation Fee (MDF). All initial shipping instructions submitted via email for United States or Canada export shipments shall be subject to a charge of USD 75 per bill of lading. This charge shall be manifested as a prepaid charge on the Bill of Lading unless requested, in writing, to be made collect.

The Manual Documentation Fee shall not apply to any bookings with shipping instructions submitted via the following electronic methods:

- ONE eCommerce Website
- Direct EDI Connections
- Approved Third Party Portals (INTTRA / GT Nexus / CargoSmart / CargoWise / DAK)

**Note:**

- This charge shall apply for all shipments where the last container received date AND the date of shipping instruction submission is on June 1, 2021 or later.
- When applicable, this charge is in relation to initial shipping instructions submitted only. Bill of lading amendments fall under ONEY-202 Rule 207 - BILL OF LADING AMENDMENT FEE (ORIGIN).
- This charge is applicable per bill of lading basis for split bookings.

We encourage you to explore [ONE's eCommerce portal](#). If you require additional support, we have a dedicated eCommerce team that will provide personalized training for the website. Training can be provided via an online webex.

[Click here to schedule a training session.](#)

For further information and assistance, please contact your local sales representative.

Sincerely,  
Ocean Network Express (North America) Inc.

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