

November 22nd, 2022

Temporary Suspension - South China Feeder Service
2023 Lunar New Year Holiday

Dear Valued Customers,

Due to COVID-19 quarantine requirements for the ship crews onboard to the coastal feeder running between South China and Hong Kong waters, feeder operators are again expected to suspend some of their services from Late December 2022 to Mid February 2023.

In consideration of this, ONE will temporarily suspend the acceptance of all OOG, hazardous and reefer cargo bound for the ports in the South China area and Fujian, listed below*, which are serviced by the coastal feeder operators with estimated arrival date to the main ports from Dec. 25, 2022 - Feb. 6, 2023. In addition, dry cargo will have limited service, currently estimated at 50% of normal feeder capacity. ONE will not suspend bookings but will reduce the amount accepted for vessels arriving to the main ports from Dec. 25, 2022 to Feb. 6, 2023.

Port of Discharge/Destination	Restriction	Restricted Period	Cargo
Direct discharge at Hong Kong, Yantian, Shekou, Nansha, Xiamen via trunk vessels.	No restriction	N/A	All types size of equipment, including Hazardous, Reefer and Awkward cargo.
For the ports in South China, Hainan, Guangxi and “Pearl River Delta” area including but not limited to Dongguan, Guangzhou, Huangpu, Huizhou, Foshan, Jiangmen, Sanshui, Shantou, Zhongshan, Zhuhai, Zhanjiang.	Temporary suspend some cargo acceptance.	ETA to Hong Kong, Yantian, Shekou, Nansha from Dec. 25, 2022 to Feb. 6, 2023.	Hazardous, Reefer and Awkward cargo suspended. Dry cargo accepted but limited quantity
For the ports in Fujian including but not limited to Xiamen, Fuzhou, Fuqing, Quanzhou.	Temporary suspend some cargo acceptance.	ETA to Hong Kong, Yantian, Shekou, Nansha from Dec. 25, 2022 to Feb. 6, 2023.	Hazardous, Reefer and Awkward cargo suspended. Dry cargo accepted but limited quantity

*Schedule is subject to change.

For cargo that is already in route and will not arrive prior to the services being suspended, ONE customer service has proactively reached out to provide alternate options. If you have any questions please contact us via Live Chat: <https://us.one-line.com/LiveChat> or (844) 413-6029.

Thank you for your support and understanding during this unusual period. We appreciate your business and thank you for choosing ONE.

Sincerely,

Ocean Network Express (North America) Inc.
