

July 18, 2019

Dear Valued ONE Customer,

**Ocean Network Express (North America) Inc. (“ONE NA”) Detention & Demurrage Policy
(effective July 1, 2019)**

A) **Detention** charges for both CY and DOOR moves are invoiced by ONE NA to the trucker of record. Invoices will be sent to the email address on file with the Intermodal Association of North America (“IANA”) (which administers the Uniform Intermodal Interchange and Facilities Access Agreement (“UIIA”)) unless other arrangements have been made directly with ONE NA and confirmed in writing. Invoices already issued cannot be rebilled to another party without written confirmation of acceptance by the other party.

i) Contact for detention disputes: na.ofs.truck.det@one-line.com

ii) All detention invoices must be disputed by the trucker in writing within 30 days of issue date of the invoice. Any dispute received after 30 days is invalid.

iii) Detention disputes must contain full details of the dispute reason along with supporting documentation to include the following:

- Invoice # and container #
- Reason for dispute, e.g.
 - a) Incorrect free time (must include details and supporting documentation of correct free time)
 - b) Incorrect rate (must include details and supporting documentation of correct rate)
 - c) Incorrect date(s) (must include TIR’s)
 - d) Operational issue (must include specific issue with supporting documentation)

iv) A dispute will not be considered “received” until all supporting documentation has been provided to ONE NA. ONE NA will confirm receipt of the required information and reconcile the dispute within 30 days of the confirmed receipt date.

B) **Demurrage** charges for both CY and Door moves are invoiced to the US customer of record (Shipper on US Exports, Consignee on US Imports). Invoices cannot be billed to a party not shown on the ONE booking or B/L or to a non-US company.

i) Contact for demurrage disputes: na.ofs.dem@one-line.com

ii) All demurrage invoices must be disputed in writing within 30 days of the issue date of the invoice. Any dispute received after 30 days is invalid.

iii) Demurrage disputes must contain full details of the dispute reason along with supporting documentation to include the following:

- Invoice #, container #, shipment # (booking or B/L#)
- Reason for dispute, e.g.
 - a) Incorrect free time (must include details and supporting documentation of correct free time)
 - b) Incorrect rate (must include details and supporting documentation of correct rate)
 - c) Incorrect date(s) (must include TIR's)
 - d) Operational issue (must include specific issue with supporting documentation)

iv) A dispute will not be considered "received" until all supporting information has been provided to ONE NA. ONE NA will confirm receipt of the required information and reconcile the dispute within 30 days of the confirmed receipt date.

Sincerely,

Ocean Network Express (North America) Inc.