

April 11, 2023

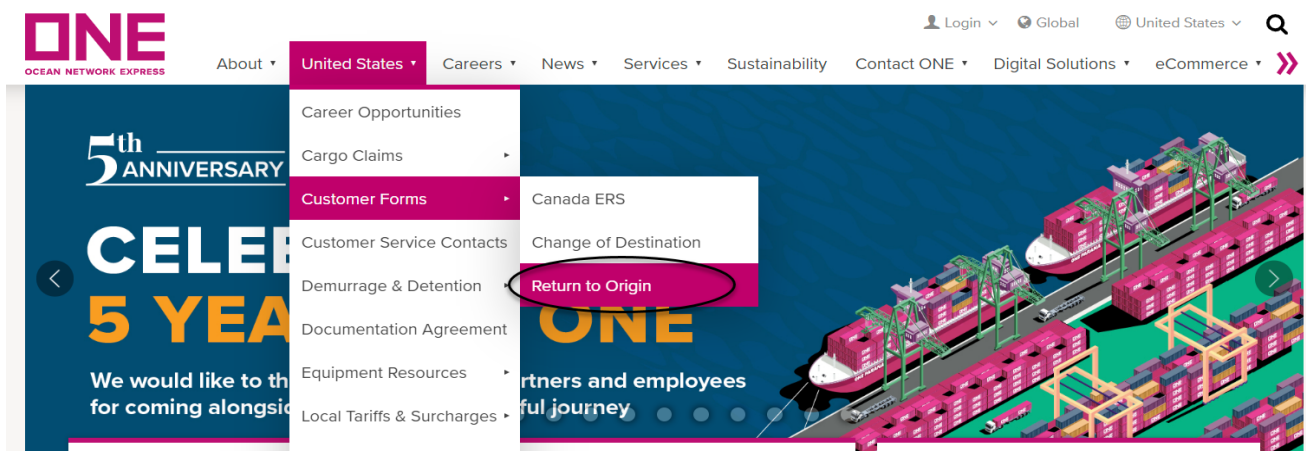
Customer Advisory: **Return to Origin Self-Service Request Form**

Dear Valued Customers,

ONE's new Return to Origin (RTO) self-service tool is now available online. We'll begin directing all RTO requests to the online form, found [here](#).

In our continued commitment to deliver valuable features supporting your shipment needs; The RTO online form streamlines and improves your customer experience.

- Providing a simple and user-friendly design that is available 24/7 for RTO requests.
- Outlining all the requirements for RTO requests.
- Includes links to the Letter of Indemnities (LOIs) and Bond Use Request form, if applicable.
- Provides automatic response email that recaps the request details and the RTO requirements.
- Expedited service time! Your request will automatically route to the correct ONE team based on route direction and cargo type (Dry, Reefer, DG).



Visit us.one-line.com > United States > Customer Forms > Return to Origin

We appreciate your business and thank you for choosing ONE!

Sincerely,
Ocean Network Express (North America) Inc.

For the avoidance of doubt, this Customer Advisory has been provided without prejudice and for informational purposes only, non-conclusive, and subject to change.

