

September 12, 2025

Notice of Booking Cancellation Fee Update

West Malaysia

Dear Valued ONE Customers,

Thank you for your continued support and for choosing Ocean Network Express (ONE) to cater to your needs. We would like to inform you of the revised **Booking Cancellation Fee (CCL)** which will be applicable from **West Malaysia (cargo receipt in Kuantan, Penang, Pasir Gudang, Port Klang, and Tanjung Pelepas)** across all trade lanes and services as follows until further notice.

Applicable Charge:

The CCL charge of USD 100 will be applicable per booking cancellation.

≤ 5 Calendar Days from BC PF ETD (Booking Confirmation Proforma Estimated Time of Departure)

6 Or More Days Before ETD	5 Days Before ETD	4 Days Before ETD	3 Days Before ETD	2 Days Before ETD	1 Day Before ETD	ETD
Not Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable

**Kindly note that CCL applies to both online and offline bookings, excluding One Quote bookings, which are subject to One Quote's booking cancellation terms and conditions.*

Applicable Location: West Malaysia origin bookings

Effective Date:

Non-FMC regulated trades	October 1 st , 2025
FMC regulated trades*, Canada	October 1 st , 2025
<i>(*United States, American Samoa, Puerto Rico, Guam, Saipan, Hawaii)</i>	

The revised Terminal Handling Charges tariffs are also accessible via our ONE e-commerce [website](#) once they're in effect.

Should you have any questions, please do not hesitate to contact your ONE representative.

Sincerely,
Ocean Network Express (North America) Inc.

For cargo to/from Europe/Mediterranean:

Latest Basic Ocean Freight rates, Bunker Related Charges, THCs (origin or destination), Security Related charges, Peak Season Surcharges (if applicable) can be accessible at our website:

<https://eua.one-line.com/standard-page/europe-fak-ocean-tariff>

https://ecommm.one-line.com/ecom/CUP_HOM_3116.do

<https://eua.one-line.com/standard-page/eua-local-surcharges>

Other charges such as local charges and contingency charges may apply.
