

December 9, 2020

ONE Import Port Demurrage Payment Portal

Dear Valued Customers,

We are pleased to announce the second group launch date of ONE's new single standardized payment platform for all North American Import Port Demurrage payments.

Group 2 Launch – December 14, 2020

- **Houston, TX** - Barbours Cut Container Terminal
- **Jacksonville, FL** - TraPac Container Terminal
- **Philadelphia, PA** - Packer Avenue Marine Terminal

Group 1 Launched – December 7, 2020

- **Norfolk, VA** - Norfolk International Terminals & Virginia International Gateway
- **Savannah, GA** - Georgia Ports Authority

*Additional port/terminal location launch dates will be communicated in the coming weeks.

Register and learn more about the eModal community portal at <https://emodal.info/one>.

In order to offer our customers the highest level of standardized service, increase transparency and provide solutions to move cargo more efficiently through the ports, ONE is working with Advent eModal to use the eModal Community Portal to unify Import Demurrage Payment activities currently being handled separately through our various terminal systems and ONE's system.

Key Features:

- Single point of payment (U.S. and Canada)
- Quick, online ACH & Credit Card payment
- Automated demurrage hold release
- No post out-gate demurrage invoices
- Appointments, pre gate, status information and fee payment integrated into a single platform

Payment Options Include: eCheck, Wire, ACH and Credit Card

Import Port Demurrage will be payable **ONLY** through the portal after the go-live dates.

Should you have any questions or concerns, please contact your sales account representative for additional information.

Sincerely,
Ocean Network Express (North America) Inc.
