

North America Payment Methods

URGENT UPDATE - Please Distribute to Accounts Payable Parties

Dear Valued Customers & Partners,

As part of ONE's ongoing efforts to digitalize and innovate while ensuring continuity of operations, we are transitioning all incoming payments to electronic methods.

This initiative will strengthen our ability to receive and process payments in an expeditious manner ensuring ONE delivers your everyday.

Effective August 4, 2021

Payments received by check will incur a processing delay of up to 5-business days between payment receipt and application in our system. This may impact release of cargo and/or documentation ⁽¹⁾.

Any additional charges incurred due to delayed releases against check payments are the responsibility of the merchant as defined in our bill of lading.

ACH/ Wire payments have always been available; however, ONE is now partnering with **PayCargo** to offer our customers and vendors additional payment options.

We ask that you begin making all payments to ONE via **ACH/Wire**, **PayCargo**, or **eModal**⁽²⁾ payment portals.

For more information on acceptable payment options please reference the below:

US Customers: <https://us.one-line.com/Payments>

CA Customers: <https://ca.one-line.com/Payments>

We appreciate your business and thank you for choosing **ONE**.

Sincerely,
Ocean Network Express (North America) Inc.

⁽¹⁾ This applies to any invoice issued by and payable directly to "Ocean Network Express PTE LTD. c/o Ocean Network Express (North America) Inc"

⁽²⁾ eModal is for terminal demurrage payments at select facilities. Please see <https://us.one-line.com/news/one-import-port-demurrage-payment-portal-group-6-launch> for more information.