

Shanghai Situation Update #3

26th April 2022

Dear Valued Customer,

The ongoing Covid-19 situation in Shanghai and restrictions that imposed to curb the spread of the virus have impacted the terminal and its operations. Whilst the situation persists, the terminals are working tirelessly to improve the situation, and we expect the reefer yard situation to start getting better, though the trucking and labor shortages remain a challenge.

ONE understands that this may have an impact on your cargo and logistic supply chain; therefore, ONE would like to provide below measurement flexibly to assist you for the cases affected by the COVID-19 disruption in Shanghai.

1. Free change of destination administration Fee (COD) on dry and reefer import cargo into Shanghai. Operational cost such as restowing and applying the freight difference is still applicable.
2. Free Cancellation Fee for the cancelled ONE QUOTE shipments exported from Shanghai.
3. Free B/L Amendment Fee, Telex Release Fee, 3rd Place B/L Release & 3rd Place Payment Fee on export dry and reefer cargo from Shanghai.
4. Stop import detention clocks for import dry and reefer cargo into Shanghai for the affected cases
5. For import reefer cargo, which you do not contact us to arrange change of destination (COD) or remain on board (ROB). We would like to provide T/S hub service* with the charge of USD 100 per unit per day, whereby ONE will assist to hold your container at a transshipment port and deliver it to Shanghai once the situation permits. All the costs incurred will be covered in this charge(*The service is offered to non-FMC trade via ONE's nominated transshipment hub)

We are closely monitoring the situation and keep you regularly updated on the situation which can change very rapidly depending on the further ease of the terminal and operation situation locally

Thank you for your continued support to ONE. Should you require further information, please contact your local ONE sales or customer service representative.

Sincerely,

Ocean Network Express Pte. Ltd.

