

Adoption of Electronic Delivery Order (with effect from 17th April 2020)

Dear Valued Customer,

In order to conform with government directives on Social Distancing, all the terminals in the port of Colombo will now use electronic Delivery Order (E-D/O) for cargo delivery with immediate effect.

In line with the directives, we will no longer handle delivery orders at our office front counters with effect from 17th April 2020.

The process to obtain electronic delivery order is as follows:

1. Invoices

- Invoices will be emailed to you along with the Arrival notices to the notify parties as in the bills of lading. Please ensure that your notify party information is correct.
- For further inquiries, please email lk.onelinepayment@one-line.com or call 94 11 2374659 / 94 11 2374660 / 94 11 2374658.

2. Payment

- **Real time bank transfer on CEFT**
- To be paid via Real-time (CEFT) transfers to
 - **Hong Kong and Shanghai Banking Corporation**
 - **Bank code: 7092**
 - **Branch: Head Office Branch**
 - **Branch Code: 001**
 - **Swift Code : HSBCLKLX**
 - **A/C No : 001535798002**
- Please input a "Customer Name" as the reference number for the transaction.
(In case if the customer name has not included in the reference field, receipt will be generated only after verifying the payment from HSBC and which may cause to delay releasing of documents)

Payment Confirmation – Once funds transfer, payment confirmation and e-DO request with complete documents must be sent to lk.onelinepayment@one-line.com **on or before 3 P.M from Monday to Friday (except holidays)** and if any confirmation received afterwards we will attend the same on the next working day.

On FCL guarantee form pls. mention email address which we need to send e-DO or re-validation.

- a. Subject : On-line Payments for BL number
- b. Payer Name (Name of the paying party) :
- c. Paid amount:
- d. Transferring Bank Name & Attachment of Transfer receipt :
- e. BL numbers :
- f. Delivery Order validity date (applicable only for Delivery Order extension) :
- g. If REEFER container, plug-out date for Reefer container :
- h. Bank reference number if available:

3. Delivery Order for Sea Waybill and Surrendered Bill of Lading

- Please email the following documents together with above “Payment Confirmation”
 - a. Copy of Bill of Lading
 - b. FCL guarantee letter clearly mentioning the email address to which the Delivery Order should be sent to and the contact number of the recipient
 - c. Copy of the National ID of the person who will be receiving the Delivery Order on e-mail
 - d. Authorization letter from the consignee for the above person to take delivery

4. Delivery Order on the production of the Original Bill of Lading

- Please deliver a sealed package containing the following documents to the designated point at the ONE Lanka office,
 - a. Payment confirmation receipt
 - b. Original Bill of Lading
 - c. Original FCL guarantee letter clearly mentioning the email address to which the Delivery Order should be sent to and the contact number of the recipient
 - d. Copy of the National ID of the person who will be receiving the Delivery Order on e-mail
 - e. Authorization letter from the consignee for the above person to take delivery
- Please clearly write/print the following information on the outside of the package,
 - a. Consignee name
 - b. Document depositing persons name / contact number / NIC nbr.
- ONE Lanka will only open such packages in view of CCTV camera and will proceed for delivery subject to required BL certifications and document authentication.

5. Delivery Order on a Bank Guarantee until the Original Bill of Lading is available for production

- Such delivery is strictly at the discretion of the carrier
- Please send a scanned copy of the Bank Guarantee document by email to lk.impdocs@one-line.com
 - This is for prior verification that the Bank Guarantee is in order
- Please deliver a sealed package containing the following documents to the designated point at the ONE Lanka office,
 - a. Payment confirmation receipt
 - b. Duly filled Bank Guarantee
 - c. Copy of commercial invoice
 - d. Original FCL guarantee letter clearly mentioning the email address to which the Delivery Order should be sent to and the contact number of the recipient

- e. Copy of the National ID of the person who will be receiving the Delivery Order on e-mail.
- f. Authorization letter from the consignee for the above person to take delivery
- Please clearly write/print the following information on the outside of the package,
 - a. Consignee name
 - b. Document depositing persons name / contact number / NIC nbr.
- ONE Lanka will only open such packages in view of CCTY camera and will proceed for delivery subject to required BL certifications and document authentication.
- There is no change to the process of the cancellation of the Bank Guarantee at present.

6. Extension of Delivery Order (D/O) / Validity Extension

- Strictly through e-mailed validity extension letter.
- Please follow above 1 & 2.
- Along with Payment Confirmation (step 2) ,
 - please mention the date until which D/O should be extended
 - please also attached a copy of the FCL guarantee letter which mentions the email address to which the document should be emailed.