



Ocean Network Express Pakistan (Pvt.) Ltd. (CUI # 0113074)

Registered Office : 5th Floor, Bahria Complex III M.T. Khan Road, Lalazar, Karachi-Pakistan. Tel: +92-111-111-663, +92-21-35205019

Branch Office : Room # 16&17, 3rd Office Floor Ali Tower, 105-B-II, M.M. Alam Road, Gulberg III, Lahore-Pakistan. Tel: +92-42-38302022.

18 March 2020

Customer Advisory

COVID-19 Pandemic Readiness

Dear Valued Customers,

The World Health Organization (WHO) declared the Corona Virus (COVID-19) outbreak a pandemic on 11th March 2020. Ocean Network Express (ONE) is committed to weather through this crisis together with our valued customers in these times of uncertainty and disruption.

We recognize that we may not be able to go about our day-to-day business in the usual way. However, this will not stop us from meeting your shipping needs. We will like to share with you following steps that have been taken to ensure that every reasonable and foreseeable circumstance is adequately considered for continuity of our business.

1. Communications:

You may continue to be in touch with your regular salesperson-in-charge of your account for both exports and imports. However, should you require assistance:

Export Sales (Karachi):

Muhammad Kashif – Cell Phone +92 302 8286203 Email: muhammad.kashif@one-line.com

Muhammad Farooq – Cell Phone +92 302 8286202 Email: muhammad.farooq@one-line.com

Ali Afridi – Cell Phone +92 321 8749506 Email: ali.afridi@one-line.com

Rizwan Iqbal – Cell Phone +92 300 8563446 Email: rizwan.iqbal@one-line.com

Abdul Basit – Cell Phone +92 301 8233629 Email: abdul.basit@one-line.com

Umer Zamir – Cell Phone +92 300 0805849 Email: umer.zamir@one-line.com

Export Sales (Lahore):

Taimur Baig: Cell Phone +92 300 0202767 / 321 4685272 Email: taimur.baig@one-line.com

Ahmad Raza – Cell Phone +92 300 4348079 / 3214685274 Email: ahmad.raza@one-line.com

Haseeb Ahmed – Cell Phone +92 333 4243142 / 300 0549653 Email: haseeb.ahmed@one-line.com

Import Sales:

Shiraz Ahmed – Cell Phone +92 302 8266713 Email: shiraz.ahmed@one-line.com

Agha Tanveer – Cell Phone +92 321 8749507 Email: agha.tanveer@one-line.com

Escalation Point:

Terence Lobes – Cell Phone +92 300 825532 Email: terence.lobes@one-line.com

2. Export Documentation / Bills of Lading

Our office is open to facilitate BL issuance. Timings are 9am to 12noon & 2pm to 3pm.

We request our valued customers adhere to documentation cut-off times as directed by our documentation persons-in-charge. This is to ensure timely submission of SI (Shipping Instructions) within the specified timeline / cut off in order facilitate completion of Bills of Lading, and compliance with manifest submission requirements. Should you require assistance, please do not hesitate to reach out to our documentation team.

If you wish to know more, please feel free to speak to our documentation customer service officers:

Nadeem Qaiser – Cell Phone +92 301 8220464 Email: nadeem.qaiser@one-line.com

Sajjad Ahmed – Cell Phone +92 300 0805846 Email: sajjad.ahmed@one-line.com

Muhammad Zaffar – Cell +92 301 8254262 Phone Email: muhammad.zaffar@one-line.com

3. Import Delivery Orders / Arrival Notices / Invoices

Our office is open to facilitate issuance of Delivery Orders. Timings are 9am to 12noon & 2pm to 3pm.

Notice of Arrival and Invoice will be provided. Please ensure that your shipper provides ONE Office at load port with correct and accurate notify party information.

Timely payments and surrender of original Bills of Lading in exchange for Delivery Order are highly encouraged and will ensure minimal disruptions to your valued shipments and supply chain.

If you wish to know more, please feel free to speak to our Import documentation / customer service officers:

Delivery Orders:

Asrar Ahmed – Cell Phone +92 300 0805840 / 321 8749512 Email: asrar.ahmed@one-line.com

Arrival information / Invoices:

Mehboob Alam – Cell Phone +92 312 2424500 Email: mehboob.alam@one-line.com

Aamir Hussain – Cell Phone +92 3412109351 Email: aamir.hussain@one-line.com

Escalation Point:

Trevor Gillon – Cell Phone +92 301 8233751 Email: travor.gillon@one-line.com

4. If you should have further questions on this advisory, please feel free to reach us at:

Marketing & Commercial:

Terence Lobes – Cell Phone +92 300 825532 Email: terence.lobes@one-line.com

Taimur Baig: Cell Phone +92 300 0202767 / 321 4685272 Email: taimur.baig@one-line.com

Product & Network (Operations):

Sohail Mohammadi – Cell Phone +92 321 8749502 Email: sohail.mohammadi@one-line.com

Moiz Hashmi – Cell Phone +92 302 8270648 Email: moiz.hashmi@one-line.com

Corporate and Innovation (Finance / HR):

Umair Iqbal – Cell Phone +92 321 8749525 Email: umair.iqbal@one-line.com

Ali Abbas – Cell Phone +92 302 8242374 Email: ali.abbas@one-line.com

Once again, we seek your utmost co-operation to ensure that we continue meeting your shipping needs with little to minimal disruption during these trying times. We trust you will also continue to stay well and safe as much as we are also doing at ONE in our respective communities. Remember: ONE DELIVERS YOUR EVERYDAY!

Yours truly,

Ocean Network Express Pakistan (Pvt) Ltd.
Arshad Hamid
CEO & Managing Director