

# ONE QUOTE FMC REQUIREMENT USER GUIDE

**Customer User Interface** 



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# **1. ONE QUOTE: Overview of ONE QUOTE FMC Requirement**

- For Users to use the ONE QUOTE services for FMC Regulated Trades, only a user making a booking acting as an agent (making a booking for another customer's cargo) are required to submit a Letter of Authorization (LOA)
  - BCO: Refers to any customer who owns through purchase or sale the cargo involved in the booking with ONE.
     Includes: Manufacturers, Distributors, Retailers, Individuals etc. As a BCO you will be the "Cargo Owner".
  - Non BCO (NVOCC): Refers to any customer who does not own the cargo that is being moved with ONE (e.g. Includes: Freight Forwarders, Removal Companies, Customs Brokers, Non Vessel Owning Common Carriers (NVOCC). As a NVOCC you will be the "Cargo Owner". Have a valid <u>FMC Org No</u>.
  - Non BCO (Acting on behalf of): Refers to any customer who is acting on behalf of another company. You will be the "Agent". This customer is required to download a Letter of Authorization (LOA) from their profile to be sent to the Cargo Owner. The Cargo Owner must complete the LOA and send it back to the party acting on their behalf to be uploaded.
- For those acting as an agent or booking another customer's cargo, once the Letter of Authorization (LOA) is "Accepted", users can proceed to click on ONE Quote and make a booking.
- Under the ONE QUOTE FMC Requirement has the following menu options:

Register for ONE QUOTE (To/From USA) $$	
FMC Requirement	
Letter of Authorization	

- `FMC Requirements' will bring you to an overview of the FMC Requirements needed to proceed for ONE QUOTE Booking and the Company Information consisting of Users Company Name, Address, Local Language Name, Customer Type and FMC Org. (OTI) Number.
  - FMC Org Number consists of six numerical digits. The Federal Maritime Commission (FMC) is the independent federal agency responsible for regulating the U.S. international ocean transportation system for the benefit of U.S. exporters, importers,



and the U.S. consumer. To Confirm your FMC Org Number, you can visit <u>https://www2.fmc.gov/oti/Default.aspx</u>

• `Letter of Authorization' will bring you to the `Letter of Authorization' page, where all the LOA submissions & statuses will be displayed.

## 2. ONE QUOTE FMC Requirement: FMC Requirement

- Users are presented with an introduction of the FMC Requirements needed for Users to proceed with ONE QUOTE Booking on FMC Regulated trades
- The "FMC Requirement" view will show
  - Legal English Name This is referring to the Company Name, which the user is registered under
  - Address -- This is the Company Address, which the user is registered under
  - Local Language Name If user is registered under a different company name in their local native language
  - Customer Type
  - FMC Org. (OTI) no

FMC Requirement	t
In order to use ONE QUOTE	services for FMC Regulated Trades, a Letter of Authorization (LOA) is required if you are acting as an Agent, booking on behalf of the Cargo Owner.
Customer Types BCO : Refers to any custome BCO you will be the "Cargo	er who owns through purchase or sale the cargo involved in the booking with ONE. Includes: Manufacturers, Distributors, Retailers, Individuals etc. As a Owner".
Non BCO (NVOCC): Include Owner" and are required to	s Non Vessel Owning Common Carriers (NVOCC), Freight Forwarders, Removal Companies, Customs Brokers. As a NVOCC, you will be the "Cargo have a valid FMC Org No.
Non BCO (Acting on behalf (LOA) associated with their e	of): Refers to any customer who is acting on behalf of the Cargo Owner. You will be the "Agent". This Agent is required to have a Letter of Authorization Commerce User Profile. The Cargo Owner must complete the LOA and send it back to ONE for review and approval. Update User Info
	Profile Information
Legal English Name	
Address	
Local Language Name	
Customer Type	
FMC Org.(OTI) No.	
	Letter of Authorization (LOA)



- Users can click on the Letter of Authorization (LOA) button that will lead to the main page for Submission of Letter of Authorization.
- If there is an error image when the user clicks on "*Letter of Authorization*", as shown below, the user will need to update their FMC Org Number in My Profile. User can click on the "Update User Info" in the same screen or Kindly refer to 3.1 for further instruction.



 Users can click "Update User Info" button, if any of the information listed on the Profile Information requires any updates or changes.
 o User's "My Profile" Page will be displayed

# 3. eCommerce: My Profile Page

- "My Profile" view will show:
  - User ID
  - Password
  - Customer Code
  - User Information (First Name, Last Name, Phone, Fax, E-mail, Trade, Contact ONE Office)
  - Company Information (Company Name, Country/District, State, City, Address, Zip Code, Company Type, Customer Type, FMC Org(OTI) No.)
  - Letter of Authorization Status
    - o The 'Filter' tab is available on the Letter of Authorization



• Under the My Profile Page, user can update any changes based on respective user ID & Click "Save" or "Cancel" accordingly

User ID	MERISHAHNONBCO
Password	Update
Customer Code	U{10000
User Information	
First Name	MERISHAH
Last Name	NONBCO
Phone	1
Fex	
E-mail	123@GMAILCOM
• Trade	Export 🗸
Contact ONE Office	OCEAN NETWORK EXPRESS (NORTH AMERICA) INC.
Company Information	
Company Name	
ownpany name	HAPPY 1234 COMPANY PIE LID Update * Required for approval when updated
Country/District	HAPPY 1234 COMPANY PIELID     Update     * Required for approval when updated       UNITED STATES <ul> <li>Centralized Office</li> </ul> <ul> <li>Centralized Office</li> </ul>
Country/District State	HAPPY 1234 COMPANY PIELID     Update     * Required for approval when updated       UNITED STATES <ul> <li>Centralized Office</li> <li>CALIFORNIA</li> <li> </li> </ul> <li>CALIFORNIA</li>
Country/District State City	HAPPY 1234 COMPANY PIE LID Update * Required for approval when updated UNITED STATES Centralized Office CALIFORNIA  HAPPYVILLE
Country/District State City Address	HAPPY 1234 COMPANY PIELID     Update     * Required for approval when updated       UNITED STATES     Centralized Office       CALIFORNIA        HAPPY VILLE       1234 HAPPY LANE AVENUE 6
Country/District State City Address Zip Code	HAPPY 1234 COMPANY PIELID     Update     * Required for approval when updated       UNITED STATES <ul> <li>Centralized Office</li> <li>CALIFORNIA</li> <li>HAPPY VILLE</li> <li>1234 HAPPY LANE AVENUE 6</li> <li>10000</li> <li>100000</li> <li>10000</li> <li>100000</li> <li>100000</li> <li>100000</li> <li>100000</li> <li>100000</li> <li>100000</li></ul>
Country/District Country/District State City Address Zip Code Company Type	HAPPY 1234 COMPANY PTE LTD     Update     * Required for approval when updated       UNITED STATES     Centralized Office       CALIFORNIA        HAPPY VILLE       1234 HAPPY LANE AVENUE 6       10000       Shipper or Consignee
Connychy (Minie Country/District State City Address Zip Code Company Type Customer Type	HAPPY 1234 COMPANY PIELID Update * Required for approval when updated UNITED STATES Centralized Office CALIFORNIA HAPPYVILLE 1234 HAPPY LANE AVENUE 6 10000 Shipper or Consignee Non-BCO V

					Titter A	
Name	Company Name	Туре	Effective Date	Expire Date	Status	LOA Document
		Cargo Owner	07/01/2024	06/30/2025	Submitted	_Letter_of_Authoriza
		Cargo Owner	06/15/2023	06/14/2024	Accepted	Letter_of_Authorization(Privation)



A user's My Profile Page will reflect a "Requested..." status after a user has requested change. Please allow 24 business hours to process your request. If more assistance is required kindly email ecommerce support (<u>ecomm.support@one-line.com</u>).

Company Name	HAPPY 1234 COMPANY PTE LTD Update Required for approval when updated
+ Country/District	UNITED STATES Centralized Office
State	CALIFORNIA
* City	HAPPY CITY
* Address	1234 HAPPY LANE AVENUE 6
Zip Code	10000
<ul> <li>Company Type</li> </ul>	Shipper or Consignee 💌
+ Customer Type	Non-BCO 🗸 🥠
FMC Org.(OTI) No.	10000 Update * Required for approval when updated

## 3.1 My Profile: Updating Company Information & FMC Org Number

- User will be able to update their Company Information accordingly under My Profile
- If User would like to update the Company Name & FMC Org (OTI) no, User will need to click "Update" Button
  - o Upon clicking, this will populate a message to update accordingly.
  - o Once User updates information, user will click "Request for Update" if any changes or amendments are required
  - o An email notification will be sent to the user's email address upon confirmation of changes made to the company information
  - "Cancel" Button is provided if the user does not wish to make any changes

Company Name	Change	×
Update for Company name Before the re-approval, you	requires re-approval by Administrator. r e-Service usage will be limited.	
Current Company Name	HAPPY 1234 COMPANY	
New Company name		
Company name is case-sen Please input with caution to	sitive. capitalization of letters.	
l	Request for Update Cancel	



FMC Org.(OTI) No. Request						
Update for FMC Org.(OTI) N Before the re-approval, you	lo. requires re-approval by Administrator. r e-Service usage will be limited.					
FMC Org.(OTI) No.	100000					
New FMC Org.(OTI) No.						
Please input with 6 numeric	: letters.					
I	Request for Update Cancel					

- The 'Filter' tab is available on the Letter of Authorization screen:
  - Submit Confirmation to Authorized Agent
  - Draft for Cargo Owner Validation
  - Submitted
  - Under Review
  - Rejected
  - Accepted
  - Expired
  - Removed
- Users can filter accordingly based on the different status queried.

PRICES > ONE QUOTE > Register for ONE QUOTE (To/From USA) > Letter of Authorization

### Letter of Authorization

If you are nominating a Company to act on your behalf as an Agent to use ONE QUOTE services for FMC Regulated Trades, each Company Office is required to be listed on the Letter of Authorization (LOA). LOA must be signed by one of the following within the company in order to be considered for approval. Owner, President, Vice-President, Secretary, Treasurer, Chairman (CEO, etc.), Director, Senior Manager, or Manager.

To get started click the 'Generate LOA Document' button below.

Profile Customer Type				Profil	e FMC Org No.	
ВСО						
					Fil	ter All
Cargo Owner Company	Company Name	Туре	Effective Date	Expire Date	Status	All
Hunte		Cargo Owner	01/21/2025	01/20/2026	Submitted	Submit Confirmation to Authorized Agent Draft For Cargo Owner Validation
		Agent	01/21/2025	01/20/2026	Submitted	Submitted Under Review
		Cargo Owner	06/25/2024	01/22/2025	Expired	Rejected
		Cargo Owner	06/24/2024	12/23/2026	Expired	Expired
		Agent	10/24/2023	01/22/2025	Expired	Removed
		Cargo Owner	06/21/2024	06/24/2024	Expired	Review



• Users can also review this detail from My Profile

							ONE Solutions Support   (HH) English ~
<ul> <li>Customer Type</li> </ul>	Non-BCO 👻 🧼						
India GST No.							
Tax ID							
Turkey Tax Office							🛞 My Profile 🦊
MOT No.							[⇒ Log out
MOT Effective /Expire Date	MOT Effective Date	MOT Expire E	Date				
FMC Org.(OTI) No.				Updat	* Required for approval when	n updated	
<ul> <li>Letter of Authorization</li> </ul>					Filter	Ali	
Cargo Owner Company Name	Company Name	Туре	Effective Date	Expire Date	Status	All	
		Agent	10/24/2023	01/22/2025	Expired	Draft For Cargo Owner Validation	
		Agent	12/27/2024	12/26/2025	Draft For Cargo Owner Validation	Submitted n Under Review	
						Rejected	
						Accepted	
						Removed	

# 4. ONE QUOTE FMC Requirement: Letter of Authorization (LOA)

- In this Letter of Authorization, User will be presented with an Instruction on how to proceed for submission of Letter of Authorization.
- The "Letter of Authorization" view will show
  - Profile Customer Type
    - Profile FMC Org Number, if Non-BCO
    - Overall Status of the LOA Submission
    - "Generate LOA Document" Button



ic Requiremen	IT
rder to use ONE QUOT	E services for FMC Regulated Trades, a Letter of Authorization (LOA) is required if you are acting as an Agent, booking on behalf of the Cargo Owner.
<u>tomer Types</u> D : Refers to any custom D you will be the "Cargo	er who owns through purchase or sale the cargo involved in the booking with ONE. Includes: Manufacturers, Distributors, Retailers, Individuals etc. As a o Owner".
BCO (NVOCC): Include ner" and are required to	es Non Vessel Owning Common Carriers (NVOCC), Freight Forwarders, Removal Companies, Customs Brokers. As a NVOCC, you will be the "Cargo have a valid FMC Org No.
BCO (Acting on behal	f of): Refers to any customer who is acting on behalf of the Cargo Owner. You will be the "Agent". This Agent is required to have a Letter of Authorization
A) associated with their	ecommerce User Profile. The Cargo Owner must complete the LOA and send it back to ONE for review and approval. Update User Info
A) associated with their	Profile Information
A) associated with their	Profile Information  Your Company Name  Update User Info  Update U
A) associated with their Legal English Name Address	Profile Information  Your Company Name  Update User Info  Update User Info  Update User Info  Profile Information  Your Company Name
A) associated with their Legal English Name Address Local Language Name	Profile Information  Your Company Name
associated with their egal English Name address ocal Language Name Customer Type	Profile Information  Your Company Name Non-BCO  Non-BCO  Volume Company Name  Volume Company Name Volume Company Name Volume Company Name Volume Company Name Volume Company Name Non-BCO
A) associated with their Legal English Name Address Local Language Name Customer Type FMC Org.(OTI) No.	Profile Information  Profile Information  Your Company Name  Non-BCO  Your FMC Org#

- Users can click on the "Generate LOA Document" to start submission for Letter of Authorization for FMC Regulated Trade.
- Letter of Authorization must be provided and completed by an officer of the company to be considered and approved by ONE.
- Upon User clicking "Generate LOA Document" User is required to select Cargo Owner or As an Agent as shown below, if you need more details please refer to the <u>Point 1</u>.
  - o Cargo Owner: refer for BCO or NVOCC which are acting on your own behalf
  - o As an Agent: refer to Customer acting on behalf of another BCO or NVOCC



	nany to act on your beha	lf as an Arient to use		E services for Fl	AC Regulated Trades, each (	ompany Office is required to	he listed on the
tter of Authorization (LOA) easurer, Chairman (CEO, e	LOA must be signed by tc.), Director, Senior Man	one of the following ager, or Manager.	within the co	ompany in order	to be considered for approve	al. Owner, President, Vice-Pre	sident, Secretary,
get started click the 'Ge	nerate LOA Document' b	utton below.					
Profile Customer Type				Profi	e FMC Org No.		
Non-BCO					016344		
					Fil	ter All	~
Cargo Owner Company Name	Company Name	Type E	ffective Date	Expire Date	Status	Modify	LOA Doc
					No data was found		*
		Generate LOA			×		
		Kindly select acc	cordingly, if y	ou are a:			
		2	Cargo	Owner As a	in Agent Close		
		Cargo Owner: B	CO or NVOC	CC acting on you	r own behalf		
		Agent Custome	acung on b	enali ol another	DED OF NVOLE		

• Digital LOA will be populated in the same screen for User to fill out the details

# 4.1 Letter of Authorization (LOA) – Cargo Owner Appointing an authorized Agent

• This refers to the Cargo Owner appointing an "authorized agent" who is acting on their behalf. The Cargo Owner is required to fill out all the necessary details of the

authorized agent. The <u>Letter of Authorization</u> will need to be submitted & completed by the "authorized Agent" acting on behalf of the Cargo Owner.

- Users are required to fill out the Digital LOA indicated in the Letter of Authorization. Digital LOA view will show:
  - Print Name
  - ✤ Title
  - Email Address
  - Customer Code
  - Company Name
  - Company Address
  - ✤ authorized Agent Code
  - authorized Agent Company
  - authorized Agent Address
  - authorized Agent Email Address
  - Date
  - "Draft Submit to authorized Agent" Button
  - "Close" Button



erate a LOA template based on the information you have provided. ny letterhead in PDF format. scument.
our request.
Mill Country Report Rolling and Provide Country State
2025-02-04 ~ 2026-02-03 =
Upload

- Users are required to fill out the Digital LOA in the following details:
  - o Print Name refers to the person who is authorized to sign the Letter of Authorization
  - Title refers to the position held by the person signing the Letter of Authorization, listed above.
  - o Email Address refers to the User ID email address who submitted this LOA
  - o Customer Code refers to the User ID Company Code (ONE Internal Customer ID)
  - o Company Name- refers to the User ID Company Name
  - o Company Address- refers to the User ID Company Address
  - Authorized Agent Code refers to the Authorized Agent's Customer Code to which they are registered with at ONE
  - Authorized Agent Company Name refers to the Authorized Agent's Company Name
  - o Authorized Agent Company Address- refers to the Authorized Agent's Company Address
  - o Authorized Agent Email Address refers to the Authorized Agent's email address. Emails will be triggered to the agent's email address upon draft submission.
  - Date Indicating the date period in which LOA is taken into effect \* May not exceed one year
  - *o* eCommerce User List *\*This will be grayed out for the Cargo Owner*



## \* <u>Note:</u>

 Authorized Agent Customer Code – The authorized agent will need to provide the Cargo Owner their customer code. This can be found in the eCommerce platform under "My Profile" as shown below:

Home	Schedule	Outbound	Inbound	Track & Trace	Report	Rate & Tariff	e-Subscription	VGM	ONE QUOTE	My profile
										Logout
										Logout (Temp)
										5 ( ))
ly profile	•									
ly profile	)									
l <b>y profile</b> User ID	ME	ERISHAHTESTE	3CO							
ly profile User ID	ME	ERISHAHTESTE	3CO							

• Once all above details are filled in, Users can click the "Draft Submit to authorized Agent" button at the bottom of the Digital LOA.



- Upon clicking the "*Draft Submit to Authorized Agent"* button, this will trigger a notification email to the authorized agent they are being appointed by the Cargo Owner to proceed with FMC filing on their behalf.
- When the Authorized Agent logs into eCommerce they will be able to view pending Letter of Authorization under the status of <u>"Draft Submit to</u> <u>Authorized Agent"</u>
  - The Authorised Agent can log in to eCommerce and go to the Letter of Authorisation and click on the <u>"Review</u>" hyperlink & the Digital LOA would be displayed as per below



## Letter of Authorization Screen (review Status etc)

PRICES > ONE QUOTE > F	Register for ONE QU(	DTE (To/From US	SA) > Letter of	f Authorizatio	n	
If you are nominating a Comµ Letter of Authorization (LOA). Treasurer, Chairman (CEO, et To get started click the 'Gen	pany to act on your beh . LOA must be signed by tc.), Director, Senior Man herate LOA Document' I	alf as an Agent to u y one of the followi lager, or Manager. Dutton below.	use ONE QUOT	E services for F ompany in orde	MC Regulated Trades, each r to be considered for appro	Company Office is required to be listed on the oval. Owner, President, Vice-President, Secretar
Profile Customer Type BCO				Prof	ile FMC Org No.	
Cargo Owner Company	Compose Name	Time	Effective Dete	Funite Date	Status	Filter All
Name	Company Name	Cargo Owner	03/25/2024	03/24/2025	Accepted	Submit Confirmation to Authorized Agen Draft For Cargo Owner Validation Submitted
		Agent	01/21/2025	01/20/2026	Submitted	Under Review Rejected Accepted Expired Removed
4						

## • User can click Review to see the details of the LOA requested

PRICES > ONE QUOTE > R	Register for ONE QUO	DTE (To/From US	SA) > Letter of	f Authorizatio	ก		
Letter of Authoriza	ation						
If you are nominating a Comp Letter of Authorization (LOA). Treasurer, Chairman (CEO, et <b>To get started click the 'Gen</b>	pany to act on your beha LOA must be signed by cc.), Director, Senior Man erate LOA Document' b	alf as an Agent to u r one of the followi ager, or Manager. Dutton below.	use ONE QUOT ng within the co	E services for F ompany in order	MC Regulated Trades, each Compar r to be considered for approval. Own	ny Office is req ner, President, '	uired to be listed on the Vice-President, Secretary,
Profile Customer Type				Prof	ile FMC Org No.		
BCO							
					Filter All		•
Cargo Owner Company Name	Company Name	Туре	Effective Date	Expire Date	Status	Modify	LOA Doc
		Cargo Owner	03/25/2024	03/24/2025	Accepted	Review	US229105_Letter_of_Aut
		Agent	01/21/2025	01/20/2026	Submitted	Review	US229105_Letter_of_Au
4							*



• the below view w	ill be displayed	
As Agent: 1. Input Name, Title, Customer Code, Compa 2. Click "Return LOA Draft to Cargo Owner" 3. Confirm popup message to send LOA dra As Cargo Owner:	ny Name, Company Address of person signing the LOA. Jutton It to Cargo Owner for LOA review and submission.	
<ol> <li>Click on the "review" link for the newly red</li> <li>Click "aDownload" button to open the LO.</li> <li>Sign the LOA and upload the completed I</li> <li>Click the "submit" button for LOA to be red</li> </ol>	uested LOA from the Agent A OA PDF document. riewed and approved by ONE.	
Allow 24 business hours to process your red	uest	
Cargo Owner Name		
Cargo Owner Title		
Cargo Owner Email		
Email Address		
Cargo Owner Customer Code		
Cargo Owner Company Name		
Cargo Owner Company Address		
Customer Code		
Company Name		
Company Address		
Date		
LOA Document	Letter of Authorization - Agent Test.pdf	
		Close

• If user click the *Review* hyperlink while the above details are shown, below image will appear:





• User will need to click the "*Close"* button on the Digital LOA Form before displaying another LOA Form.

PRICES > ONE QUOTE >	Register for ONE C	QUOTE (To	/From U	SA) > Letter o	f Authorizatio	n		
Letter of Authori	zation							
If you are nominating a Co Letter of Authorization (LO. Treasurer, Chairman (CEO, <b>To get started click the 'G</b>	mpany to act on your I A). LOA must be signer etc.), Director, Senior I enerate LOA Docume	oehalf as an d by one of Manager, or <b>nt' button b</b>	Agent to the follow Manager. elow.	use ONE QUOT ing within the co	E services for F ompany in order	MC Regulated Trades, eac to be considered for app	h Company Office is requ roval. Owner, President, V	red to be listed on the ce-President, Secretary,
Profile Customer Typ	e				Profi	le FMC Org No.		
BCO								
⊳							Filter All	•
Cargo Owner Company	Company Name		Туре	Effective Date	Expire Date	Status	Modify	LOA Doc
E		S Car	go Owner	01/21/2025	01/20/2026	Submitted	Review	3_Letter_of_Auth _ TES
E		ſ	Dialog N	01/21/2025 Message	01/20/2026	Submitted	Review	Letter_of_Auth TES
E Constantino de Cons		S Car	The rev	iew form has alr	ready been disp	layed.	Review	
E		S Carg	Please	close the form b	efore reviewing	this. Expired	Review	
F						Close	Review	
E		S Car	go Owner	06/21/2024	06/24/2024	Expired	Review	
I. Input Name and Title (         2. If you will be utilizing starting on page 7.         3. Click on "Authorized / for FMC Regulated Tr         4. Click the "Download"         5. Complete document         6. Upload the complete         7. Click "Submit".         Allow 24 business hours         Drint Name	of person signing the L an Agent to make you Agent List" link to indic ades. Joutton to generate a L under Company letter d LOA PDF document. s to process your requ	.OA. r bookings a ate which A OA template head in PDF est.	and signin gent com based or format.	g your contracts panies will have n the information	s, please referer the authority to n you have prov	nce the <u>User Guide</u> • use ONE QUOTE service ided.	5	
Print Name		Shiho Tanak	a 050					
Title		TEST MANA	GER					
Email Address		SHIHO.TAN/	AKA@ONE	E-LINE.COM				



## Digital LOA Display – Under the Authorized Agent View

As Agent: 1. Input Name, Title, Customer Code, Comp 2. Click "Return LOA Draft to Cargo Owner" 3. Confirm popup message to send LOA dr	any Name, Company Address of person signing the LOA. button aft to Cargo Owner for LOA review and submission.
As Cargo Owner: 1. Click on the "review" link for the newly re 2. Click "aDownload" button to open the LO 3. Sign the LOA and upload the completed 4. Click the "submit" button for LOA to be re Allow 24 business hours to process your re	quested LOA from the Agent DA LOA PDF document. viewed and approved by ONE. quest
* Cargo Owner Name	
* Cargo Owner Title	
* Cargo Owner Email	
* Email Address	
* Cargo Owner Customer Code	
* Cargo Owner Company Name	
* Cargo Owner Company Address	
* Company Name	
<ul> <li>Company Address</li> </ul>	
* Date	2025-01-27 ~ 2026-01-26
	Return LOA Draft to Cargo Owner Close

- Once the agent inputs the necessary information, they will click on the "<u>Return LOA Draft to Cargo Owner</u>" button, this will be routed back to the Cargo Owner for final review of the details of the Digital LOA before the submission of LOA
- Cargo Owner will be able to see the overall status in their Letter of Authorization Status under "Draft for Cargo Owner Validation" and click on the "Review" hyperlink & the Digital LOA would be displayed



### Letter of Authorization Status Screen

PRICES > ONE QUOTE > Register for ONE QUOTE (To/From USA) > Letter of Authorization

### Letter of Authorization

If you are nominating a Company to act on your behalf as an Agent to use ONE QUOTE services for FMC Regulated Trades, each Company Office is required to be listed on the Letter of Authorization (LOA). LOA must be signed by one of the following within the company in order to be considered for approval. Owner, President, Vice-President, Secretary, Treasurer, Chairman (CEO, etc.), Director, Senior Manager, or Manager.

#### To get started click the 'Generate LOA Document' button below.

Profile Customer Typ	e				Prof	ile FMC Org No.		
BCO								
						Filter All		*
Cargo Owner Company Name	(	Company Name	Туре	Effective Date	Expire Date	Status	Modify	LOA Doc
l .			Cargo Owner	01/21/2025	01/20/2026	Submitted	Review	Letter_of_Auth TES
Cargo Owner Company Name	Reque Comp	esting Agent any Name	Agent	01/21/2025	01/20/2026	Submitted	<u>Review</u>	Letter_of_Auth 
			Cargo Owner	06/25/2024	01/22/2025	Expired	Review	
			Cargo Owner	06/24/2024	12/23/2026	Expired	Review	
			Agent	10/24/2023	01/22/2025	Expired	Review	
			Cargo Owner	06/21/2024	06/24/2024	Expired	Review	-

### Digital LOA Display - Under the Cargo Owner

When the LOA is returned to the Cargo Owner, the Cargo Owner/ user is 0 to click the "Download" button at the bottom of the Digital LOA.

As	Ag	ent:
----	----	------

1. Input Name, Title, Customer Code, Company Name, Company Address of person signing the LOA.

Click "Return LOA Draft to Cargo Owner" button
 Confirm popup message to send LOA draft to Cargo Owner for LOA review and submission.

- As Cargo Owner:
- As cargo Owner: 1. Click on the "review" link for the newly requested LOA from the Agent 2. Click "aDownload" button to open the LOA
- 3. Sign the LOA and upload the completed LOA PDF document.
- 4. Click the "submit" button for LOA to be reviewed and approved by ONE.

Allow 24 business hours to process your rec	uest			
Cargo Owner Name				
Cargo Owner Title	Carlo Monaci			
Cargo Owner Email				
Email Address				
Cargo Owner Customer Code				
Cargo Owner Company Name				
Cargo Owner Company Address				
Customer Code				
Company Name				
Company Address				
Date	and the second se			
* Upload LOA	Upload			
		Download	Submit	Close



• Upon clicking the download button, details indicated in the Digital LOA will appear in the generated LOA which will be downloaded as a PDF format

Dear O	NE,		
I, listed b make b need to	below are acting on Co bookings in ONE QUOT b be listed as either sh	ompany's behal FE on behalf of hipper or consig	(Company) hereby confirm that the indicated entity(ies) f and have full authority to sign ONE QUOTE service contracts and to Company. I hereby acknowledge and agree that the Company will gnee on every bill of lading.
This Le below. and ex written of Auth	tter of Authorization is This Letter of Authoriz tended for consecutive revocation, or (2) you norization.	s issued specifi zation can be r e one year tern u indicate in re	ic to the above function performed by the indicated entity(ies) listed evoked at any time by the grantor and will be automatically renewed ns unless (1) Ocean Network Express Pte. Ltd. ("ONE") receives your sponse to our annual notice that you do not want to renew the Letter
Letter ( subcon followir	of Authorization. tractors, harmless fro ng this Letter of Author	lely responsible ag m any loss, liat prization.	e for the correctness and accuracy of all information provided in this grees to indemnify and hold ONE, and ONE's agents and bility, penalty, cost or expense incurred by ONE acting upon or
Sincere	ely.		
Signa	ature		
Print	Name	L	
Title		L	
Emai	I Address		
Com	pany Name		
Com	pany Address	1	
Date		F	
	ONE	OUOTE	Authorized Company List
Seq.	Company N	lame	Company Address
1			Terrer and the second
2			



• User is required to complete the Signature by printing the Name of the authorized Personnel who is signing the Letter of Authorization.

<ol> <li>Iisted below are acting on make bookings in ONE QU need to be listed as either</li> </ol>	Company's behalf and have full authority to sign ONE QUOTE service contracts and DTE on behalf of Company. I hereby acknowledge and agree that the Company will shipper or consignee on every bill of lading.	o
This Letter of Authorization below. This Letter of Authorization and extended for consecu- written revocation, or (2) of Authorization.	is issued specific to the above function performed by the indicated entity(ies) listed rization can be revoked at any time by the grantor and will be automatically renewe we one year terms unless (1) Ocean Network Express Pte. Ltd. ("ONE") receives you ou indicate in response to our annual notice that you do not want to renew the Lett	d ır er
Letter of Authorization. subcontractors, harmless following this Letter of Au	collely responsible for the correctness and accuracy of all information provided in this and a second secon	ł
Sincerely.		
Signature	John J. Johnson	
Print Name	LIND	
Title		
Email Address		
Company Name		
Company Address		
Date		
ON	QUOTE Authorized Company List	
Seq. Compan	Name Company Address	
1		ng,
2		



- Once all the Letter of Authorization has been "signed" (printed name), the user is to click the "Upload" button with this format in PDF.
  - Note: Please take note the LOA Format can <u>ONLY</u> be accepted and uploaded in PDF Format
- After uploading the LOA, Cargo Owner/ user is to click on the "Submit" button after all the details checking of the review of the Digital LOA which has been set up accordingly.
  - If user click on the <u>"Submit"</u> button, user can complete submission of LOA to ONE & will receive an email notification for successful submission of LOA as per <u>Appendix B</u>

Click on the "review" link for the newly	requested I OA from the Age	ant	N
Click "aDownload" button to open the	LOA	ent	13
Sign the LOA and upload the complete	ed LOA PDF document.		
Click the "submit" button for LOA to be	e reviewed and approved by	ONE.	
ow 24 business hours to process your	request		
Cargo Owner Name			
Cargo Owner Title	1000		
Cargo Owner Email	ONE : File Upload - Go		×
Email Address	ecomm-test.one-		Q
Cargo Owner Customer Code	File Uploa	ad	
Cargo Owner Company Name			-
Cargo Owner Company Address	File Name	US229105_Letter_of_Authorization.pdf 🗙	
Customer Code			-
Company Name	-	Submit Close	
Company Address			
Date			
Upload LOA	Upload		
			2

# 4.2 Letter of Authorization (LOA) – Agent on behalf of the Cargo Owner

- This refers to any customer who is acting on behalf of another company. You will be the "Agent". This customer is required to fill in the details for the Letter of Authorization (LOA) from their profile and submit to the Cargo Owner. The Cargo Owner must complete the LOA and submit back to the party acting on their behalf to be uploaded.
- Users are required to fill up the Digital LOA indicated in the Letter of Authorization. Digital LOA view will show:
  - Cargo Owner Name
  - Cargo Owner Title
  - Cargo Owner Email



- Email Address
- Cargo Owner Customer Code
- Cargo Owner Company Name
- Cargo Owner Company Address
- Customer Code
- Company Name
- Company Address
- Date

Name	Company Name	Туре	Effective Date	Expire Date	Status	Modify	LOA Do
001100, EEG	LOGIO HOO, ELC		03/25/2024	03/24/2025	Accepted	Review	_Letter_of_Aut
argo Owner omnany Name	Requesting Agent Company Name		01/27/2025	01/26/2026	Draft For Cargo Owner Validation	Review	
ompany name		Agent	01/21/2025	01/20/2026	Submitted	Review	Letter_of_AL
As Agent: 1. Input Name, Title, Cus 2. Click "Return LOA Dr 3. Confirm popup mess As Cargo Owner: 1. Click on the "review" 2. Click "aDownload" bu 3. Sign the LOA and up 4. Click the "submit" but Allow 24 business hour Cargo Owner Name Cargo Owner Title Cargo Owner Title Email Address Cargo Owner Custor	stomer Code, Company N aft to Cargo Owner" butto age to send LOA draft to link for the newly request utton to open the LOA load the completed LOA tton for LOA to be review rs to process your reques	lame, Company Avon Cargo Owner for I red LOA from the A PDF document. ed and approved I t	ddress of person .OA review and si Agent by ONE.	signing the LOJ ubmission.	Α.	الم الم الم الم الم الم الم الم الم الم	
Cargo Owner Comp Cargo Owner Comp Customer Code	any Name						
Cargo Owner Comp Cargo Owner Comp Customer Code Company Name	any Name						
Cargo Owner Comp Cargo Owner Comp Customer Code Company Name Company Address	any Name						
Cargo Owner Comp Cargo Owner Comp Customer Code Company Name Company Address Date	any Name						

Download Submit Close



Note: Customer Code – User will need to check with their Cargo Owner what their allocated customer code in eCommerce platform – they can refer to this detail under "My Profile" as shown below:

Test								Suppor	t Service Provider	
Home	Schedule	Outbound	Inbound	Track & Trace	Report	Rate & Tariff	e-Subscription	VGM	ONE QUOTE	My profile
										Logout
										Logout (Temp)
My profile	•									
User ID	ME	RISHAHTESTB	ICO							
Password	l	Jpdate								

• If the Agent indicates a Customer code that can only be used if the Cargo Owner were a NVOCC but the Cargo Owner's profile does not include a valid FMC Org License Number, below error screenshot will be displayed:

As Agent: 1. Input Name, Title, Customer Code, Com 2. Click "Return LOA Draft to Cargo Owne 3. Confirm popup message to send LOA o	pany Name, Company Address of person sign *" button Iraft to Cargo Owner for LOA review and subm	ing the LOA. ission.
As Cargo Owner: 1. Click on the "review" link for the newly n 2. Click "aDownload" button to open the L 3. Sign the LOA and upload the complete 4. Click the "submit" button for LOA to be Allow 24 business hours to process your	equested LOA from the Agent OA d LOA PDF document. reviewed and approved by ONE.	
* Cargo Owner Name		
* Cargo Owner Title		
* Cargo Owner Email		
* Email Address		Dialog Message X
* Cargo Owner Customer Code	US111111	Cargo Owner does not have a valid FMC Org No. Please contact the Cargo Ower to update FMC Org# in
* Cargo Owner Company Name		it's customer profile Close
* Cargo Owner Company Address		
* Company Name	and the second s	
* Company Address	AND A DOUBLE	
* Date		
		Return LOA Draft to Cargo Owner Close

 The Agent will need to advise the Cargo Owner offline to ensure they have update the FMC Org Number accordingly in the eCommerce accordingly - the user can refer to <u>3.1 My Profile: Updating Company Information & FMC Org</u> <u>Number</u> for more information



• Once all the details are fill in, User can click "Download" button at the bottom of the Digital LOA.

<b>As Agent:</b> 1. Input Name, Title, Customer Code, Compa 2. Click "Return LOA Draft to Cargo Owner" 3. Confirm popup message to send LOA dra	any Name, Company Address of person signing the LOA. button ft to Cargo Owner for LOA review and submission.
As Cargo Owner: 1. Click on the "review" link for the newly red 2. Click "aDownload" button to open the LO 3. Sign the LOA and upload the completed I 4. Click the "submit" button for LOA to be red Allow 24 business hours to process your red	guested LOA from the Agent A .OA PDF document. viewed and approved by ONE. quest
Cargo Owner Name	
Cargo Owner Title	
Cargo Owner Email	
Email Address	
Cargo Owner Customer Code	
Cargo Owner Company Name	
Cargo Owner Company Address	
Customer Code	
Company Name	
Company Address	
Date	
* Upload LOA	Upload
	Download Submit Close

- Upon clicking the download button, details indicated in the Digital LOA will appear in the generated LOA which will be downloaded as a PDF format
- User is required to complete the Signature by printing the Name of the authorized Personnel who is signing the Letter of Authorization.



### Dear ONE,

I, Company) hereby confirm that the indicated entity(ies) listed below are acting on Company's behalf and have full authority to sign ONE QUOTE service contracts and to make bookings in ONE QUOTE on behalf of Company. I hereby acknowledge and agree that the Company will need to be listed as either shipper or consignee on every bill of lading.

This Letter of Authorization is issued specific to the above function performed by the indicated entity(ies) listed below. This Letter of Authorization can be revoked at any time by the grantor and will be automatically renewed and extended for consecutive one year terms unless (1) Ocean Network Express Pte. Ltd. ("ONE") receives your written revocation, or (2) you indicate in response to our annual notice that you do not want to renew the Letter of Authorization.

shall be solely responsible for the correctness and accuracy of all information provided in this Letter of Authorization. Letter of Authorization. Letter of Authorization agrees to indemnify and hold ONE, and ONE's agents and subcontractors, harmless from any loss, liability, penalty, cost or expense incurred by ONE acting upon or following this Letter of Authorization.

Sincerely.

Signature	
Print Name	
Title	
Email Address	
Company Name	
Company Address	
Date	F

# **ONE QUOTE Authorized Company List**

Seq.	Company Name	Company Address
1		T
2		
3		



- Once all the Letter of Authorization has been "signed" (printed name), the user is to click the "Upload" button with this format in PDF.
  - Note: Please take note the LOA Format can <u>ONLY</u> be accepted and uploaded in PDF Format
- After uploading the LOA, user is to click on the "Draft Submit to Cargo Owner" button to complete the submission of the LOA to the Cargo Owner for validation.

0



 Cargo Owner would be able to see status under "Draft for Cargo Owner Validation Submit" & click on the <u>"Review"</u> hyperlink & the Digital LOA would be display as such

### Letter of Authorization Status Screen

PRICES > ONE QUOTE > Register for ONE QUOTE (To/From USA) > Letter of Authorization

### Letter of Authorization

If you are nominating a Company to act on your behalf as an Agent to use ONE QUOTE services for FMC Regulated Trades, each Company Office is required to be listed on the Letter of Authorization (LOA). LOA must be signed by one of the following within the company in order to be considered for approval. Owner, President, Vice-President, Secretary, Treasurer, Chairman (CEO, etc.), Director, Senior Manager, or Manager.

#### To get started click the 'Generate LOA Document' button below.

Profile Customer Type		Profile FMC Org No.					
BCO							
					Filte	r All	
Cargo Owner Company Name	Company Name	Туре	Effective Date	Expire Date	Status		
		Cargo Owner	01/21/2025	01/20/2026	Submitted	Draft For Cargo Owner Validation	
		Agent	01/21/2025	01/20/2026	Submitted	Submitted Under Review	
		Cargo Owner	06/25/2024	01/22/2025	Expired	Rejected	
		Cargo Owner	06/24/2024	12/23/2026	Expired	Expired	
		Agent	10/24/2023	01/22/2025	Expired	Removed <u>review</u>	
		Cargo Owner	06/21/2024	06/24/2024	Expired	Review	
•						Consulta LOA Desuman	



## Digital LOA Display - Under the Cargo Owner

Print Name	Normerishah New Testing - 2
Title	Executive
Email Address	nor@gmail.com
Customer Code	AA100000
Company Name	HAPPY COMPANY PTE LTD
Company Address	HAPPY LANE 123 #621
Date	2021-09-08~2022-09-07
View eCommerce User List	MERISHAH NON2,
LOA Document	SG100200_Letter_of_Authorization(Price_Owner).pdf

✤ If user click the <u>*Review*</u> hyperlink simultaneously, below image will appear:



User will need to click\_"Close"\_Button on the Digital LOA Form before displaying another LOA Form can be click on.



Print Name	Normerishah New Testing - 4
Title	CEO
Email Address	Dialog Message ×
Customer Code	The review form has already been displayed. Please close the form before reviewing this.
Company Name	Close
Company Address	
Authorized Agent Code	
Authorized Agent Company Name	
Authorized Agent Company Address	
Authorized Agent Email Address	
Dete	2021-09-03*2022-09-30
eCommerce User List	
Upload LOA	Upload

 Cargo Owner can proceed to click <u>'Submit"</u> button after all the details checking of the

review of the Digital LOA which has been set up accordingly.



• User will receive an email notification for successful submission of LOA as per <u>Appendix B</u>

# 4.3 Updating an Existing Accepted Letter of Authorization

- User can only update an existing letter of authorization provided user are under the following criteria based on 2 different scenarios:
  - <u>#1 Cargo Owner</u>
    - o Status: Accepted
    - o authorized Company Name belongs to the user ID of the company
    - LOA Registered by This need to reflect that User is the one who has submitted the LOA as *Cargo Owner*



PRICES > ONE QUOTE > Register for ONE QUOTE (To/From USA) > Letter of Authorization

### Letter of Authorization

If you are nominating a Company to act on your behalf as an Agent to use ONE QUOTE services for FMC Regulated Trades, each Company Office is required to be listed on the Letter of Authorization (LOA). LOA must be signed by one of the following within the company in order to be considered for approval. Owner, President, Vice-President, Secretary, Treasurer, Chairman (CEO, etc.), Director, Senior Manager, or Manager.

#### To get started click the 'Generate LOA Document' button below.

Profile Customer Typ	e				Prof	ile FMC Org No.	
BCO							
						Filte	r All
Cargo Owner Company Name	c	Company Name	Туре	Effective Date	Expire Date	Status	All
			Cargo Owner	03/25/2024	03/24/2025	Accepted	Submit Confirmation to Authorized Agent Draft For Cargo Owner Validation
	- 5		Agent	01/21/2025	01/20/2026	Submitted	Submitted Under Review
							Rejected
							Accepted
							Expired
							Removed
<.							• •
							Generate LOA Document

- #2 Agent
  - o Status: Accepted
  - authorized Company Name belongs to the Cargo Owner of the company
  - LOA Registered by This need to reflect that User is the one who has submitted the LOA as *Agent*

				Filter	Accepted		~
Authorized Company Name	LOA Registered By	Effective Date	Expire Date		Status	Modify	A eCo
HAPPY 1234 PTE LTD	Agent	08/31/2021	08/24/2022		Accepted	Review	<u>e(</u> 🔺
							-
•							•

- Users need to click on the "*Review"* hyperlink to display the full details of the Letter of Authorization
- User can do any changes into the Digital LOA accordingly
- Once all the details are updated, user can click "*Download"* button at the bottom of the Digital LOA.





- Upon clicking the download button, details indicated in the Digital LOA will appear in the generated LOA which will be downloaded as a PDF format
- User is required to complete the Signature by printing the Name of the authorized Personnel who is signing the Letter of Authorization..
- User can proceed to click on "Update" Button to update all the changes made to the existing Letter of Authorization
- Status of this LOA Submission will be reverted to "Submitted" Status

					Filter	Submitted	~
Cargo Owner Company Name	Company Name	Туре	Effective Date	Expire Date	Status	Modify	LOA Document
			01/21/2025	01/20/2026	Submitted	<u>Review</u>	US229105 Letter of Authorizat

- If user encountered the below error message upon clicking on the\_"Submit"\_or
   "Update" button, this is because there is an overlapping LOA which has been submitted by the same personnel in the Company.
  - o User can approach the personnel who submitted the LOA accordingly



As Agent: 1. Input Name, Title, Customer Code, Compa 2. Click "Return LOA Draft to Cargo Owner" 3. Confirm popup message to send LOA dra	ny Name, Company Address of perso outton ft to Cargo Owner for LOA review and	on signing the LOA. d submission.	
As Cargo Owner: 1. Click on the "review" link for the newly req 2. Click "aDownload" button to open the LO/ 3. Sign the LOA and upload the completed L 4. Click the "submit" button for LOA to be rev	uested LOA from the Agent 4 OA PDF document. viewed and approved by ONE.		
Allow 24 business hours to process your rec	luest		
Cargo Owner Name			
Cargo Owner Title			
Cargo Owner Email			
Email Address			
Cargo Owner Customer Code		6	
Cargo Owner Company Name			
Cargo Owner Company Address		Dialog Message X	
Customer Code		Cour records indicate an existing LOA for the Company- below	
Company Name		Please check your "My Profile" page to review.	
Company Address		Close	
Date			
* Upload LOA	Upload		
			Download Submit Close

- User can also update an existing Letter of Authorization (LOA) accordingly where this will replace the previous Letter of Authorization which has been approved and changed to "Expired" status once the submission of the New Letter of Authorisation(LOA) is done. There will be 3 option button for user to select
  - "Review" Button If user click on this, it will lead to the current existing LOA which has been submitted previously & user can proceed to update as per given instruction above
  - "Replace" Button If a user clicks on this, it will replace all the previous LOA will be expired. The expiration date will be the same as the effective date in the newly submitted LOA.
  - "Cancel" Button- The Digital LOA Screen will closes and user is taken back to the main LOA page



Generate LOA	×
If you wish to review the existing LOA prior to replacing it, please click 'Review'. If you wish to continue with replacing the existing LOA, please click 'Replace'. Otherwise, please click 'Cancel'	
Review Replace Cance	ł

# 4.4 Removal of Letter of Authorization

- User can remove any existing Letter of Authorization accordingly where this will remove any rights which has been earlier accepted by ONE based on the following criteria on 2 different scenarios:
  - <u>#1 Cargo Owner</u>
    - o Status: Accepted
    - o authorized Company Name belongs to the user ID of the company
    - LOA Registered by This needs to reflect that User is the one who has submitted the LOA as *Cargo Owner*

					Filter	Accepted	*
Cargo Owner Company Name	Company Name	Туре	Effective Date	Expire Date	Status	Modify	LOA Document
		Cargo Owner	03/25/2024	03/24/2025	Accepted	<u>Review</u>	Letter of Authorizati

- <u>#2 Agent</u>
  - o Status: Accepted
  - authorized Company Name belongs to the Cargo Owner of the company
  - LOA Registered by This need to reflect that User is the one who has submitted the LOA as *Agent*

					Filter	Draft For C	argo Owner Validation	*
Cargo Owner Company Name	Company Name	Туре	Effective Date	Expire Date	Status	Modify	LOA Docur	nent
		Agent	01/27/2025	01/26/2026	Draft For Cargo Owner Validation	Review		^



- Users need to click Review for the company that will be removed
- Users will click on the "*Remove"* button to confirm removal of any of the submission of LOA done



- User will be prompted by a pop up to confirm "Remove" of LOA, therefore all the LOA Authorization from the mentioned company will be removed.
- Users need to click "Confirm" to proceed accordingly & the LOA Status will reflect the status of that LOA has been removed

or FMC Regulated Trades. lick the 'Download' button to ger complete document under Compi Ipload the completed LOA PDF d lick 'Submit'.	nerate a LOA template based on the information any letterhead in PDF format. locument.	you have provided.
w 24 business hours to process y Print Name	your request.	
ītle		Confirm Message X
mail Address		Please confirm your request is to "REMOVE" the LOA authorization from Company
Customer Code		and all related Agent/Affiliate Companies therefore all the permission for this LOA will be revoked and no longer would be
Company Name		able to authorized to use for FMC Filing
Company Address		
Date		Confirm Cancel
Authorized Agents List		
Jpload LOA	Upload Present : Letter	of Authorization(Price Owner).pdf DEL

Profile Customer Type		Profile FMC Org No.						
BCO				112233				
				Filter	All		•	
Authorized Company Nam	e LOA Registered By	Effective Date	Expire Date		Status	Modify	A eCc	
HAPPY 1234 PTE LTD	Agent	09/03/2021	09/30/2022		Removed	Review	-	



# Appendix A – ONE User ID Update Confirmation

ONE - Internet User ID Update Confirmation > Inbox ×

#### OPUS eCommerce Admin TEST to me -



Thank you for shipping with ONE.

# Appendix B – Email Notification to User upon Submission of LOA

LOA (Letter of Authorization) Submission Request for ONE QUOTE (FMC Regulated Trade)
OPUS eCommerce TEST
to me \*
Dear Customer,
We have received your LOA (Letter of Authorization) and will process your request within 24hrs.
You will be receiving a notification upon approval.
Authorized Company Name XXXXX Company
Authorized Company Address: Testing UAT Street
\*\*\*Please do not reply to this email, as it will go to an unmonitored mailbox. If you need any assistance,
please contact the appropriate ONE representative in your area.\*\*\*
Thank you from shipping with ONE. http://10.65.225.197