ONE QUOTE FMC REQUIREMENT USER GUIDE

Customer User Interface

Contents

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 FMC Org No.

  - **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
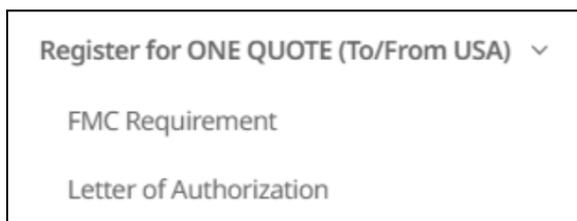
  - 'FMC Requirements' will bring you to an overview of the FMC Requirements needed to proceed for ONE QUOTE Booking and the Company Information consisting of Users Company Name, Address, Local Language Name, Customer Type and FMC Org. (OTI) Number.
    - FMC Org Number consists of six numerical digits. 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 https://www2.fmc.gov/oti/Default.aspx

- ○ '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

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 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): Includes Non Vessel Owning Common Carriers (NVOCC), Freight Forwarders, Removal Companies, Customs Brokers. **As a NVOCC**, you will be the "Cargo Owner" and are required to have a valid FMC Org No.

Non BCO (Acting on behalf 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 (LOA) 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]

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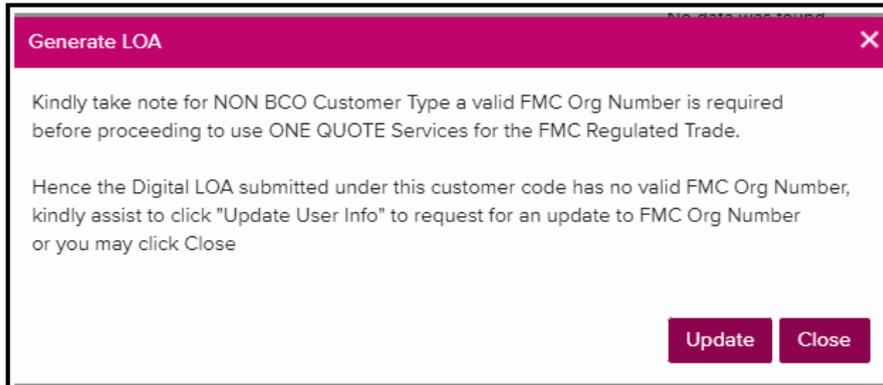
- Users can click "Update User Info" button, if any of the information listed on the Profile Information requires any updates or changes.
    o User's "My Profile" Page will be displayed

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

My profile

User ID	MERISHAHNONBCO
Password	Update
Customer Code	U 10000

▸ User Information

* First Name	MERISHAH
* Last Name	NONBCO
* Phone	1
Fax	1
* E-mail	123@GMAIL.COM
* Trade	Export
* Contact ONE Office	OCEAN NETWORK EXPRESS (NORTH AMERICA) INC.

▸ Company Information

Company Name	HAPPY 1234 COMPANY PTE LTD Update * Required for approval when updated
* Country/District	UNITED STATES ☐ Centralized Office
State	CALIFORNIA
* City	HAPPYVILLE
* Address	1234 HAPPY LANE AVENUE 6
Zip Code	10000
* Company Type	Shipper or Consignee
* Customer Type	Non-BCO ⚓
FMC Org.(OTI) No.	10000 Update * Required for approval when updated

▸ Letter of Authorization

Filter All

Cargo Owner Company Name	Company Name	Type	Effective Date	Expire Date	Status	LOA Document
		Cargo Owner	07/01/2024	06/30/2025	Submitted	Letter_of_Authorizatio
		Cargo Owner	06/15/2023	06/14/2024	Accepted	Letter_of_Authorization(Price_

Save   Cancel

Delete my account

❖ 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 (*ecomm.support@one-line.com*).

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
  - o "Cancel" Button is provided if the user does not wish to make any changes

FMC Org.(OTI) No. Request ✕

Update for FMC Org.(OTI) No. requires re-approval by Administrator.
Before the re-approval, your e-Service usage will be limited.

FMC Org.(OTI) No.	100000
New FMC Org.(OTI) No.	

Please input with 6 numeric letters.

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	Profile FMC Org No.
BCO	

Filter All ▼

					All	
Cargo Owner Company Name	Company Name	Type	Effective Date	Expire Date	Status	Submit Confirmation to Authorized Agent
		Cargo Owner	01/21/2025	01/20/2026	Submitted	Draft For Cargo Owner Validation
		Agent	01/21/2025	01/20/2026	Submitted	Submitted
		Cargo Owner	06/25/2024	01/22/2025	Expired	Under Review
		Cargo Owner	06/24/2024	12/23/2026	Expired	Rejected
		Agent	10/24/2023	01/22/2025	Expired	Accepted
		Cargo Owner	06/21/2024	06/24/2024	Expired	Expired / Review
						Removed

Generate LOA Document

- Users can also review this detail from My Profile

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

FMC Requirement

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 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): Includes Non Vessel Owning Common Carriers (NVOCC), Freight Forwarders, Removal Companies, Customs Brokers. **As a NVOCC,** you will be the "Cargo Owner" and are required to have a valid FMC Org No.

Non BCO (Acting on behalf 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 (LOA) 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]

Profile Information	
Legal English Name	Your Company Name
Address	
Local Language Name	
Customer Type	Non-BCO
FMC Org.(OTI) No.	Your FMC Org#

[Letter of Authorization (LOA)]

- 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 Point 1.
  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*
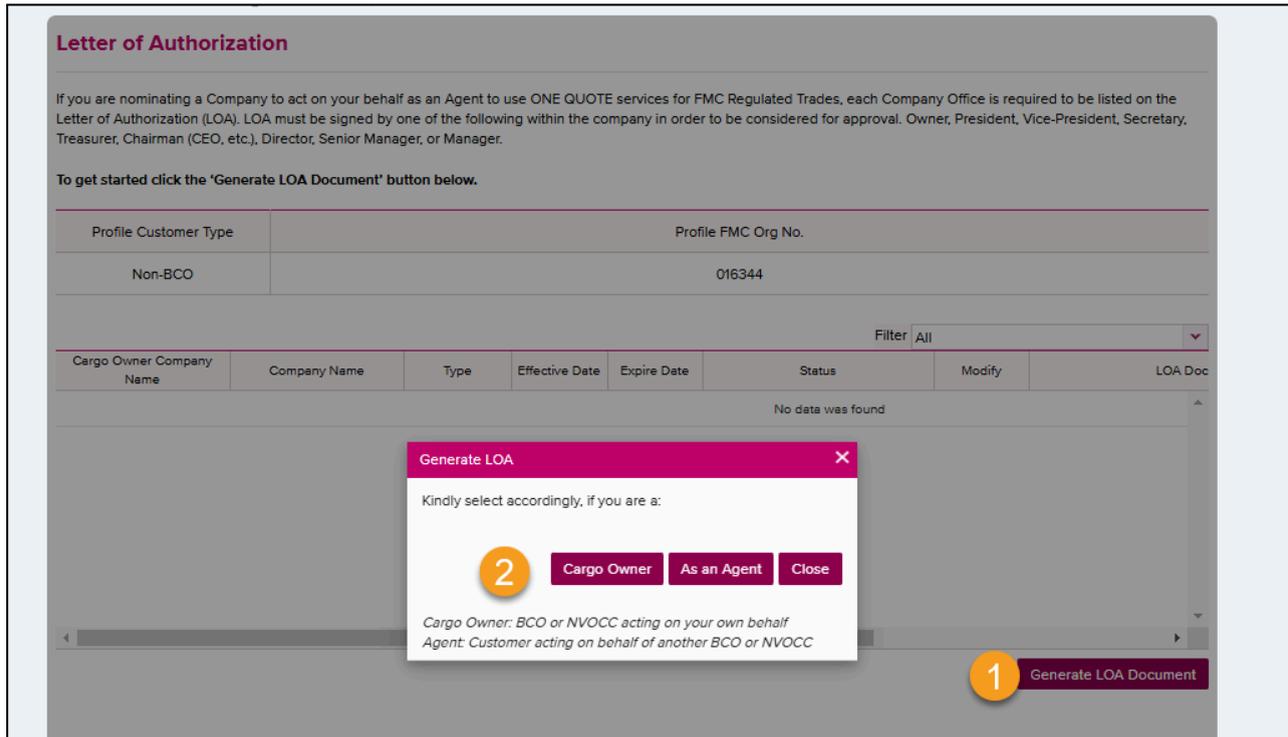
- Digital LOA will be populated in the same screen for User to fill out the details

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 Letter of Authorization 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

1. Input Name and Title of person signing the LOA.
2. If you will be utilizing an Agent to make your bookings and signing your contracts, please reference the User Guide starting on page 7.
3. Click on "Authorized Agent List" link to indicate which Agent companies will have the authority to use ONE QUOTE services for FMC Regulated Trades.
4. Click the 'Download' button to generate a LOA template based on the information you have provided.
5. Complete document under Company letterhead in PDF format.
6. Upload the completed LOA PDF document.
7. Click 'Submit'.

Allow 24 business hours to process your request.

* Print Name	
* Title	
* Email Address	
* Customer Code	
* Company Name	
* Company Address	
* Date	2025-02-04 ~ 2026-02-03
* Authorized Agents List	
* Upload LOA	Upload

Download   Submit   Close

- 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*
  o 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*
  o Authorized Agent Code – refers to the Authorized Agent's Customer Code to which they are registered with at ONE
  o 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.*
  o 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*

❖ **Note:**

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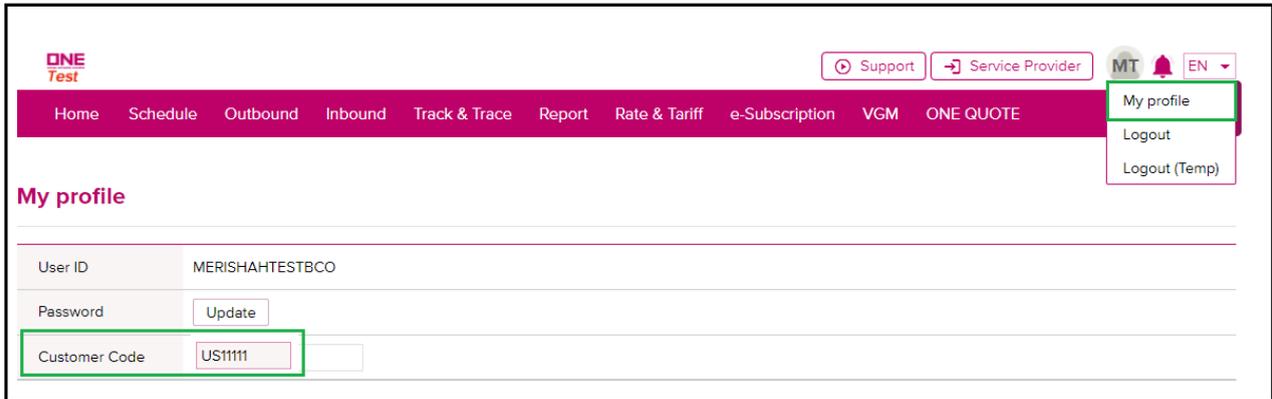
● Once all above details are filled in, Users can click the "Draft Submit to authorized Agent" button at the bottom of the Digital LOA.

● 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 ***"Draft Submit to Authorized Agent"***

    ❖ The Authorised Agent can log in to eCommerce and go to the Letter of Authorisation and click on the ***"Review"*** hyperlink & the Digital LOA would be displayed as per below

Letter of Authorization Screen (review Status etc)

- User can click Review to see the details of the LOA requested

● the below view will be displayed

As Agent:
1. Input Name, Title, Customer Code, Company Name, Company Address of person signing the LOA.
2. Click "Return LOA Draft to Cargo Owner" button
3. Confirm popup message to send LOA draft to Cargo Owner for LOA review and submission.

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 request

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:

Dialog Message ✕

The review form has already been displayed. Please close the form before reviewing this.

Close

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

Digital LOA Display – Under the Authorized Agent View

As Agent:
1. Input Name, Title, Customer Code, Company Name, Company Address of person signing the LOA.
2. Click "Return LOA Draft to Cargo Owner" button
3. Confirm popup message to send LOA draft to Cargo Owner for LOA review and submission.
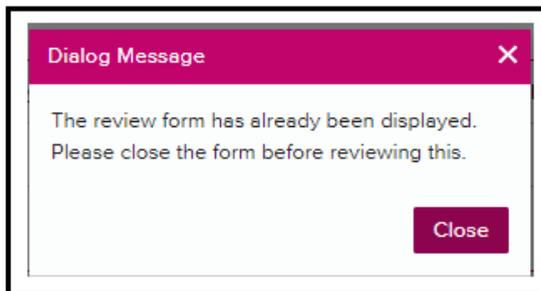
As Cargo Owner:
1. Click on the "review" link for the newly requested LOA from the Agent
2. Click "aDownload" button to open the LOA
3. Sign the LOA and upload the completed LOA PDF document.
4. Click the "submit" button for LOA to be reviewed and approved by ONE.

Allow 24 business hours to process your request

★ 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	
★ Company Address	
★ Date	2025-01-27 ~ 2026-01-26

Return LOA Draft to Cargo Owner   **Close**

- Once the agent inputs the necessary information, they willl click on the "***Return LOA Draft to Cargo Owner"*** 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 Type	Profile FMC Org No.
BCO	

Filter **All**

Cargo Owner Company Name	Company Name	Type	Effective Date	Expire Date	Status	Modify	LOA Doc
		Cargo Owner	01/21/2025	01/20/2026	Submitted	Review	_Letter_of_Auth TES
Cargo Owner Company Name	**Requesting Agent Company Name**	Agent	01/21/2025	01/20/2026	Submitted	Review	_Letter_of_Auth TES
		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 to click the "***Download***" button at the bottom of the Digital LOA.

As Agent:
1. Input Name, Title, Customer Code, Company Name, Company Address of person signing the LOA.
2. Click "Return LOA Draft to Cargo Owner" button
3. Confirm popup message to send LOA draft to Cargo Owner for LOA review and submission.

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 request

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

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. ▒▒▒▒▒▒ 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	▒▒▒▒▒

ONE QUOTE Authorized Company List

Seq.	Company Name	Company Address
1	▒▒▒▒▒	▒▒▒▒▒
2	▒▒▒▒▒	▒▒▒▒▒
3		

18

- 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. ▓▓▓▓▓ 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	John J. Johnson
Print Name	▓▓▓▓
Title	▓▓▓▓
Email Address	▓▓▓▓
Company Name	▓▓▓
Company Address	▓▓▓▓▓▓▓
Date	▓▓▓▓

ONE QUOTE Authorized Company List

Seq.	Company Name	Company Address
1	▓▓▓▓	▓▓▓▓▓ ng,
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.
  - o Note: Please take note the LOA Format can **ONLY** 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.
  - o If user click on the **"Submit"** button, user can complete submission of LOA to ONE & will receive an email notification for successful submission of LOA as per [Appendix B](#)

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

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 request

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

ONE : File Upload - Google Chrome — □ ×

ecomm-test.one-line.com/ecom/CUP_HOM_8052.do?fncNm=fileUploadCallbackFunction...

File Upload

File Name [_____] [Find]
📎 US229105_Letter_of_Authorization.pdf ❌

① Submit   Close

② Download Submit Close

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:
  - o Cargo Owner Name
  - o Cargo Owner Title
  - o Cargo Owner Email

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

Cargo Owner Company Name	Company Name	Type	Effective Date	Expire Date	Status	Modify	LOA Doc
LOGISTICS, LLC	LOGISTICS, LLC		03/25/2024	03/24/2025	Accepted	Review	_Letter_of_Aut
Cargo Owner Company Name	Requesting Agent Company Name		01/27/2025	01/26/2026	Draft For Cargo Owner Validation	Review	
		Agent	01/21/2025	01/20/2026	Submitted	Review	_Letter_of_Au

As Agent:
1. Input Name, Title, Customer Code, Company Name, Company Address of person signing the LOA.
2. Click "Return LOA Draft to Cargo Owner" button
3. Confirm popup message to send LOA draft to Cargo Owner for LOA review and submission.

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 request

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]

❖ **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:
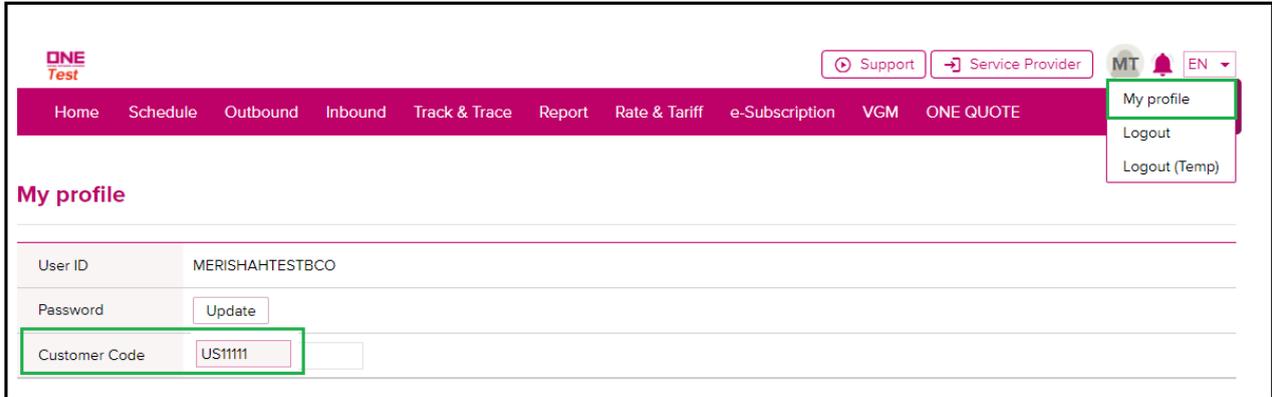
- If the Agent indicates a Customer code that can only be used if the Cargo Owner were a NVOCC but the Cargo Owner's profile does not include a valid FMC Org License Number, below error screenshot will be displayed:
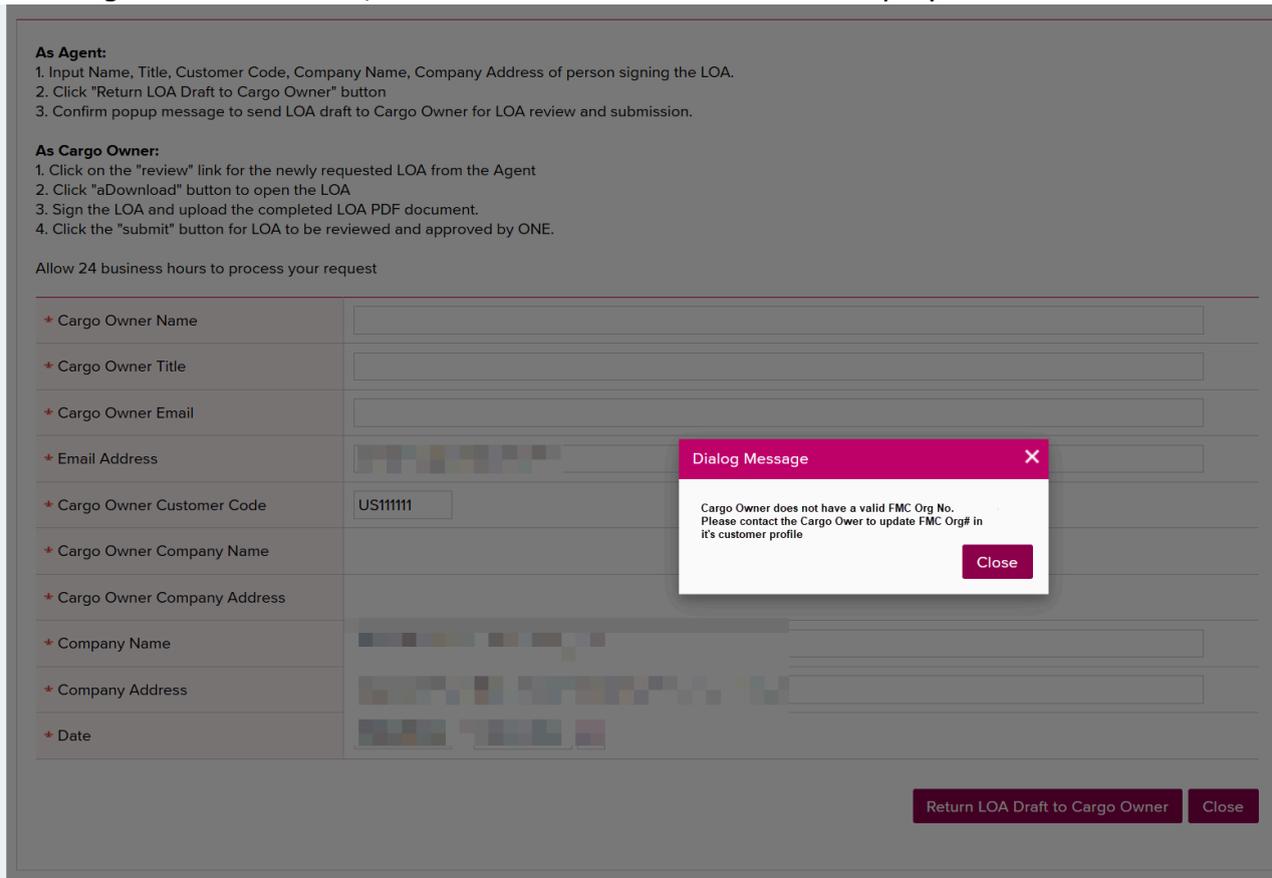
- The Agent will need to advise the Cargo Owner offline to ensure they have update the FMC Org Number accordingly in the eCommerce accordingly - the user can refer to 3.1 My Profile: Updating Company Information & FMC Org Number for more information

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

As Agent:
1. Input Name, Title, Customer Code, Company Name, Company Address of person signing the LOA.
2. Click "Return LOA Draft to Cargo Owner" button
3. Confirm popup message to send LOA draft to Cargo Owner for LOA review and submission.

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 request

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.
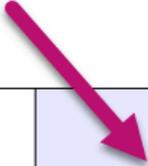
Dear ONE,

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. ▇▇▇▇ 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	▇▇▇

ONE QUOTE Authorized Company List

Seq.	Company Name	Company Address
1	▇▇▇	▇▇▇
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.
  - o Note: Please take note the LOA Format can **ONLY** 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.
  - o .

Draft Submit to Price Owner

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

Letter of Authorization Status Screen

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	

Filter: All

Cargo Owner Company Name	Company Name	Type	Effective Date	Expire Date	Status	
		Cargo Owner	01/21/2025	01/20/2026	Submitted	All
		Agent	01/21/2025	01/20/2026	Submitted	Submit Confirmation to Authorized Agent
		Cargo Owner	06/25/2024	01/22/2025	Expired	Draft For Cargo Owner Validation
		Cargo Owner	06/24/2024	12/23/2026	Expired	Submitted
		Agent	10/24/2023	01/22/2025	Expired	Under Review / Rejected / Accepted / Expired / Removed
		Cargo Owner	06/21/2024	06/24/2024	Expired	Review

Filter dropdown options:
- All
- Submit Confirmation to Authorized Agent
- Draft For Cargo Owner Validation
- Submitted
- Under Review
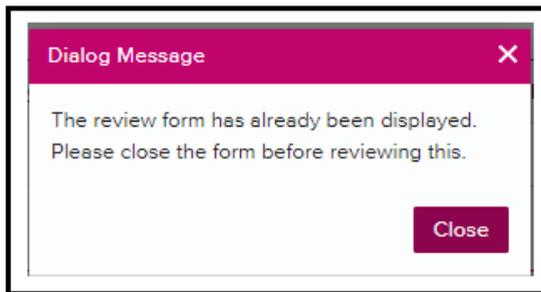- Rejected
- Accepted
- Expired
- Removed

Generate LOA Document

Digital LOA Display – Under the Cargo Owner

Once Generated LOA has been completed under Company letterhead in PDF format, fill in the below digital LOA, upload physical LOA copy, indicate authorized eCommerce users and click submit. Allow 24 business hours to process your request.

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

Submit Close

❖ If user click the **_Review_** hyperlink simultaneously, below image will appear:

Dialog Message ✕

The review form has already been displayed. Please close the form before reviewing this.

Close

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

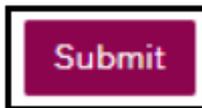- Cargo Owner can proceed to click *'**Submit"*** button after all the details checking of the
review of the Digital LOA which has been set up accordingly.

- User will receive an email notification for successful submission of LOA as per Appendix B

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:

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

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	

Filter: All

Cargo Owner Company Name	Company Name	Type	Effective Date	Expire Date	Status
		Cargo Owner	03/25/2024	03/24/2025	Accepted
		Agent	01/21/2025	01/20/2026	Submitted

Filter dropdown:
- All
- Submit Confirmation to Authorized Agent
- Draft For Cargo Owner Validation
- Submitted
- Under Review
- Rejected
- Accepted
- Expired
- Removed

Generate LOA Document

- #2 – Agent
  - o Status: Accepted
  - o authorized Company Name – belongs to the Cargo Owner of the company
  - o 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	eC

- 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.

28

- 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

Cargo Owner Company Name	Company Name	Type	Effective Date	Expire Date	Status	Modify	LOA Document
			01/21/2025	01/20/2026	Submitted	Review	US229105_Letter_of_Authorizat

Filter: Submitted

- 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, Company Name, Company Address of person signing the LOA.
2. Click "Return LOA Draft to Cargo Owner" button
3. Confirm popup message to send LOA draft to Cargo Owner for LOA review and submission.

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 request

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

Dialog Message ✕

Our records indicate an existing LOA for the Company below

Please check your "My Profile" page to review.

Close

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

30
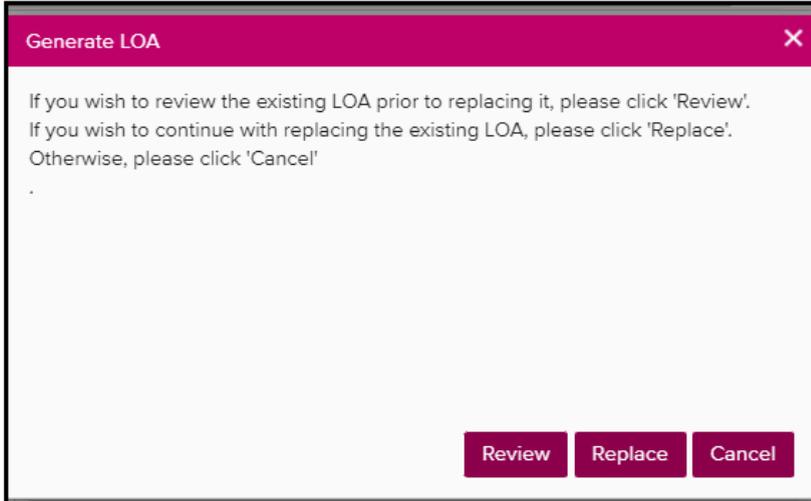
4.4 Removal of Letter of Authorization

- 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:

  - #1 – Cargo Owner
    - o Status: Accepted
    - o authorized Company Name – belongs to the user ID of the company
    - o LOA Registered by – This needs to reflect that User is the one who has submitted the LOA as **Cargo Owner**

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

- 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

1. Input Name and Title of person signing the LOA.
2. If you will be utilizing an Agent to make your bookings and signing your contracts, please reference the User Guide
   starting on page 7.
3. Click on "Authorized Agent List" link to indicate which Agent companies will have the authority to use ONE QUOTE services
   for FMC Regulated Trades.
4. Click the 'Download' button to generate a LOA template based on the information you have provided.
5. Complete document under Company letterhead in PDF format.
6. Upload the completed LOA PDF document.
7. Click 'Submit'.

Allow 24 business hours to process your request.

Print Name	
Title	
Email Address	
Customer Code	
Company Name	
Company Address	
Date	
* Authorized Agents List	
* Upload LOA	Upload Present : Letter_of_Authorization(Price_Owner).pdf DEL

Confirm Message

Please confirm your request is to "REMOVE" the LOA authorization from [   ] Company and all related Agent/Affiliate Companies therefore all the permission for this LOA will be revoked and no longer would be able to authorized to use for FMC Filing

Confirm Cancel

Download Update Remove Close

Profile Customer Type	Profile FMC Org No.					
BCO	112233					
				Filter All		
Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify	A eCo
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 ▾

Dear **MERISHAH**,

Thank you for choosing Ocean Network Express Pte. Ltd. Web service!
Your request to update Contract Number, Actual Shipper or Company name has been successfully approved.

Please Log in to https://ecomm-test.one-line.com/ecom/CUP_HOM_3000.do now and enjoy it!

To access ONE on-line, please go to https://ecomm-test.one-line.com/ecom/CUP_HOM_3000.do

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