

September 30, 2026

Adjusted Documentation Fees

Dear Valued ONE Customers,

Accurate and timely Shipping Instructions (SI) are critical to ensuring your cargo loads smoothly, clears customs without holds, and reaches its destination on time. To encourage efficient processing, we are updating our documentation fee structure for all North America (US and Canada) exports, effective November 1, 2026.

While these fee structures are changing, our primary goal is to help you avoid them entirely. Below is a summary of the updated fees, followed by a simple guide to keep your charges at zero.

Summary of Documentation Fee Updates

Fee Type	What's Changing
Manual Shipping Instruction Fee (MSF)	Now \$100 (previously \$75). This fee applies to SIs submitted manually/via email. Shipping instructions submitted electronically via ONE web site, direct EDI or approved 3rd party portals are not subject to this fee.
Insufficient Shipping Instructions fee (ADB)	A manual intervention fee of \$150 USD per bill of lading will be applied for initial or supplemental shipping instructions that were submitted with incomplete or discrepant information (against booking) which require ONE to send a query for correct information.
Late Document Fee (LDS)	Now \$150 USD at Doc Cutoff (previously \$100 at sailing). This applies if any required piece of information is missing at the time of the Doc Cutoff or if shipping instructions are submitted after the documentation cut off.
BL Amendment Fee (BAO)	Now \$60 USD per instance after the initial draft (if amended before the sail date), and \$120 USD per instance beginning the first calendar day after sailing. (Previously \$60 USD beginning 72 hours after departure).

Your Guide to Avoiding Documentation Fees

The easiest way to avoid these charges is to submit complete, accurate Shipping Instructions electronically the first time. To ensure seamless processing, please follow these guidelines:

1. Use Approved Electronic Channels

Always submit your Shipping Instructions through one of our fully integrated digital platforms. Email submissions will automatically incur the Manual Document Fee.

Approved channels include:

- ONE eCommerce Website
- Direct EDI Connections
- Approved Third-Party Portals: INTTRA, GT Nexus, CargoSmart, CargoWise, or DAK

2. Submit Complete Instructions by the Doc Cutoff

Ensure every required field is filled out correctly before the listed documentation cutoff time including regulatory requirements based on your shipments route. Leaving required information blank or providing partial details will result in the \$150 Late Document Fee.

3. Accurate Shipment Instructions

Take a moment to double-check your SI for accuracy before hitting submit. Submitting multiple versions of your SI, or providing data that requires our team to manually correct or query the submission, will result in the \$150 Insufficient Fee. This may be *in addition* to the late documentation fee if the required information is not provided prior to the documentation cut off.

4. Review Initial Drafts Promptly

To avoid escalated B/L Amendment fees, review your initial B/L drafts immediately and submit any necessary changes prior to the vessel's sailing.

We appreciate your partnership and your efforts to streamline the documentation process.

Sincerely,
Ocean Network Express Pte. Ltd.