

Mandatory Adherence to Shipping Instruction (SI) Cut-Off

Customer Advisory # MUM/2025-2026/247

13th May 2025

Dear Valued Customer,

We would like to bring it to your kind attention the importance of adhering to Shipping Instruction (SI) cut-off to ensure seamless documentation, timely processing, and successful loading of the shipment onto the scheduled vessel.

To support your shipments efficiently and keeping in mind 'ease of doing biz', we request your co-operation with the following:

Timely SI Submission with immediate effect:

- Please ensure that the Shipping Instructions (SI) are submitted 24 hrs. prior vessel ETA. Any revision in the SI cut-off is communicated by ONE for each vessel and hence it is essential to strictly adhere to SI cut off.
- FORM 13/ FORM 11 will be issued only when the Shipping Instructions are received at our end.
- This will avoid container gate in issues, BL processing delays, manifest delays, shut outs etc.
- For short-haul shipments such as Colombo, Jebel Ali, Dammam, Chittagong, Port Klang, etc., please be advised that the timelines are strictly enforced, and no exceptions will be made for delays.

Advance Manifest Filing Countries (e.g. USA, Europe etc.):

- SI cut-off for all the Advance Manifest countries **remain unchanged** and must be strictly observed to ensure compliance with destination regulations. Non-compliance may lead to penalties, delays, or shipment holds etc.

Note: Shipper & KYC details should be completed at the booking stage itself.

We sincerely appreciate your understanding and continued support in meeting these operational requirements. Your cooperation is essential to ensuring timely and efficient service delivery. Thank you for choosing ONE.

For, Ocean Network Express (India) Private Ltd.

Authorized Signatory