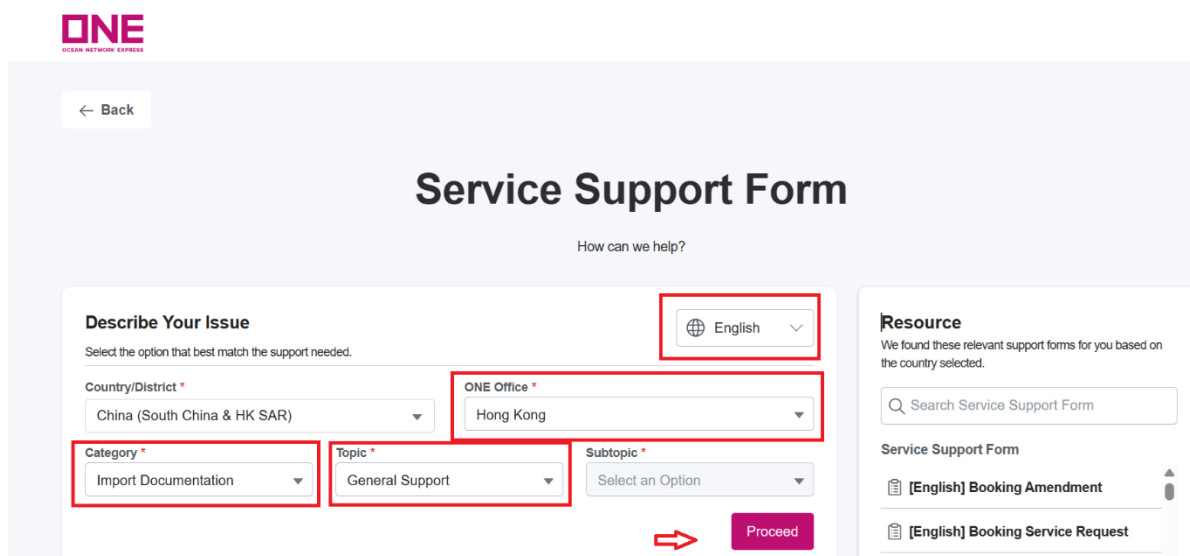


14 SEP 2026

Guideline for Applying Hot Box Delivery in Hong Kong

The following are the gist of the steps for applying Hot Box Delivery in Hong Kong.

- Access https://one-line.my.site.com/customersupport/s/?language=en_US&rt=HK
- Fill out the Service Support Form as follows.
 - Select Language: **English or 簡體中文**.
 - Select '**Hong Kong**' in the column of **ONE OFFICE**.
 - Select the '**Import Documentation**' and '**General Support**' in the column of **Category** and **Topic**.
 - Click '**Proceed**' in the column of **ONE OFFICE**.



- Fill out the Contact Information and Details as follows.
 - Input the '**First Name**', '**Last Name**', '**Company**', '**Email**' and '**Phone**'.
 - Select '**Hong Kong**' in the column of **ONE OFFICE**.
 - Select '**Container Number**' and input '**Container number**' in the column of **Reference Type** and **Reference number**.

- Input the **'Hot Box Request on (Date)'** in the **Subject** column.
- Input the **Hot Box Request details, BL no. with CTNR no.** in the **Comments** column. #

If you have a certain number of requests, please upload files by clicking the **'Upload file'** to attach the hot box request with the details file.

- Submit the Service Support form by clicking the agreement terms at the bottom of the form as follows.

- Tick the box of **'By "Agree" and "Submit", I acknowledge/ agree that:'**

- Click **"Click to Start Verification" Button**

- Click **'Submit'**

Contact Information

Please provide your details so we can get back to you.

First Name *

Eric

Last Name *

Chan

Email *

xxxxxx@gmail.com

Phone

12345678

Company *

ABC Company

Reference Type *

Booking Number

Reference Number *

SINC12345678

Note: Please exclude carrier SCAC Code (prefix 'ONEY') in the Booking Number. i.e - SINC12345678.

You have entered a Booking number that is either invalid or created before Jan 11th, 2022. Please try again or choose "I do not have this info" in the Reference Type to proceed.

Subject *

Hot Box Request on 14 SEP 2026

Comments *

Would like to apply Hot Box on 14 SEP 2026. My BL no. xxxxxxxxxxxx CTNR no. xxxxxxxxxxxx

3914/4000 remaining.

Attachment

Upload Files

Or drop files

Max: 7 attachment (e.g. jpg, png, pdf, doc, excel, txt, zip).

Video files are not accepted.

Maximum file size per file: 3 MB.

Max Total File Size: 10 MB.

☒

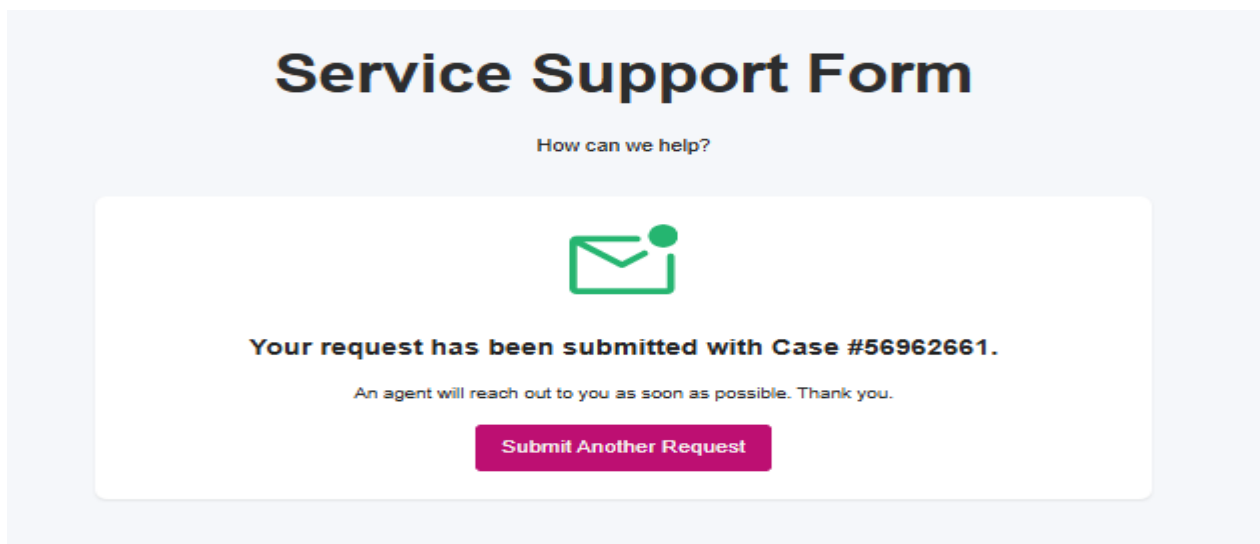
By clicking "Agree" and "Submit", I acknowledge/ agree that: (a) my access and/or use of this Web service is subject to the terms and conditions at [Legal Terms of Use](#) and (b) my personal data may be collected, used, disclosed and/or processed by Ocean Network Express Pte. Ltd. and its service providers for the purposes of providing support to you via this Web form or otherwise in accordance with the privacy policy at [Privacy Policy](#)

Anti-Robot Verification

Click to start verification

Submit

- The screen would show your request has been submitted with **Case no.** (e.g. **Case#1234xxxx.**)



The screenshot shows a confirmation screen titled "Service Support Form" with the subtitle "How can we help?". In the center, there is a green envelope icon. Below the icon, the text reads: "Your request has been submitted with Case #56962661." followed by "An agent will reach out to you as soon as possible. Thank you." At the bottom, there is a red button labeled "Submit Another Request".

- **ONE CUSTOMER CARE AGENT** would respond to you by email with the subject of respective case no.

Remarks: Hot Box Request should be requested to ONE Hong Kong at least 1 working day in advance before the vessel arrives in Hong Kong.

- **Our Contact**

Should you require further information, please visit ONE local website by clicking this [link](#) or scanning the following QR code, then click the "Bubble" at the bottom of the right corner to contact ONE Import Customer Care Agent for assistance.



Many thanks for your support.