
ONE QUOTE FMC REQUIREMENT USER GUIDE

Letter of Authorisation

Contents

4. ONE QUOTE FMC Requirement: Letter of Authorization (LOA)	2
4.1 Letter of Authorization (LOA) – Price Owner	3
4.2 Letter of Authorization (LOA) – Price Owner Appointing an authorized Agent	7
4.3 Letter of Authorization (LOA) – Agent on behalf of the Price Owner	15
4.4 Updating an Existing Accepted Letter of Authorization	21
4.5 Removal of Letter of Authorization	26
Appendix A – ONE User ID Update Confirmation	29
Appendix B – Email Notification to User upon Submission of LOA	29
Appendix C – Email Notification to User upon Submission of Electronic Signature	29
Appendix D – Email Notification to User upon Change of status of LOA/Electronic Signature [Accepted/Rejected/Removed/ Expired/ Under Review] of Electronic Signature	30

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
 - ❖ Overall Status of the LOA Submission
 - ❖ “Generate LOA Document” Button

Letter of Authorization User Guide

In order to use ONE QUOTE services for FMC Regulated Trades, each Company Office is required to provide a Letter of Authorization (LOA) and complete an [Electronic Signature Authorization](#). Please be sure that you are a qualified customer who can use ONE QUOTE services for FMC Regulated Trades found on the [ONE QUOTE Requirements \(For FMC Regulated Trades\)](#) page. LOA must be signed by one of the following within the company in order to be considered and approved: 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.		
Non-BCO			

Filter All ▼

Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify	Authorized eCommerce ID's	LOA I
No data was found							

Generate LOA Document

- 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 Price Owner or As an Agent as shown below, if you need more details please refer to the [Point 1](#).
 - *Price Owner: refer for BCO or NVOCC which are acting on your own behalf*
 - *As an Agent: refer to Customer acting on behalf of another BCO or NVOCC*

Generate LOA

Kindly select accordingly, if you are a:

Price Owner As an Agent Close

Price Owner: BCO or NVOCC acting on your own behalf
Agent: 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) – Price Owner

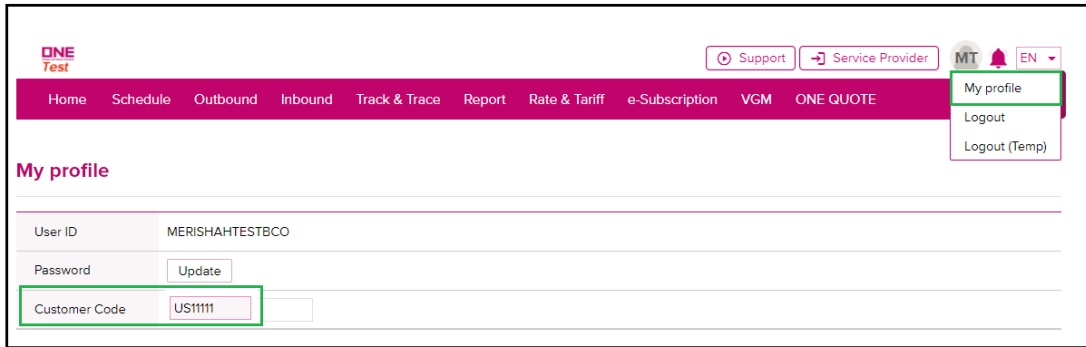
- Price Owner refers to any customer who owns through purchase or sale the cargo involved in the booking with ONE.
- Users are required to fill out the Digital LOA indicated in the Letter of Authorization. Digital LOA view will show:
 - ❖ Print Name
 - ❖ Title
 - ❖ Email Address
 - ❖ Customer Code
 - ❖ Company Name
 - ❖ Company Address
 - ❖ Authorized Agent Code
 - ❖ Authorized Agent Company
 - ❖ Authorized Agent Address
 - ❖ authorized Agent Email Address
 - ❖ Date
 - ❖ eCommerce User List
 - ❖ Upload LOA
 - ❖ “Download” Button
 - ❖ “Submit” Button
 - ❖ “Close” Button

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.

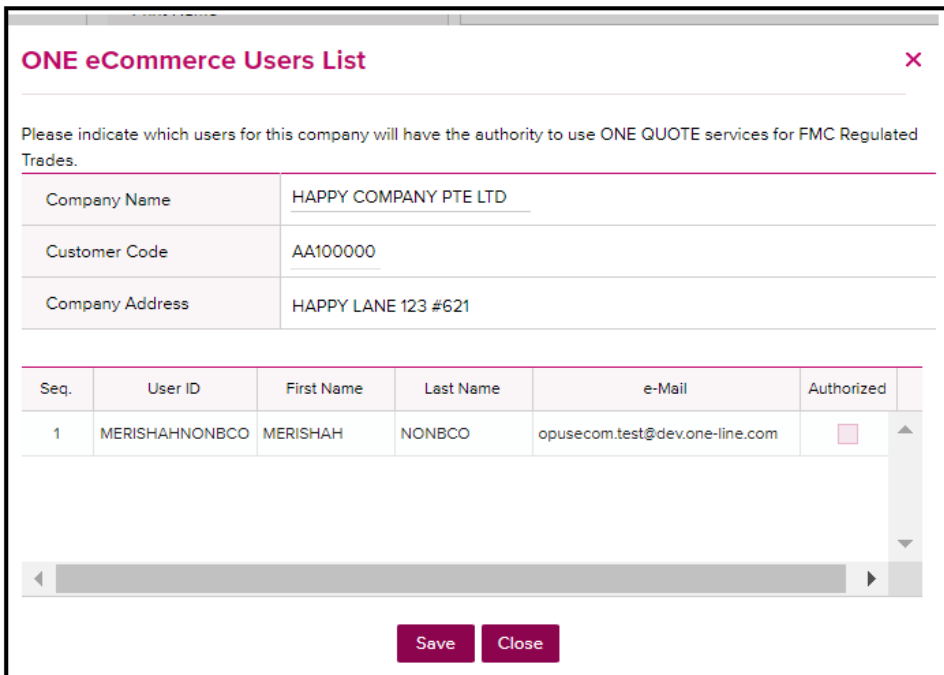
* Print Name	<input type="text"/>
* Title	<input type="text"/>
* Email Address	1234@gmail.com
* Customer Code	AA100000
* Company Name	HAPPY COMPANY PTE LTD
* Company Address	HAPPY LANE 123 #621
Authorized Agent Code	<input type="text"/>
Authorized Agent Company Name	<input type="text"/>
Authorized Agent Company Address	<input type="text"/>
Authorized Agent Email Address	<input type="text"/>
* Date	2021-09-16 ~ 2022-09-15
* eCommerce User List	
* Upload LOA	<input type="button" value="Upload"/>

- Users are required to fill out the Digital LOA for those under **Direct BCO or NVOCC** with the following information:
 - 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.*
 - Email Address – *refers to the User ID email address who submitted this LOA*
 - Customer Code – *refers to the User ID Company Code (ONE Internal Customer ID)*
 - Company Name– *refers to the User ID Company Name*
 - Company Address– *refers to the User ID Company Address*
 - Date – *Indicating the date period in which LOA is taken into effect * May not exceed one year*
 - eCommerce User List – *The list of authorized eCommerce User ID under User Company Code*
 - Upload LOA – where the user is required to upload the completed *Digital LOA*

- ❖ **Note:** Customer Code – User will need to check their own respective Customer Code in eCommerce platform – they can refer to this details under “**My Profile**” as shown below:



- For the eCommerce User List – Users are to select which eCommerce User ID(s) in their respective Company can do the FMC filing. The ONE eCommerce User List will contain:
 - ❖ Company Name
 - ❖ Customer Code
 - ❖ Company Address
 - ❖ User ID
 - ❖ First Name
 - ❖ Last Name
 - ❖ Email Address
 - ❖ authorized Indicator
- Users can select “Save” button once all the user ID(s) have been flagged accordingly, if not, user can click “Close”
 - If user is unable to find individuals they wish to authorize in the eCommerce User ID list:
 - The user must have registered for eCommerce
 - The users eCommerce User ID must be in approved status
 - The user must be registered for eCommerce under the same customer code



- Once all the details are filled out, 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
- The LOA must be printed on the company letterhead of the authorizing company. The signature can be made manually or digitally.

LETTER OF AUTHORIZATION

Dear ONE,

I, Normerishah New Testing - 3, as Executive of _____ (U.S.A.) INC (Company) hereby confirm that the Indicated ONE eCommerce users listed below at our Company and/or (U.S.A.) INC acting on Company's behalf 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 in order for the ONE QUOTE service contract

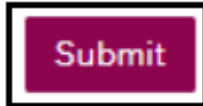
This Letter of Authorization is issued specific to the above function performed by (U.S.A.) INC. This Letter of Authorization can be revoked at any time by the grantor and will be automatically revoked after one (1) calendar year from the date signed.

Sincerely,

Signature	
Print Name	Normerishah New Testing - 3
Title	Executive
Email Address	normerishah.alamshah@one-line.com
Company Name	
Company Address	
Date	From 2021-09-03 To 2022-09-15

ONE eCommerce User List			
Company Name:			
Company Address:			
Seq.	User ID	First Name	Last Name
1	MERISHAHNON2	MERISHAH	NON2

- Once the Letter of Authorization is printed with Company Letterhead & Signature, Users are to click the "Upload" button, then click "find" to attach the file and "OK" to close the window after the file is attached.
 - Note: The LOA Format can **ONLY** be accepted and uploaded in PDF Format
- After uploading the LOA, user is to click the "Submit" button to complete submission of LOA.
- User will receive an email notification for successful submission of LOA as per [Appendix B](#)



4.2 Letter of Authorization (LOA) – Price Owner Appointing an authorized Agent

- This refers to the Price Owner appointing an “authorized agent” who is acting on their behalf. The price owner is required to fill out all the necessary details of the authorized agent. The Letter of Authorization & Electronic Signature will need to be submitted & completed by the “authorized Agent” acting on behalf of the Price 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

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.

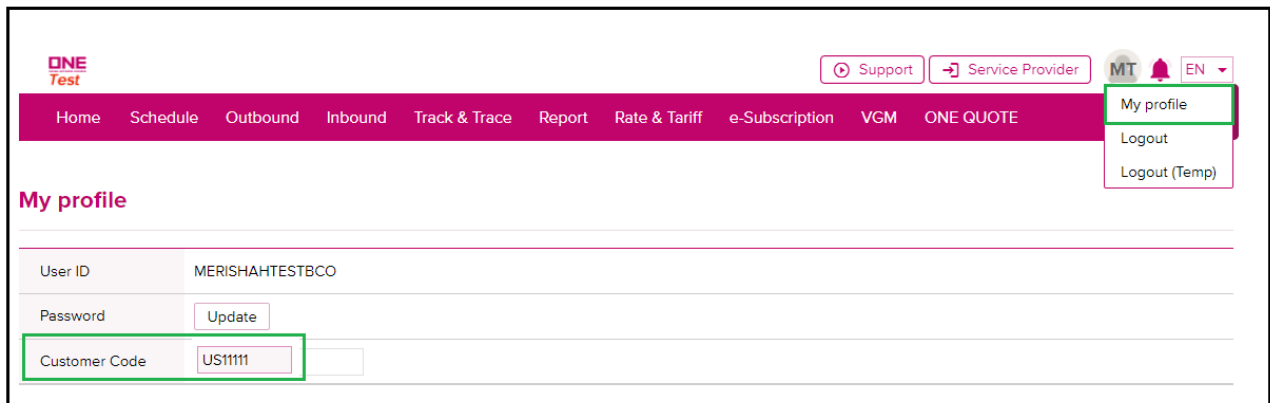
* Print Name	<input type="text"/>
* Title	<input type="text"/>
* Email Address	<input type="text"/>
* Customer Code	AA100000
* Company Name	<input type="text"/>
* Company Address	<input type="text"/>
* Authorized Agent Code	BB200000
* Authorized Agent Company Name	<input type="text"/>
* Authorized Agent Company Address	<input type="text"/>
* Authorized Agent Email Address	<input type="text"/>
* Date	2021-09-16 ~ 2022-09-15
eCommerce User List	<input type="text"/>

Allow My Authorized Agent to submit directly to ONE

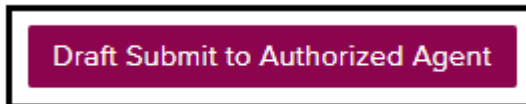
- Users are required to fill out the Digital LOA in the following details:
 - Print Name – *refers to the person who is authorized to sign the Letter of Authorization*
 - Title – *refers to the position held by the person signing the Letter of Authorization, listed above.*
 - Email Address – *refers to the User ID email address who submitted this LOA*
 - Customer Code – *refers to the User ID Company Code (ONE Internal Customer ID)*
 - Company Name– *refers to the User ID Company Name*
 - 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*
 - Authorized Agent Company Address– *refers to the Authorized Agent’s Company Address*
 - 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*
 - eCommerce User List - **This will be grayed out for the Price Owner*

❖ **Note:**

- Authorized Agent Customer Code – The authorized agent will need to provide the Price 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 Price 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 Status Screen

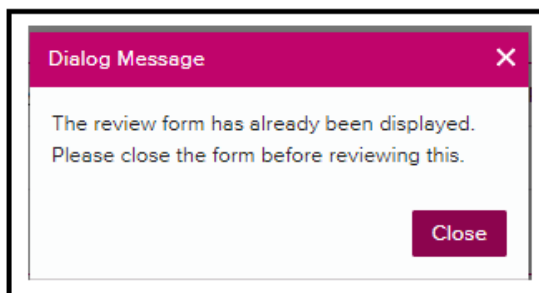
Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify	A eCo
HAPPY 1234 PTE LTD	Price Owner	08/31/2021	08/24/2022	Submit Confirmation to Authorized Agent	Review	ec

Digital LOA Display – Under the Authorized Agent View

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	MERISHAH 1
Title	CFO2
Email Address	TESTING@GMAIL.COM
Customer Code	AA100000
Company Name	HAPPY COMPANY PTE LTD
Company Address	HAPPY LANE 123 #621
Authorized Agent Code	BB200000
Authorized Agent Company Name	SAD COMPANY
Authorized Agent Company Address	SAD PLACE STREET 321
Authorized Agent Email Address	TESTING@GMAIL.COM
Date	2021-08-28~2022-08-24
+ eCommerce User List	
+ Upload LOA	<input type="button" value="Upload"/>

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



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

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 - 4
Title	CEO
Email Address	
Customer Code	
Company Name	
Company Address	
Authorized Agent Code	
Authorized Agent Company Name	
Authorized Agent Company Address	
Authorized Agent Email Address	
Date	2021-09-03*2022-09-30
* eCommerce User List	
* Upload LOA	<input type="button" value="Upload"/>

Dialog Message ✕

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

- Authorized Agent would need to flag the necessary eCommerce User List in the company before proceeding to click **“Download”** button to generate the Digital LOA
- For the eCommerce User List – User is to select which eCommerce User ID in their respective Company can do the FMC filing. The ONE eCommerce User List view will reflect:
 - ❖ Company Name
 - ❖ Customer Code
 - ❖ Company Address
 - ❖ User ID
 - ❖ First Name
 - ❖ Last Name
 - ❖ Email Address
 - ❖ authorized Indicator
- Users can select **“Save”** button once all the user ID(s) have been flagged accordingly, if not, user can click **“Close”**

ONE eCommerce Users List ✕

Please indicate which users for this company will have the authority to use ONE QUOTE services for FMC Regulated Trades.

Company Name	HAPPY COMPANY PTE LTD
Customer Code	AA100000
Company Address	HAPPY LANE 123 #621

Seq.	User ID	First Name	Last Name	e-Mail	Authorized
1	MERISHAHNONBCO	MERISHAH	NONBCO	opusecom.test@dev.one-line.com	<input type="checkbox"/>

Save
Close

- ❖ If no eCommerce User List is flagged as authorized, user will receive below error message for them to select the appropriate user ID(s) to appoint, kindly click on the hyperlink of **“eCommerce User List”** to display the details accordingly



- Once the user select the **“eCommerce User List”**. user click on the **“Return LOA Draft to Price Owner”** button, this will be routed back to the Price Owner for final review of the details of the Digital LOA before the submission of LOA

Return LOA Draft to Price Owner

- ❖ Price Owner will be able to see the overall status in their Letter of Authorization Status under **“Draft for Price Owner Validation”** and click on the **“Review”** hyperlink & the Digital LOA would be display

Letter of Authorization Status Screen

Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify	A eCo
HAPPY 1234 PTE LTD	Price Owner	08/31/2021	08/24/2022	Draft For Price Owner Validation	Review	ec

Digital LOA Display – Under the Price Owner

- When the LOA is returned to the Price Owner, the Price Owner/ user is to click the **“Download”** button at the bottom of the Digital LOA.

Print Name	TERRY MARK
Title	CEO
Email Address	TESTING@GMAIL.COM
Customer Code	AA100000
Company Name	HAPPY COMPANY PTE LTD
Company Address	HAPPY LANE 123 #621
Authorized Agent Code	BB200000
Authorized Agent Company Name	SAD COMPANY
Authorized Agent Company Address	SAD PLACE STREET 321
Authorized Agent Email Address	TESTING@GMAIL.COM
Date	2022-06-28~2023-06-27
View eCommerce User List	SG TEST3
* Upload LOA	<input type="button" value="Upload"/>



- 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
- Users are required to print their company letter together with Manual Signature of the authorized Personnel who sign the Letter of Authorization.

LETTER OF AUTHORIZATION

Dear ONE,

I, MERISHAH NON2, as CFO2 of _____ (Company) hereby confirm that the Indicated ONE eCommerce users listed below at our Company and/or _____) INC acting on Company's behalf 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 in order for the ONE QUOTE service contract rate(s) to apply.

This Letter of Authorization is issued specific to the above function performed by
Letter of Authorization can be revoked at any time by the grantor and will be automatically revoked after one (1) calendar year from the date signed.

Sincerely,

Signature	
Print Name	MERISHAH 1
Title	CFO2
Email Address	TESTING@GMAIL.COM
Company Name	
Company Address	
Authorized Agent Company Name	
Authorized Agent Company Address	
Authorized Agent Email Address	TESTING@GMAIL.COM
Date	From 2021-08-28 To 2022-08-24

ONE eCommerce User List			
Company Name:			
Company Address:			
Seq.	User ID	First Name	Last Name
1	MERISHAHNON2	MERISHAH	NON2

- Once all the Letter of Authorization are printed with Company Letterhead & Signature on the Letter of Authorization, Users are to click the "Upload" button with this format in PDF.
- Note: Please take note the LOA Format can **ONLY** be accepted and uploaded in PDF Format
- After uploading the LOA, Price 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 **“Submit”** button, user can complete submission of LOA to ONE & will receive an email notification for successful submission of LOA as per [Appendix B](#)

4.3 Letter of Authorization (LOA) – Agent on behalf of the Price Owner

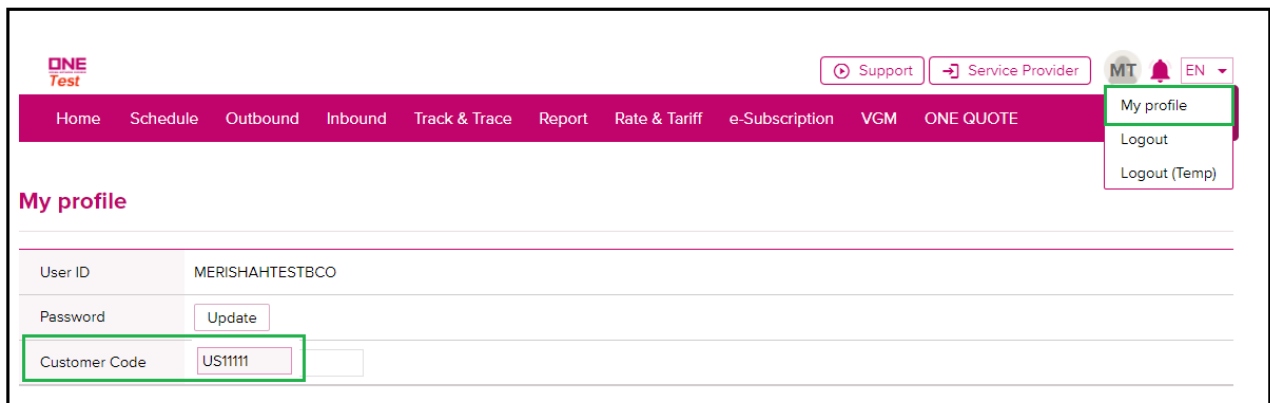
- This refers to any customer who is acting on behalf of another company. You will be the "Agent". This customer is required to download a Letter of Authorization (LOA) from their profile to be sent to the price owner. The price owner must complete the LOA and send it back to the party acting on their behalf to be uploaded.
- Users are required to fill up the Digital LOA indicated in the Letter of Authorization. Digital LOA view will show:
 - ❖ Print Name
 - ❖ Title
 - ❖ Email Address
 - ❖ Customer Code
 - ❖ Company Name
 - ❖ Company Address
 - ❖ Date
 - ❖ eCommerce User List
 - ❖ Upload LOA Button
 - ❖ “Download” Button
 - ❖ “Draft Submit to Price Owner” Button
 - ❖ “Close” Button

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	<input type="text"/>
* Title	<input type="text"/>
* Email Address	<input type="text"/>
* Customer Code	<input type="text"/>
* Company Name	<input type="text"/>
* Company Address	<input type="text"/>
* Date	2021-09-08 ~ 2022-09-07
eCommerce User List	
* Upload LOA	<input type="button" value="Upload"/>

- Users are required to fill up the Digital LOA for those that **the agent are doing on behalf of customer (Price Owner)** to fill up the following details:
 - Print Name – refer to the Person who is authorized to sign the Letter of Authorization
 - Title – refer to the Person Entitled position who is authorized to sign the Letter of Authorization
 - Email Address – refer to the User ID email address who submitted this LOA
 - Customer Code – refer to the Price Owner Customer Code (ONE Internal Customer ID)
 - Company Name– refer to the Price Owner Company Name
 - Company Address– refer to the User ID Company Address
 - Date – Indicating the date period in which LOA is taken into effect
 - eCommerce User List – The list of eCommerce User ID under User Company Code
 - Upload LOA – stands for user required to upload the Digital LOA upon all the details are fill in

- ❖ **Note:** Customer Code – User will need to check with their Price Owner what their allocated customer code in eCommerce platform – they can refer to this detail under **“My Profile”** as shown below:



- If the Agent indicate a Customer code where the Price Owner is a NVO with no valid FMC Org License Number, below error screenshot will be displayed:

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	<input type="text"/>
* Title	<input type="text"/>
* Email Address	<input type="text"/>
* Customer Code	<input type="text"/>
* Company Name	<input type="text"/>
* Company Address	<input type="text"/>
* Date	2021-09-27 ~ 2022-09-26 <input type="calendar"/>
* eCommerce User List	
* Upload LOA	<input type="button" value="Upload"/>

Generate LOA ✕

Price Owner does not have a valid FMC Org. No.
Please contact the Price Owner to update FMC Org. No. in its customer profile.

- Agent will need to advise the Price 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
- For the eCommerce User List – User are to select which eCommerce User ID in their respective Company can do the FMC filling. The ONE eCommerce User List will view will show:
 - ❖ Company Name
 - ❖ Customer Code
 - ❖ Company Address
 - ❖ User ID
 - ❖ First Name
 - ❖ Last Name
 - ❖ Email Address
 - ❖ authorized Indicator
- Users can select “Save” button once all the user ID has been flagged accordingly, if not, user can click “Close”

ONE eCommerce Users List ✕

Please indicate which users for this company will have the authority to use ONE QUOTE services for FMC Regulated Trades.

Company Name	HAPPY COMPANY PTE LTD
Customer Code	AA100000
Company Address	HAPPY LANE 123 #621

Seq.	User ID	First Name	Last Name	e-Mail	Authorized
1	MERISHAHNONBCO	MERISHAH	NONBCO	opusecom.test@dev.one-line.com	<input type="checkbox"/>

Save
Close

- Once all the details are fill in, 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
- Users are required to print their company letter together with Manual Signature of the authorized Personnel who sign the Letter of Authorization.

LETTER OF AUTHORIZATION

Dear ONE,

I, Normerishah New Testing - 3, as Executive of _____ (U.S.A.) INC (Company) hereby confirm that the Indicated ONE eCommerce users listed below at our Company and/or (U.S.A.) INC acting on Company's behalf 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 in order for the ONE QUOTE service contract.

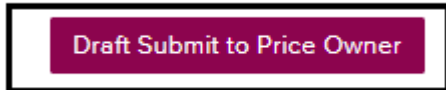
This Letter of Authorization is issued specific to the above function performed by (U.S.A.) INC. This Letter of Authorization can be revoked at any time by the grantor and will be automatically revoked after one (1) calendar year from the date signed.

Sincerely,

Signature	
Print Name	Normerishah New Testing - 3
Title	Executive
Email Address	normerishah.alamshah@one-line.com
Company Name	
Company Address	
Date	From 2021-09-03 To 2022-09-15

ONE eCommerce User List			
Company Name:			
Company Address:			
Seq.	User ID	First Name	Last Name
1	MERISHAHNON2	MERISHAH	NON2

- User can click the **“Upload”** Button to upload the Letter of Authorization are printed with Company Letterhead & Signature on the Letter of Authorization.
- 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 Price Owner”** button to complete submission of LOA to Price Owner for validation or review.



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

Letter of Authorization Status Screen

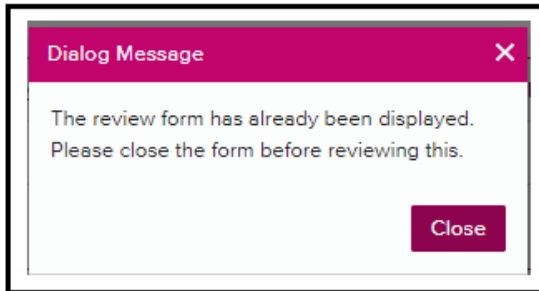
Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify	
HAPPY 1234 PTE LTD	Price Owner	08/31/2021	08/24/2022	Draft For Price Owner Validation	Review	eCo

Digital LOA Display – Under the Price 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

- ❖ If user click the **Review** 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.

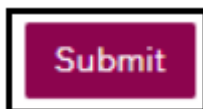
Once Generated LOA has been completed under Company letterhead in PDF format, fill in the below digital LOA, upload physical LOA copy, indicate authorized eCommerce users and click submit. Allow 24 business hours to process your request.

Print Name	Normerishah New Testing - 4
Title	CEO
Email Address	
Customer Code	
Company Name	
Company Address	
Authorized Agent Code	
Authorized Agent Company Name	
Authorized Agent Company Address	
Authorized Agent Email Address	
Date	2021-09-03*2022-09-30
* eCommerce User List	
* Upload LOA	<input type="button" value="Upload"/>

Dialog Message ✕

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

- Price 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](#)

4.4 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 – Price Owner**
 - Status: Accepted
 - 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 **Price Owner**

Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify
HAPPY 1234 PTE LTD	Price Owner	08/31/2021	08/24/2022	Accepted	Review

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

Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify
HAPPY 1234 PTE LTD	Agent	08/31/2021	08/24/2022	Accepted	Review

- 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
- Users are required to print their company letter together with Manual Signature of the authorized Personnel who sign 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

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

[Download](#)
[Update](#)
[Remove](#)
[Close](#)

- 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.
 - User can approach the personnel who submitted the LOA accordingly

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	ROCK KIM
* Title	CFO
* Email Address	henry.baek@one-line.com
* Customer Code	AA100000
* Company Name	HAPPY COMPANY PTE LTD
* Company Address	HAPPY LANE 123 #621
Authorized Agent Code	
Authorized Agent Company Name	
Authorized Agent Company Address	
Authorized Agent Email Address	
* Date	2021-09-09 ~ 2022-09-08
* eCommerce User List	Henry BAEK, Hyejin Jeon
* Upload LOA	Upload New: KR104562_Letter_of_Authorization(vice_Owner_with_Authorized_Agent).pdf [DEL]

Dialog Message [X]

Our records indicate an existing LOA for this company as below:

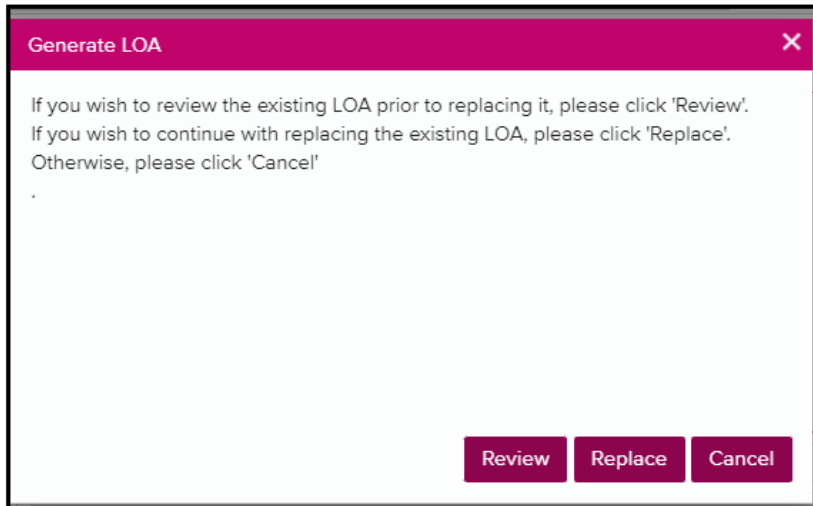
Registered Date : 2021-08-03
Registered by Henry BAEK

Please check your "My Profile" page to review.

[Close]

[Download] [Submit] [Draft Submit to Authorized Agent] [Close]

- User can also updated an existing Letter of Authorization (LOA) accordingly where this will replace all the previous Letter of Authorisation and Electronic Signature which has been approved to 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 and all associated eSignatures 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



- This is how it will look like once the Letter of Authorisation Screen will be displayed once **“Replace”** button is clicked

Profile Customer Type		Profile FMC Org No.						
BCO								
								Filter All
Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify	Authorized eCommerce ID's	LOA I	
AMAZON COLURS INDONESIA	Price Owner	06/28/2022	06/27/2023	Submit Confirmation to Authorized Agent	Review			
HAPPY COMPANY PTE LTD	Agent	03/15/2022	03/14/2023	Accepted	Review	eCommerce User List	Letter_o	
HAPPY COMPANY PTE LTD	Price Owner	07/18/2022	07/17/2023	Submitted	Review	eCommerce User List	etter_e	
HAPPY COMPANY PTE LTD	Price Owner	03/10/2022	07/18/2022	Expired	Review	eCommerce User List	etter_of	

[Generate LOA Document](#)

- This is how it will look like once the Electronic Signature Screen will be displayed once **“Replace”** button is clicked

e-Signatures							User Guide
In order to use ONE QUOTE services for FMC Regulated Trades, each Company Office is required to provide a Letter of Authorization (LOA) and complete an Electronic Signature Authorizations. The Electronic Signature Authorization will only be available to those eCommerce Users explicitly listed on the LOA. Once the LOA has been verified and approved by ONE, those eCommerce users can then complete the form below which will immediately provide them the ability to create an FMC Regulated booking through ONE QUOTE.							
							Filter All
Price Owner Company Name	Price Owner Company Address	LOA Registered By	LOA Status	eSignature eCommerce User Id	eSignature Status		
HAPPY 1234 PTE LTD		Price Owner	Submitted	AOQ_TEST3			
HAPPY 1234 PTE LTD		Price Owner	Expired	AOQ_TEST3	Expired		

4.5 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 – Price Owner**
 - Status: Accepted
 - 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 **Price Owner**

Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify
HAPPY 1234 PTE LTD	Price Owner	08/31/2021	08/24/2022	Accepted	Review

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

Authorized Company Name	LOA Registered By	Effective Date	Expire Date	Status	Modify
HAPPY 1234 PTE LTD	Agent	08/31/2021	08/24/2022	Accepted	Review

- Users need to click on the **“Remove”** button to confirmed removal of any of the submission of LOA done

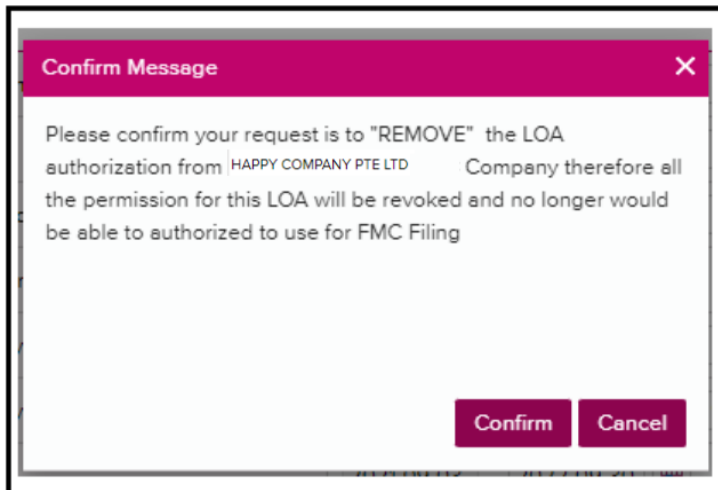


Once Generated LOA has been completed under Company letterhead in PDF format, fill in the below digital LOA, upload physical LOA copy, indicate authorized eCommerce users and click submit. Allow 24 business hours to process your request.

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

Download Update Remove Close

- User will be prompted by a pop up to confirmed “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



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 x

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>

Appendix C – Email Notification to User upon Submission of Electronic Signature

Electronic Signature Authorization Submission for ONE QUOTE (FMC Regulated Trade) > Inbox x

OPUS eCommerce TEST
to me ▾

Dear Customer,

We have received your Electronic Signature(eSignature) 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>

Appendix D – Email Notification to User upon Change of status of LOA/Electronic Signature [Accepted/Rejected/Removed/ Expired/ Under Review] of Electronic Signature

Electronic Signature - Accepted (HAPPY COMPANY LTD - NOR TESTINGNONBCO) Inbox x

OPUS Container TEST <opuscntr.test@one-line.com> 7:49
to me, eua.opustesting, sas.opustesting, na.opustesting, eas.opustesting ▾

Dear Customer,
Please be informed that your submitted Electronic Signature has been Accepted. Once your LOA (Letter of Authorization) is approved, you can proceed to submit Bookings via our eCommerce ONE QUOTE platform.

****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 for shipping with ONE. <https://www.one-line.com>

Letter of Authorization - Accepted (HAPPY COMPANY LTD .) Inbox x

OPUS Container TEST <opuscntr.test@one-line.com>
to me, eua.opustesting, sas.opustesting, na.opustesting, eas.opustesting ▾

Dear Customer,
Please be informed that your submitted LOA (Letter of Authorization) has been Accepted. Kindly make sure that all the required eSignatures will also be submitted for validation and approval.

****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 for shipping with ONE. <https://www.one-line.com>