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Pay Invoice

1. Customers can select the invoice(s) that they want to pay
2. The total selected amount will be shown
3. Proceed with payment by clicking on the Pay Invoice button
4. The users will be redirected to the Pay Invoice page
5. If ONE ePayment is available in the invoice issued Country, then the payment can be made online.
6. If it is not available, the bank account details will be shown in ONE Finance so that customers can proceed with bank transfer.

<和訳>

請求書のお支払い(Pay Invoice)

1. お支払いをご希望の請求書(Invoice)を選択してください。
2. 選択された請求書の合計金額が表示されます。
3. 「Pay Invoice」ボタンをクリックして、支払いに進みます。
4. 「Pay Invoice」ページ(支払いページ)にリダイレクトされます。
5. 請求書発行国で「ONE ePayment(電子決済)」が利用可能な場合: オンラインでお支払いを完了いただけます。
6. 電子決済が利用できない場合: ONE Finance上に銀行口座の詳細が表示されます。内容をご確認の上、銀行振込にてお手続きを行ってください。

ONE Finance - Make Payment

The screenshot shows the ONE Finance dashboard. At the top, there are navigation tabs for Dashboard, B/L, Invoice, and Dispute. Below this, there are filters for Data Type (Outstanding, Paid) and Country data (INDIA, AFGHANISTAN...). A search bar is available for Invoice No. with Search and Reset All buttons. A table lists invoices with columns for Invoice No., BL No., Status, Due Date, Invoice Amount, Paid Amount, and Open Amount. A summary row shows a total selected open amount of INR -882,869.00 for 2 invoices. A 'Pay Invoice' button is highlighted in the top right.

Invoice No.	BL No.	Status	Due Date	Invoice Amount	Paid Amount	Open Amount
Freight		Not Overdue	2025-07-11 00d Left	INR -859,269.00 Credit	INR 0.00	INR -859,269.00
Freight		Not Overdue	2025-07-11 00d Left	INR -23,600.00 Credit	INR 0.00	INR -23,600.00
Freight		Not Overdue	2025-07-11 00d Left	INR 7,378,560.00	INR 0.00	INR 7,378,560.00
Freight		Not Overdue	2025-07-11 00d Left	INR 882,869.00	INR 0.00	INR 882,869.00
Total selected open amount:						
INR -882,869.00		2 Invoices				
Freight		Overdue	2025-07-09 02d Over	INR 29,101.19	INR 0.00	INR 29,101.19

The screenshot shows the 'Pay Invoice' page. It includes a 'Payer Information' section with fields for Company Name, Email Address, and Contact Number. Below this, there are two sections for ePayment: 'ePayment available' and 'ePayment not available'. Both sections show a total amount to pay of IDR 1,557,240.00 and a 'Pay now' button. A 'Go Back' button is located at the top right.

Withholding Tax for Thailand

This is available for payment groups of (THB and Thailand Country) for both ePayment available and ePayment not available. It calculates withholding tax.

<和訳>

タイの源泉徴収税(Withholding Tax)について

本機能は、通貨がTHB(タイバーツ)かつ、お支払い国がタイに設定されている決済グループが対象です。ePayment(オンライン決済)の利用可否に関わらず、源泉徴収税の計算が行われます。

The screenshot shows a 'Pay Invoice' page with the following sections:

- Payer Information:** Fields for Company Name (NO.3), Email Address (@one-line.com), and Contact Number (+66).
- ePayment available:** Total Amount to Pay: THB 2,527.10, Total Withholding Tax: THB 72.90. Includes a 'Pay now' button and a table for 3% Withholding Tax on 02 invoices in Thailand - THB. The table shows Total Amount to Pay: THB 2,527.10, Total Withholding Tax: THB 72.90, and Payee Tax Id: (HEAD OFFICE). There is a checkbox for 'Use e-withholding tax certificate for 1% withholding tax fee.' and a list of selected invoices (829, 873).
- ePayment not available:** 01 invoice in Thailand - THB. Total Amount to Pay: THB -1,500.00, Total Withholding Tax: THB 0.00. Includes a 'See Payment Details' button and a list of invoices (823).

Note: Logic to calculate withholding tax is different when applying e-withholding tax or traditional withholding tax. This table shows the normal withholding tax and e-withholding tax for different types of invoices.

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注記: 源泉徴収税の計算ロジックは、「e-withholding tax(電子源泉徴収税)」を適用するか、あるいは「traditional withholding tax(従来の源泉徴収税)」を適用するかによって異なります。以下の表は、請求書の種類ごとの標準的な源泉徴収税率と電子源泉徴収税をまとめたものです。

ONE Finance - Make Payment



No.	Invoice type	Bound type	Charge Name	% withholding tax	% withholding tax (eWHT)	Apply to amount
1	Miscellaneous Invoice	All	ADMINISTRATIVE FEE, BL AMENDMENT FEE, LATE PICK UP BL, CERTIFICATE, LATE PICK UP DO, BL SURRENDER FEE	3%	1%	Invoice amount before VAT
2	D&D invoice	Outbound	Demurrage Outbound Laden Container , Detention Against Cancelled Container , Combined Detention Outbound Container	1%	1%	Invoice amount
3	Freight Invoice	Outbound	All	1%	1%	Invoice amount
5	Other not matched above rule	Not applied		Not applied	Not applied	

ePayment Available

1. When users click on the “Pay now” button then there is a popup to confirm payment information.
2. Then click on “Proceed to pay”.
3. Then the browser will open another tab to show payment gateway for each market with the same confirmed payment information.

Note:

- Support Pay Invoice with ePayment for Malaysia, Hong Kong, Singapore, Indonesia, Thailand, India and Korea in their local currencies.
- Credit notes are supported ePayment in Malaysia and India, in others market credit notes will group into ePayment not available.

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電子決済(ePayment)が利用可能な場合

1. 「Pay now(今すぐ支払う)」ボタンをクリックすると、支払い内容を確認するためのポップアップが表示されます。
2. 「Proceed to pay(支払いに進む)」をクリックしてください。
3. ブラウザの別タブが開き、各地域の決済ゲートウェイが表示されます。確認済みのお支払い情報に基づき、決済を完了させてください。

注記:

- マレーシア、香港、シンガポール、インドネシア、タイ、インド、韓国では、現地通貨で発行された請求書に限り、ePaymentによるお支払いが可能です。
- マレーシアとインドでは、電子決済でクレジットノート(返金通知書)を利用できます。その他の地域では、クレジットノートが含まれる支払いは「電子決済利用不可」のグループに分類されます。

The screenshot displays the 'Pay Invoice' page with a confirmation popup. The popup text reads: 'You will be redirected to payment portal to pay: Total Amount: SGD 1,297.68. Are you sure you want to make payment with below Payer Information?'. It lists the payer information: Company name: PTE LTD, Email address, and Contact number. The popup has 'Go Back' and 'Proceed to pay' buttons. In the background, the 'Pay Invoice' form is visible, showing 'Payer Information' fields (Company Name: PTE LTD, Email Address: aaa@example.com, Contact Number: +65) and 'ePayment available' section (01 invoice in Singapore - SGD, Total Amount to Pay: SGD 1,297.68). A 'Pay now' button is highlighted with a red circle and the number 1, and the 'Proceed to pay' button in the popup is highlighted with a red circle and the number 2.

ePayment Not Available

1. Click on the “See Payment Details” button to show a bank account based on the Issued Office.
2. The bank account details will be shown in ONE Finance to proceed with bank transfer.

<和訳>

電子決済(ePayment)が利用不可な場合

1. 「See Payment Details(支払い詳細を表示)」ボタンをクリックすると、発行オフィスに基づいた銀行口座が表示されます。
2. ONE Finance上に表示された口座情報を確認の上、銀行振込にてお支払いのお手続きをお願いいたします。

The screenshot shows the 'Pay Invoice' page with the message 'ePayment not available'. A modal window titled 'Bank Account Details' is open, displaying two bank options:

Bank Name	SWIFT/BIC
USD - HSBC BANK USA, N.A.	MRMDUS33
SGD - The Hongkong and Shanghai Banking Corporation Limited	HSBCGSG

The modal also includes fields for Bank Account No., Beneficiary, and contact information. A 'Go Back' button is located at the bottom of the modal.

Pay BL

1. Customers can select the BL(s) that they want to pay
2. Proceed with payment by clicking on the Pay BL button
3. The users will be redirected to Pay BL page

4. If ONE ePayment is available in the collect office Country and the local currency, then the payment can be made online with ePayment.
5. If it is not available, the bank account details will be shown in ONE Finance so that customers can proceed with bank transfer.

<和訳>

BL(船荷証券)の支払い

1. お客様は、支払いを希望するBLを選択することができます。
2. 「Pay BL」ボタンをクリックして、支払いに進みます。
3. 「Pay BL」ページ(支払いページ)にリダイレクトされます。
4. 諸掛回収オフィス(Collect Office)の所在国で「ONE ePayment(電子決済)」が利用可能であり、かつ現地通貨での支払いである場合: オンラインの電子決済で直接支払うことができます。
5. 電子決済が利用できない場合: ONE Finance上に銀行口座の詳細が表示されますので、そちらを確認して銀行振込にてお手続きを行ってください。

ePayment Available

1. When users click on the “Pay now” button then there is a popup to confirm payment information.
2. Then click on “Proceed to pay”.
3. Then the browser will open another tab to show payment gateway for each market with the same confirmed payment information.

Note:

- Support Pay Invoice with ePayment for Hong Kong, Singapore, Indonesia, Thailand and Vietnam in their local currencies.

<和訳>

電子決済(ePayment)が利用可能な場合

1. 「Pay now(今すぐ支払う)」ボタンをクリックすると、支払い情報を確認するためのポップアップが表示されます。
2. 内容を確認し、「Proceed to pay(支払いに進む)」をクリックします。
3. ブラウザの新しいタブが開き、各地域向けの決済ゲートウェイが表示されます。確認済みの支払い情報はそのまま引き継がれますので、画面に従って決済を完了させてください。。

注記:

- 香港、シンガポール、インドネシア、タイ、ベトナムにおいて、現地通貨による電子決済での請求書支払いをサポートしています。

The screenshot shows the 'Pay BL' interface. At the top, there are buttons for 'Charge Currency' and 'Local Currency'. Below this is the 'Payer Information' section with fields for 'Company Name' (containing 'INDONESIA'), 'Email Address', and 'Contact Number'. A modal dialog box is open in the center, titled 'You will be redirected to payment portal to pay:'. It displays 'Total Amount: SGD 100.00' and asks 'Are you sure you want to make payment with below Payer Information?'. The dialog shows the payer information: 'Company name: INDONESIA', 'Email address:', and 'Contact number:'. There are two buttons at the bottom of the dialog: 'Go Back' and 'Proceed to pay'. A red circle with the number '2' is placed over the 'Proceed to pay' button. In the background, the 'ePayment available' section shows '01 BL in SINGAPORE - SGD' and 'SGD 100.00'. A 'Pay now' button is visible on the right side of the page.

ePayment Not Available

1. Click on the “See Payment Details” button to show the bank account based on charge-collect-office Country.
2. The bank account details will be shown in ONE Finance to proceed with bank transfer.

<和訳>

電子決済(ePayment)が利用不可な場合

1. 「See Payment Details (支払い詳細を表示)」ボタンをクリックすると、諸掛回収オフィス (charge-collect-office) の所在国に基づいた銀行口座が表示されます。
2. ONE Finance上に銀行口座の詳細が表示されますので、内容を確認の上、銀行振込にてお手続きを行ってください。

Pay BL Go Back

Pay in: Charge Currency Local Currency

Payer Information

Company Name: Max length 200 characters

ePayment not available

03 BLs in SINGAPORE - USD
USD 1,278.50

Contact Number: Valid length is 8 to 12 digits

Bank Account Details ×

USD - HSBC BANK USA, N.A. ☆ ^

Bank Account No.: 000274593

Bank Name	HSBC BANK USA, N.A.	SWIFT/BIC	MRMDUS33
Beneficiary	OCEAN NETWORK EXPRESS PTE. LTD.	In case of queries contact	sg.accounts.ar@one-line.com

SGD - The Hongkong and Shanghai Banking Corporation Limited ☆ ^

Bank Account No.: 052-456159-002

Bank Name	The Hongkong and Shanghai Banking Corporation Limited	SWIFT/BIC	HSBCSGSG
Beneficiary		In case of queries contact	

Go Back

1 See Payment Details

2

Charge Currency toggle - enables to convert all of the open amounts to the local currency.

Note: Available for Indonesia, Myanmar, United Arab Emirates and Vietnam as of now.

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Charge Currency (請求通貨) 切り替えスイッチ:

すべての未払金額を現地通貨に換算して表示することができます。

注記: 現在のところ、インドネシア、ミャンマー、アラブ首長国連邦、ベトナムで利用可能です。

Pay BL Go Back

Pay in: Charge Currency Local Currency

Payer Information

Company Name: Max length 200 characters

Email Address: Ex: aaa@example.com

Contact Number: Valid length is 8 to 12 digits

