



March 20, 2020

Re: **Bill of Lading (BOL) and Proof of Delivery Receipts (POD)**

Dear Valued Customer,

The circumstances around COVID-19 continue to evolve, and as such require that we continue to assess our policies and how we conduct business with our customers, for their protection and ours.

Moving forward, in order to minimize person to person contact during deliveries we are going to be reducing, and in many cases eliminating, the use of paper copies of the Bill of Lading (BOL) and/or Proof of Delivery (POD). Temporarily, we will also instruct our drivers to collect and record all information necessary on the BOL/POD and to not obtain a receiver signature – all to limit contact. An email address can be provided at delivery, and an electronic copy of the BOL/POD will be sent. Throughout this process, it is also important that the receiver directs the driver to note any damages or discrepancies on the electronic BOL/POD. We expect that invoices will be paid within terms, irrespective if signed BOL/POD's are provided with the invoice.

Furthermore, if you currently submit payment to Oceanex by cheque, we strongly encourage you to contact us at [accounts.receivable@oceanex.com](mailto:accounts.receivable@oceanex.com) to get set up with our Electronic Funds Transfer (EFT) plan.

We are making every effort to provide a safe work environment and continue to offer a reliable service, and we believe these precautions are necessary.

Thank you for your continued support and understanding.

Sincerely,

**Oceanex Inc**

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