

April 1, 2021

Notice on the cessation of manual bookings

Dear Valued Customer,

Kindly be informed that ONE SG will be ceasing her acceptance of manual bookings with effect from 2nd Aug 2021. Hence, only electronic means will be accepted from that day forward.

Customers who wish to convert to our online booking method are advised to register at our website <https://sg.one-line.com/>. You may refer to the image below.

The screenshot shows the ONE SG website interface. At the top, there is a navigation bar with the ONE logo, a search icon, and links for Login, Global, Singapore, About, Singapore, News, Services, CSR, Contact ONE, eCommerce, and Service Provider Login. A banner below the navigation reads "ONE D&D CALCULATOR FOR IMPORT IS NOW AVAILABLE! Start calculating your charges today!" with a "READ MORE" button. Below the banner are three service cards: "ONE eCommerce LOGIN" with fields for User ID and Password, a "REGISTER" button (highlighted with a red box and arrow), and a "LOGIN" button; "TRACKING" with a field for "Enter Booking or Container No." and a "TRACK" button; and "SCHEDULE" with fields for Origin, Destination, and Period, and a "VIEW" button.

Please note that it will take approximately 1 working day for your account to be approved and activated. Thereafter, you should be able to log in to access our system. If you face any issues, please feel free to approach any of our Export Booking staff.

For other matters, please contact your ONE representative via their respective email addresses.

Once again, we would like to thank you for your support and confidence in ONE and look forward to continue this partnership with you.

Thank you.



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Yours sincerely,

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Customer Service Department Head

