

3 August 2022

## An even more efficient way to better serve you!

Dear Valued Customer,

We are pleased to announce that effective **1 September 2022**, the scope of our Customer Care Agent (CCA) will be expanded to handle **Export Booking** enquiries as well!

Our Customer Care Agent (CCA) will be taking the lead to help you stay connected with us via our [Live Chat Channel](#) for all export booking and import enquiries. With the new and improved way of communication, we look forward to better support your queries and improving your experience with ONE.

The group email listed below, as well as the individual addresses which were used before will be discontinued, together with a list of methods for an even faster resolution time.

Email	Email Termination Date	Most Efficient Method
sg.csimpdoc@one-line.com sg.csbkg2@one-line.com	18 <sup>th</sup> July 2022 1 <sup>st</sup> September, 2022	Ecommerce, <a href="#">Live Chat</a>

While the Live Chat channel is made available without the need for a user ID login, we encourage all our customers to register an account at [REGISTER HERE](#) to enjoy a full suite of ONE e-tools.

Once again, we would like to take this opportunity to thank you for supporting ONE and we look forward to continuously serving your global transportation needs.

Should you have any questions, please refer to the *FAQs* below or contact your ONE representative for further assistance.

Yours faithfully,

Ocean Network Express (Singapore) Pte. Ltd.



**As ONE, We Can!**

## **Frequently Asked Questions**

### **1. *What questions are Customer Care Agents (CCA) able to help me with?***

Ans: From 1 September 2022 onward, Customer Care Agents (CCA) will handle all **export booking and import** transactional enquiries.

Some of the queries that CCA can handle from 1 September 2022 includes (but not limited to): -

#### **Export Booking:-**

- 1.1 Booking amendments
- 1.2 Booking cancellation
- 1.3 Booking split requests
- 1.4 Vessel indicative space availability
- 1.5 Change of Destination (COD)

#### **Import :-**

- 1.6 Portnet Delivery Order Release Status
- 1.7 Vessel ETA Singapore
- 1.8 Arrival Notice Request
- 1.9 Detention & Demurrage rates enquiries
- 1.10 Free-time enquiries

### **2. *What if I wish to seek rates quotation, will Customer Care Agents be able to help me?***

Ans: All export rates quotations should be directed to your assigned Sales representative for a quicker response time.

Please see the following options for rates quotation or free time requests (pre-booking enquiries)

- 2.1 Kindly reach out to your assigned Sales Representative.
- 2.2 If you do not have an assigned sales representative or is new to ONE, kindly reach out to our ONECARE Sales team at [singapore.onecaresales@one-line.com](mailto:singapore.onecaresales@one-line.com)
- 2.3 If you have access to our Ecommerce facilities with a login ID, we encourage you to place your booking via our [ONE QUOTE](#) product.

### **3. *What if my questions do not fall within the categories listed in Live Chat?***

Ans: Our Customer Care Agents will escalate your question internally and come back to you with a response via an email at an earliest opportunity.

#### 4. Does ONE have any self-help facilities for my queries without a login ID?

Ans: Yes! Please access [ONE SG WEB](#) for some of the following facilities:-

- 4.1 Cargo tracking
- 4.2 Sailing schedule
- 4.3 [Local Tariff & Rates](#)
- 4.4 [Detention & Demurrage Calculator](#)
- 4.5 [Import Letter of Authority \(LOA\) Submission](#)
- 4.6 [Container damage feedback](#)

#### 5. I am always on the move and have no access to a computer, can I still reach ONE Customer Care Agents?

Ans: Yes! We have ONE Mobile App to help our customers who are always on the go. You can reach out Customer Care Agent via this app.

Find out more about [ONE MOBILE APP](#)

Download our ONE Mobile App using the QR code

**BE IN THE KNOW WHILE ON THE GO!**



**INSTALL THE ENHANCED ONE MOBILE APP TODAY!**

#### 6. What if we want to email to ONE Customer Care Agents?

Ans: Customer Care Agents can be reached via email [singapore.customercare@one-line.com](mailto:singapore.customercare@one-line.com). However, email enquiries may take up to **48 work hours** for a response as Live Chat queries will be prioritized.

#### 7. Can I request for my Live Chat queries to be downloaded into a transcript?

Ans: Yes! You will be able to download the chat transcript before you close the chat.