

Sep 27, 2024

Need help with eCommerce?

Our eCommerce support team is ready to assist you.

Dear Valued Customers,

We're excited to announce that our dedicated eCommerce support team is ready to assist you with any questions or issues you may encounter while using our eCommerce platform.

To reach out for support, please use the following methods:

Channel(s)
Ecom Tech Support at Live Chat
Ecom Tech Support at Contact form(Webform)

By streamlining our communication, we aim to provide faster, more efficient support and help you get the most out of our platform. Don't hesitate to reach out to our eComm support team with your inquiries.

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 or concerns, refer to the FAQs below or contact your ONE representative for further assistance. We'll do our best to address your concerns.

Thank you for your support to ONE.

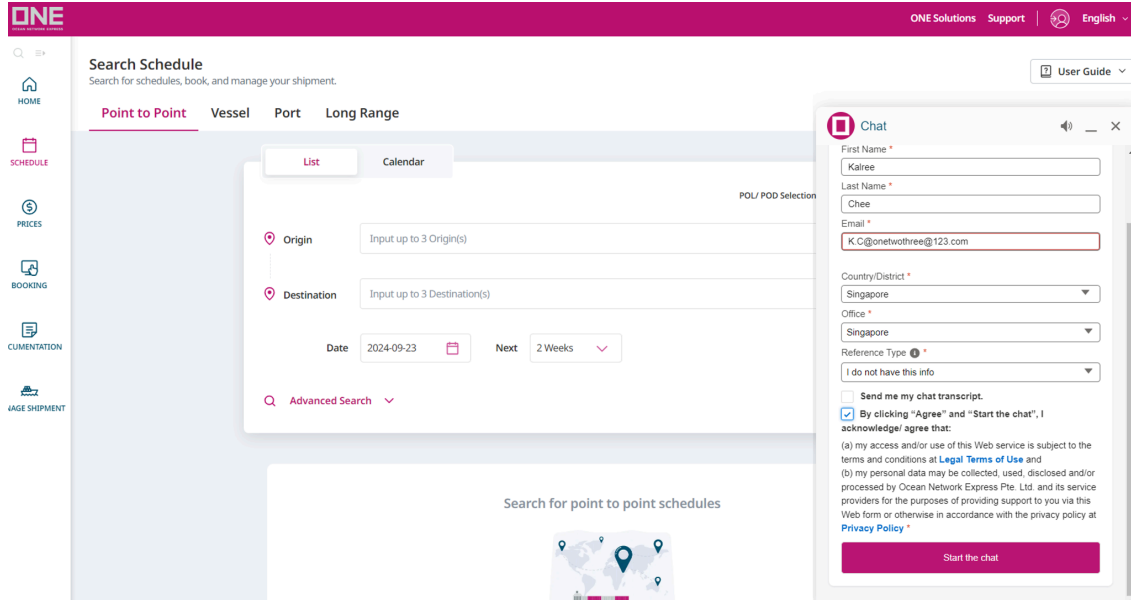
Yours sincerely,
Ocean Network Express (Singapore) Pte Ltd
As Agent



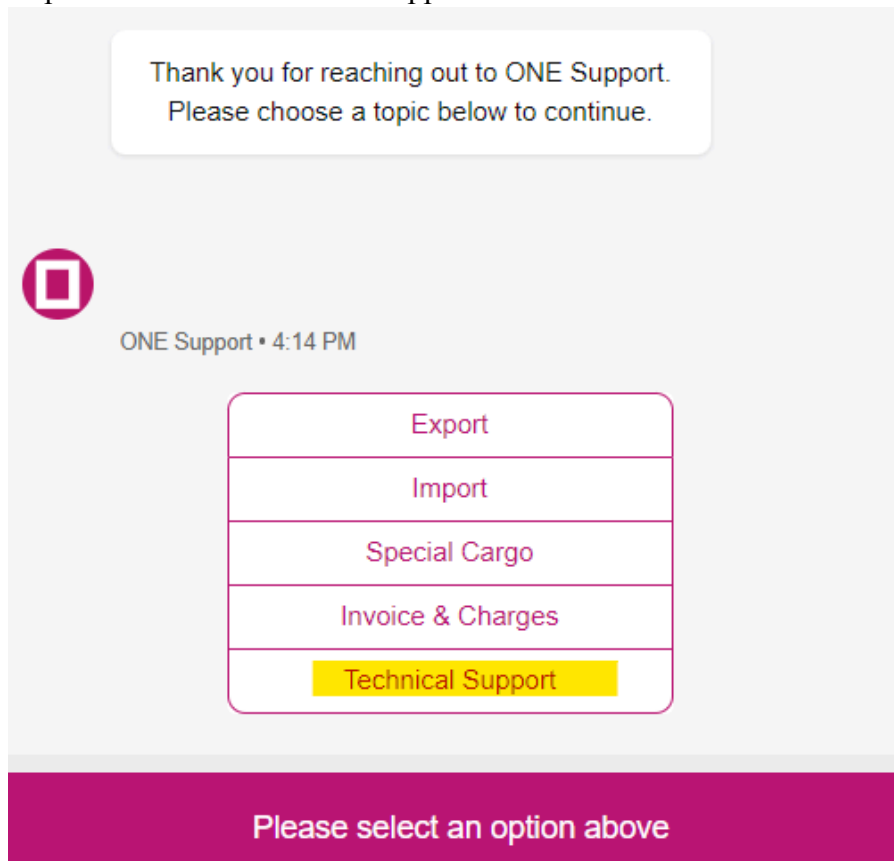
Frequently asked questions

1. How do I reach eCommerce Support via [Live Chat](#)?

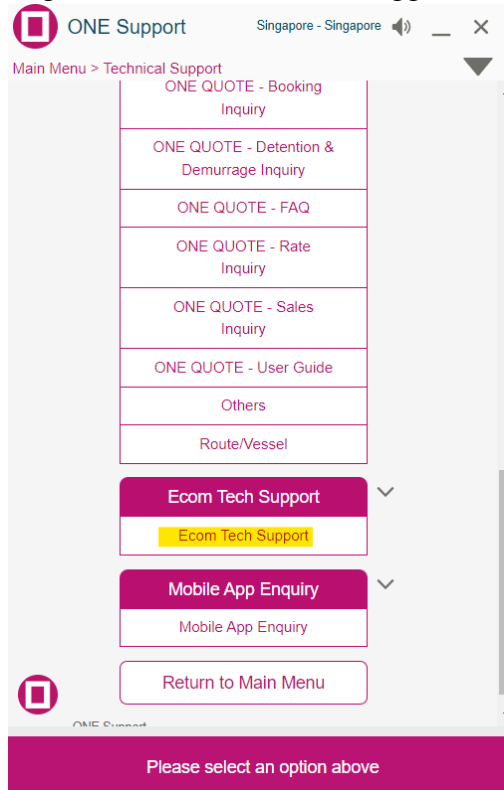
Ans: Step A: Start the Live Chat located at the bottom right hand corner.



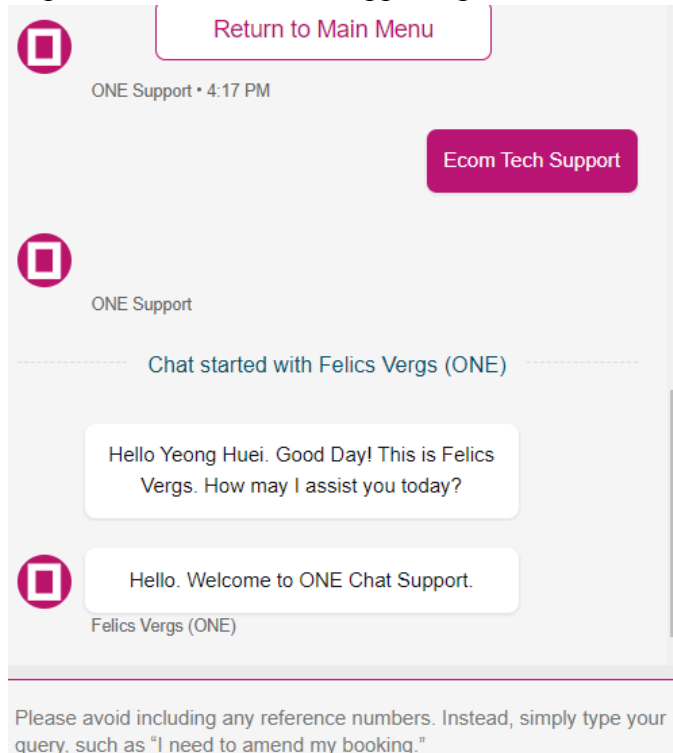
Step B: Look for “Technical Support”



Step C: Select “Ecom Tech Support”



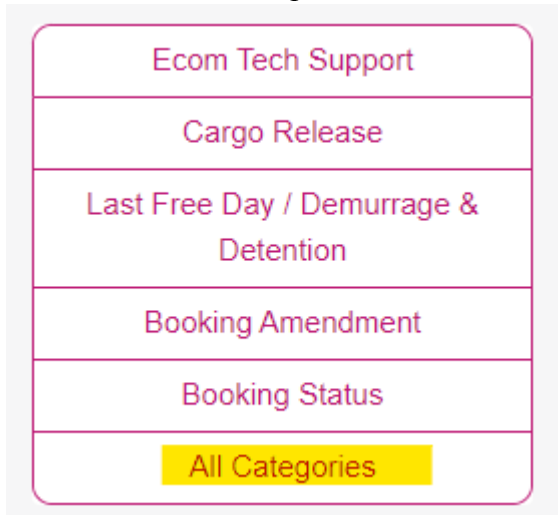
Step D: And our eComm Support agent would attend to you.



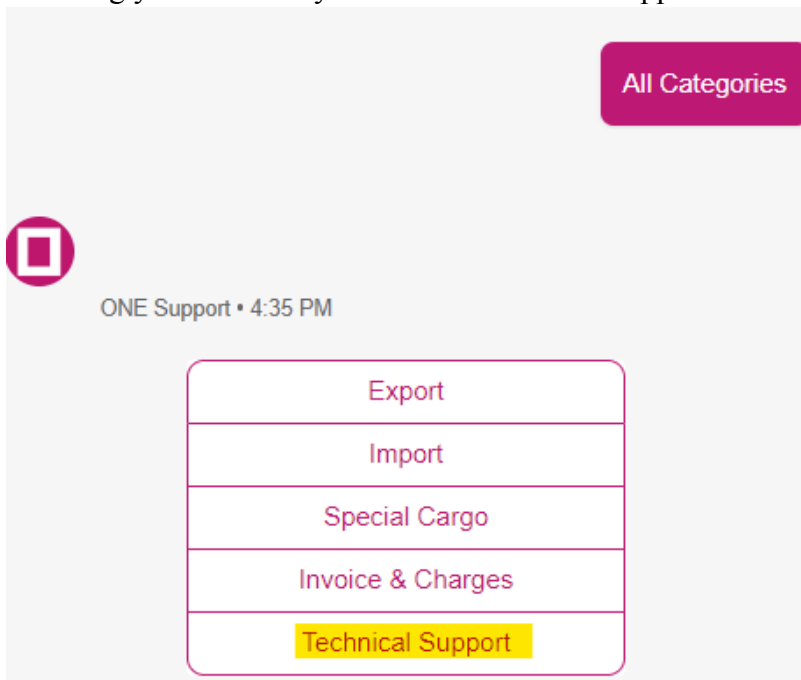
2. How come I don't see the "Technical Support" in my menu?

Ans: You must be our Live Chat long time adopter, thank you! Anyways it means that "Technical Support" is not your top 5 most used menu.

Please select "Your Top 5 Menu" and select "All Categories"



It'll bring you all the way back and "Technical Support" should appear for your selection now.



3. **I don't see "Technical Support" at [Contact form\(Webform\)](#). How can I reach the eComm support team?**

Ans: You may find it under the Category section. Click on the drop down and select "Ecom Tech Support" to start reaching out to our eCommerce support team.

SERVICE SUPPORT FORM

Need help? You are just a click away from our customer-friendly support team.

Get in touch with us by simply sending us the form and your request will be directed to the right support team of experts. Our agents will analyze your information and reply to you as fast as they can.

Contact Information

* First Name
Kalree

* Last Name
Chee

* Company
onetwothree Pte Ltd.

* Email
K.C@123.com

Phone

* Country/District
Singapore

How can we help?

* Category
Ecom Tech Support

- Booking Management
- Claims
- Container Management
- Disputes
- ✓ Ecom Tech Support
- Export Documentation
- Import Documentation

* Subject

4. **What kind of questions is the eComm support team able to help me with?**

Ans: eComm support team is able to handle all eCommerce related enquiries. Some frequent queries that eComm support can handle includes (but not limited to) :-

- 1.1 Navigating around error messages prompted on eComm
- 1.2 Unable to login with error prompts
- 1.3 Checking if the website/eComm is down?
- 1.4 Encounter technical issue error message
- 1.5 Unable to retrieve shipment info on eComm

5. **What if I still want to contact Customer Care via Live Chat or my Sales representative for eComm related issues?**

Ans: Due to a gap in eCommerce technical knowledge, our Customer Care or Sales representative would escalate it back to the eComm support team at their earliest opportunity. So that the eComm support team can resolve the eComm issue you are facing.