

Introduction of ONE INDIA LiveChat (Imports)

Customer Advisory # MUM/2019-20/163

Date: 20th February,2020

Dear Valued **ONE** Customers,

We have immense pleasure in announcing **LiveChat for our Import customers, effective 02nd Mar, 2020** as a step towards providing exciting quality service to our customers.

Features:

- Quick reply to customers' queries
- Replace the normal mode of communication viz., phone calls and emails
- Enhancement of Customer Satisfaction
- Post Chat Survey to analyse our customers' feedback for further improvement at our side

Introductory phase:

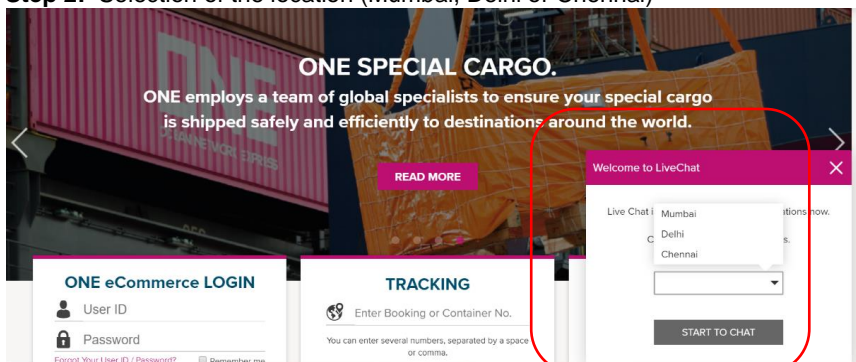
- LiveChat introduction during this current phase is only for **Mumbai, Chennai and Delhi locations**
- Other locations – we will be announcing soon
- Current Scope under Imports:
 - Check for BL status (OBL surrender/Seaway bill)
 - Check for free time for detention
 - Check for nomination status (DPD/CFS/SEZ/ICD)
 - Check for HBL status- confirmation or rejection
 - Check for status on Non receipt and disputed invoices
 - Check for vessel ETA
- **Chat timing 1000 hrs IST to 1800 hrs IST. Lunch hours: 1300 hrs IST to 1400 hrs IST**
- **Chat will not be available on Public Holidays and Week ends**

Process flow:

Step 1: Log into ONE India Website : www.in.one-line.com (no log in credentials required)

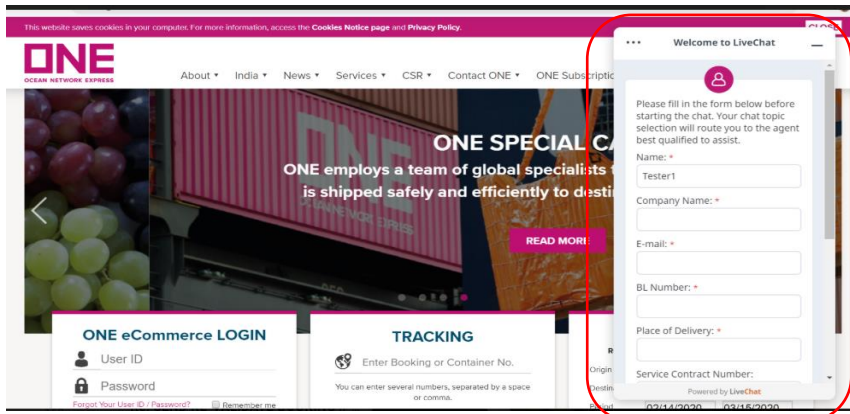


Step 2: Selection of the location (Mumbai, Delhi or Chennai)

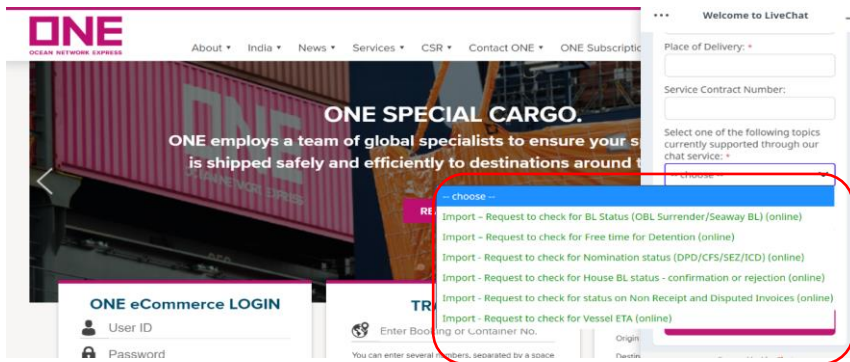


Step 3: Click on start the chat.

Step 4: Fill in the Pre-Chat. * fields are mandatory.

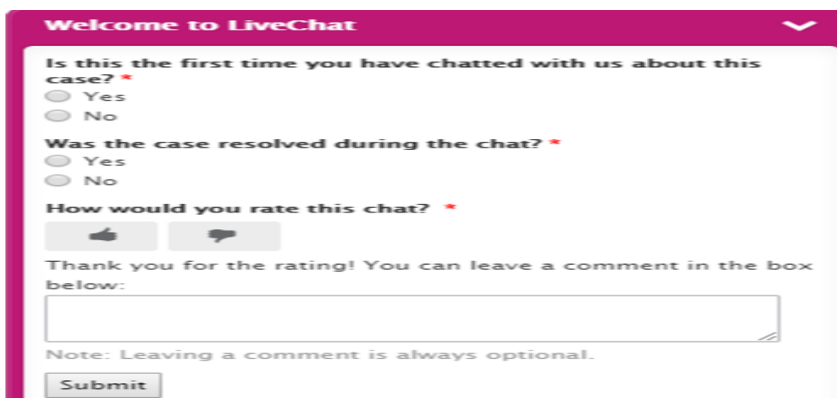


Step 5 : Select the category



Step 6: Proceed with the Chat

Step 7: Fill in the simple Post Chat Survey for further analysis and improvement at our side



Looking forward to your valuable support, as always. If you need any assistance, please do get in touch with our Sales or Customer Service Representatives.

For Ocean Network Express(India) Pvt Ltd.

Authorised Signatory