

24th March, 2020

## Customer Advisory COVID-19 Pandemic Readiness

Dear Valued Customers,

We refer to our Customer Advisory as issued on 18/03/2020 and emerging situation in Delhi region due to COVID-19 regulations wherein complete Lock down is announced from 21<sup>st</sup> March till 31st March vide Delhi Government of National capital territory of Delhi Health & Family welfare Department.

- Circular no. F.51/DGHS/PH-IV/COVID-19/2020/PERSECYHFW/3064-3163 dt.22/03/2020 , No public transport services including private bus, taxis ,auto rickshaws and e-rickshaws etc. shall be permitted Only buses shall operate not more than 25% capacity to cater personal engaged in essential services.
- Also in view of the ambiguity about logistics services related to EXIM movement and in absence of any public transport vis a vis Delhi district administration Circular no. F.51/DGHS/PH-IV/COVID-19/2020/PERSECYHFW/3064-3163 dt. 22/03/2020 we are constrained to announce that our documentation counter services shall remain suspended during this Lock down period till 31/03/2020.
- All shops, commercial establishment, factories, workshops, offices , godowns, weekly bazar closed their operation.
- Movement of inter-state buses/trains/metro buses shall be suspended.
- For all our e commerce services business will be as usual for Delhi E-Booking, E-Bills of Lading, E-Deliver Order, E-Invoicing and E-payment.
- We request you to avail our e-commerce products more and more to wither through this extra ordinary situation. We shall stay connected with you over phone and e-mail as usual and shall be issuing Customer Advisory time to time as per emerging situation.

Important contacts are appended as below for your quick contact. **Location: Delhi, India**

### 1. Communications:

You may continue to be in touch with your **regular sales/inside sales person-in-charge of your account** for both exports and imports. However, should you require any **urgent assistance please**

Department	Escalation	Email Id	Contact No.
Sales (Exp and Imp)	Mr. Vivek Satyam	<a href="mailto:vivek.satyam@one-line.com">vivek.satyam@one-line.com</a>	9899998488
Customer Service	Mr. Saurabh Talwar	<a href="mailto:saurabh.talwar@one-line.com">saurabh.talwar@one-line.com</a>	8588834887
Documentation	Mr.Pankaj Ranasaria	<a href="mailto:pankaj.ranasaria@one-line.com">pankaj.ranasaria@one-line.com</a>	8588862561

If you should have further questions on this advisory, **please feel free to reach us at:**

Location	Email id	Contact No.
New Delhi	<a href="mailto:pankaj.ranasaria@one-line.com">pankaj.ranasaria@one-line.com</a>	8588862561
	<a href="mailto:ashim.varma@one-line.com">ashim.varma@one-line.com</a>	9136659923

Yours truly,

**Ocean Network Express Pte Ltd**  
**c/o Ocean Network Express [India] Private Limited**  
**Name: Masaki Osawa**  
**Country Head**