

ONE INDIA LiveChat expansion to Kolkata Location including Nepal(Imports)

Customer Advisory # MUM/2020-21/87

Date: 17th June,2020

Dear Valued ONE Customers,

We have immense pleasure in announcing **LiveChat for our Import customers of Kolkata Location, effective 22nd June, 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.

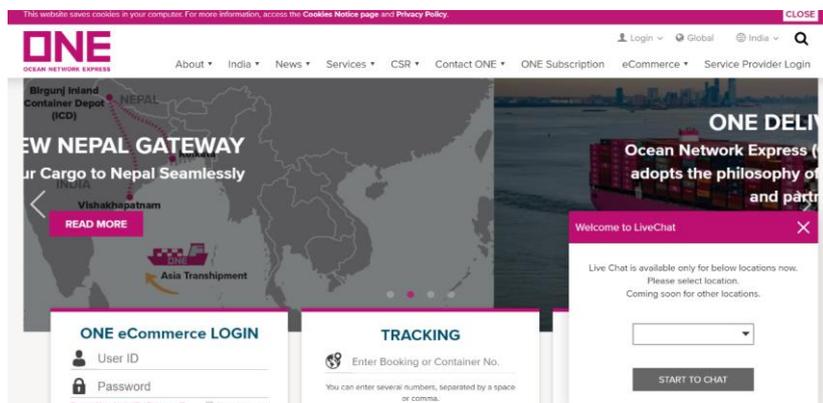
Introductory phase:

- LiveChat introduction for **Mumbai, Chennai and Delhi locations** was Effective March 2020 and we have received good response from our customers.
- Now going live for Kolkata location effective 22nd June 2020
- Other locations – we will be announcing soon

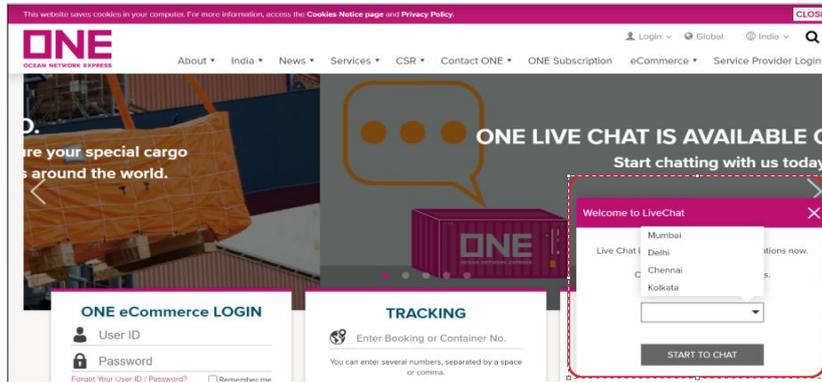
Current Scope under Imports:

- 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)

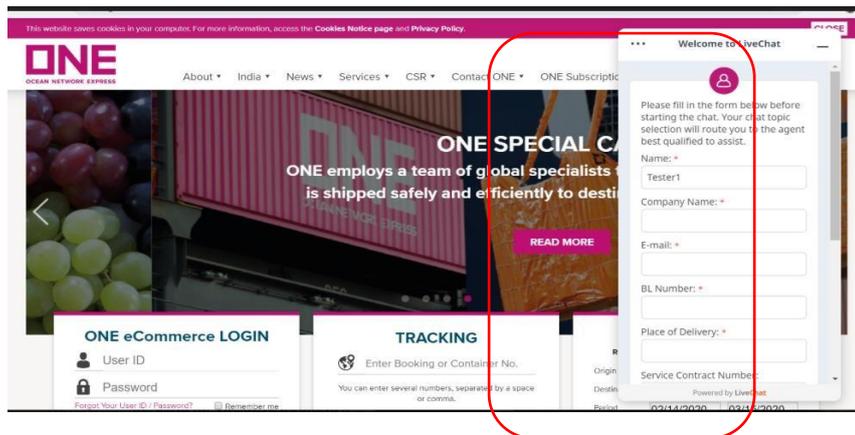


Step 2 : Selection of the location(Mumbai, Delhi,Chennai or Kolkata)

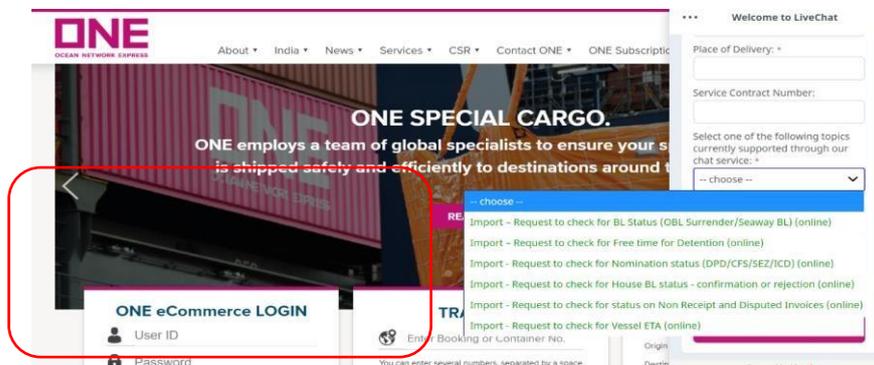


Step 3: Click on start the chat.

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

Welcome to LiveChat ▼

Is this the first time you have chatted with us about this case? *

Yes

No

Was the case resolved during the chat? *

Yes

No

How would you rate this chat? *

Thank you for the rating! You can leave a comment in the box below:

Note: Leaving a comment is always optional.

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