

## ONE INDIA LiveChat – Additional feature on Inquiry related to Import Delivery Order – Go Live on 12<sup>th</sup> Oct 2020

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Date: 12<sup>th</sup> Oct, 2020

Dear Valued **ONE** Customers,

A Big THANK YOU for all your overwhelming response and making ONE India LiveChat a Success. As you are aware, we had introduced this application for imports, in the month of Mar 2020, which had helped our customers to a greater extent during this COVID period.

Now, based on our customers' demand, we are expanding the same, **with an additional feature on *Inquiry related to Import Delivery Order***. At this point of time, this additional feature is available only for **Mumbai location** but very soon the same would be expanded to other locations too.

We are happy to inform our customers that they can expect more and more features under LiveChat for import and exports, in the near future.

### Key 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
- Ease of doing business

### Categories:

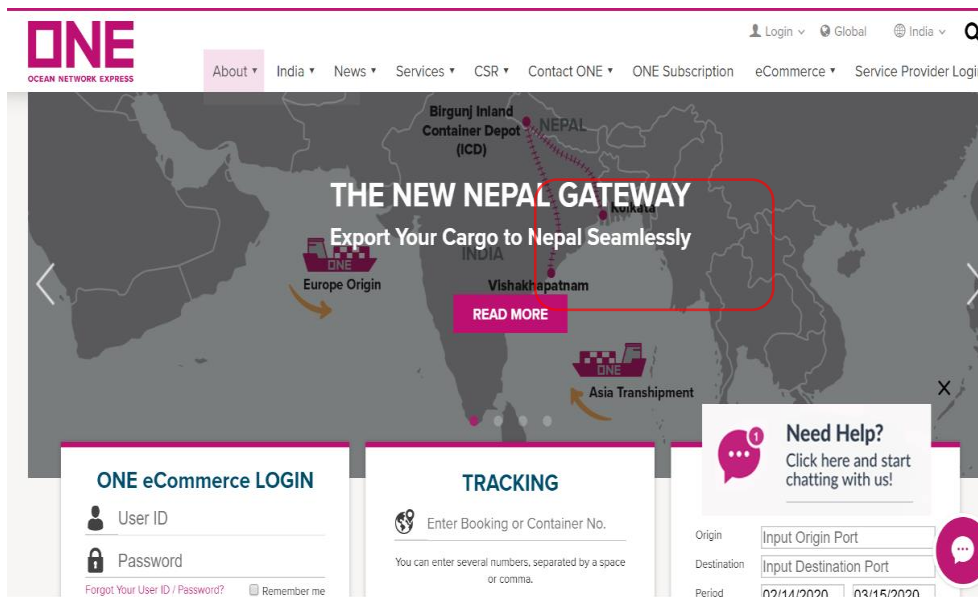
- Current Scope under Imports- Mumbai, Delhi, Chennai and Kolkata locations:
  - BL status (OBL surrender/Seaway bill)
  - Free time for detention
  - Nomination status (DPD/CFS/SEZ/ICD)
  - HBL status- confirmation or rejection
  - Status on Non receipt and disputed invoices
  - Vessel ETA
  - **Import - Inquiry related to Delivery Order (introducing only for Mumbai)**

### Chat availability:

- 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 remains the same:**

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



**Step 2:** Selection of the location (Mumbai) for this new feature

**Step 3:** Click on start the chat.

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

**Step 5 :** Select the category **Import - Inquiry related to Delivery Order**

**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**