

ONE INDIA LiveChat – Inquiry related to Import Delivery Order – Getting expanded - Chennai, Delhi and Kolkata - effective 01st Dec 2020

Date: 26th Nov, 2020

Dear Valued **ONE** Customers,

Further to our earlier advisories during Oct '20 on ONE India LiveChat additional category introduction and revised chat timing —Kindly make note of the of the below update. Please make use of this tool to get an instant update on your requirements.

Based on our customers' demand, we have expanded the LiveChat **feature on *Inquiry related to Import Delivery Order***. At this point of time, this additional feature is available only for **Mumbai location but we are expanding the same to Chennai, Delhi and Kolkata, effective 01st Dec, 2020**.

Chat availability:

- Chat timing 1030 hrs IST to 1830 hrs IST
- Lunch hours: 1300 hrs IST to 1400 hrs IST
- Chat will not be available on Public Holidays and Week ends

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:

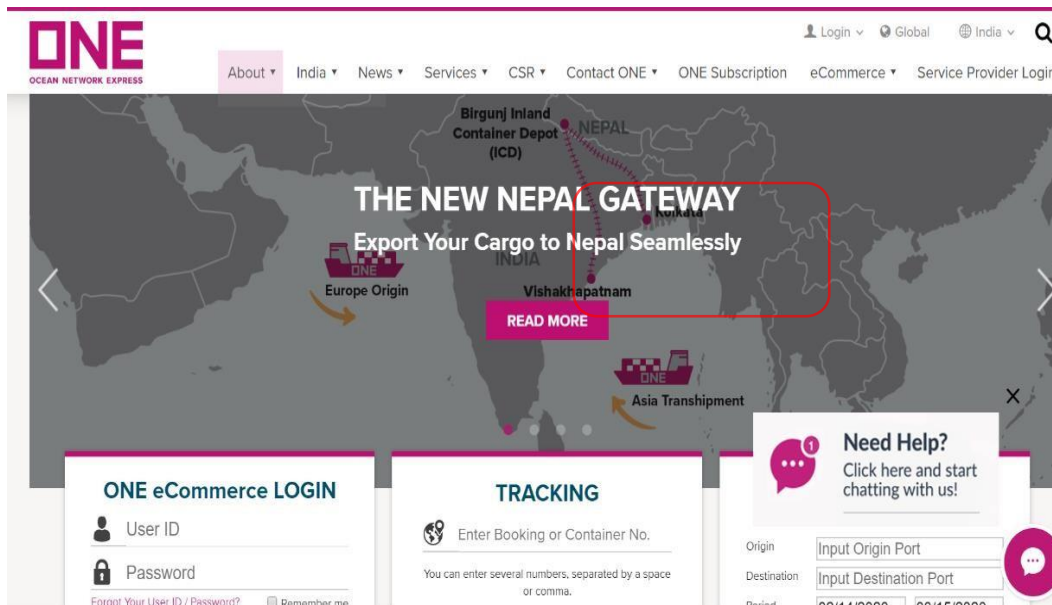
- ⇒ Quick reply to customers' queries
- ⇒ Replace the normal mode of communication viz., phone calls and emails
- ⇒ Enhancement of Customer Satisfaction
- ⇒ Post Chat Survey to analyse our customers' feedback for further improvement at our side.
- ⇒ Ease of doing business.

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 (currently available for Mumbai but getting expanded to Delhi, Chennai and Kolkata effective 01st Dec, 2020)*

Process flow remains the same:

Step 1: Log into ONE India Website : 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

Thanking all our valuable customers for the overwhelming response and making ONE India LiveChat, a Success. 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