

Submit Your Requests via Web Form for Faster Response

Advisory No. MUM/2025-2026/554

17th Oct, 2025

Dear Valued Customer,

To help serve you better and to ensure faster processing of your requests, we encourage you to submit your new inquiries and service requests through our **Web Form (Contact Form)** available on our website rather than via email.

Email requests often reach incorrect recipients, necessitating internal redirection to the appropriate team. Utilizing the Web Form ensures your request reaches the appropriate desk immediately, and you will receive an instant acknowledgment with a case number for easy tracking and reference.

Once the request is raised through Web Form (Contact Form), any further communication related to the same case can be managed by replying to the acknowledgment email.

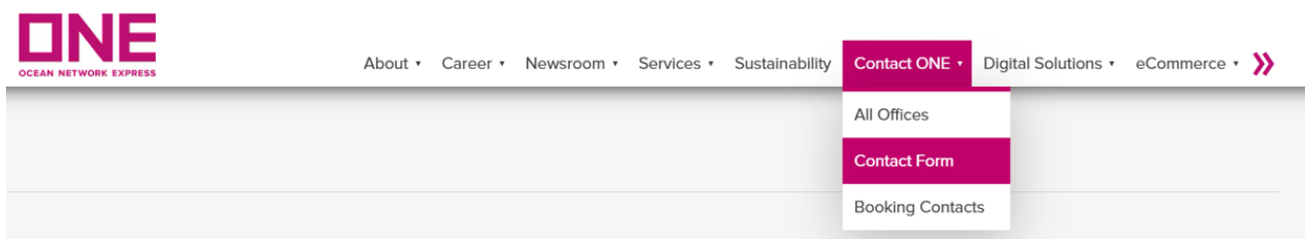
Why use the Web Form instead of email?

- Ensures your request reaches the right desk instantly
- Immediate acknowledgement number for reference
- Faster turnaround time. Web Form requests are prioritized over email requests.

We encourage all customers to start submitting their new requests through the **Web Form (Contact Form)** on our website to experience faster response to your requests.

Steps to Submit a Request via Web Form (Contact Form):

- 1) Click **“Contact ONE”** on our website
- 2) Select **“Contact Form”**



- Choose your **“ONE Office”** (your service office)
- Select the correct **“Category”** of your request
- Choose the **“Topic”** and **“Subtopic”**
- Click **“Proceed”**


SERVICE SUPPORT FORM






How can we help?

*Country/District *ONE Office

*Category *Topic *Subtopic

KNOW WHILE ON THE GO
WE ENHANCED ONE MOBILE APP TODAY



ONE on social media     

- Fill in your contact details and required information
- Attach any relevant documents if needed
- Validate your input and Submit the form.

Contact Information

*First Name *Last Name *Email

*Company Phone

*Reference Type *Reference Number

*Subject

*Comments


4000/4000 remaining.

Attachment

Or drop files

Max 7 attachment (e.g. jpg, png, pdf, doc, excel, txt, zip).
Video files are not accepted.
Maximum file size per file: 3 MB.
Max. Total File Size: 10 MB.

By clicking "Agree" and "Submit", I acknowledge/ agree that:
(a) my access and/or use of this Web service is subject to the terms and conditions at [Legal Terms of Use](#) and
(b) my personal data may be collected, used, disclosed and/or processed by Ocean Network Express Pte. Ltd. and its service providers for the purposes of providing support to you via this Web form or otherwise in accordance with the privacy policy at [Privacy Policy](#)

I'm not a robot 

Important Note:

Customers are requested to **continue using eCom** and **Appsheet** for submission of the following requests:

- Booking requests
- BL Amendment / Revalidation requests
- BL Release requests

Yours faithfully,

For, Ocean Network Express (India) Private Ltd.

Authorized Signatory