

Contact us through our Service Support Form for faster & easier support

Advisory No. MUM/2026-2027/430

17th Aug 2026

Dear Valued Customers,

To ensure faster turnaround times, please follow the designated communication channels outlined below. Streamlining requests through these channels ensures prompt handling by the correct teams and eliminates unnecessary delays caused by duplicate emails.

Effective September 1, 2026, all new inquiries and requests must be submitted through our Service Support Form instead of email.

Please note our eCommerce platform (www.one-line.com), LiveChat, and oDex will remain available for their respective functions, without any changes.

Sr.No.	Topic	eCommerce	email	LiveChat	Service Support Form
1	Export Booking (including the attachments viz., MSDS, Haz/Non Haz declaration, Special cargo documents etc)	✓			
2	Booking Amendment including roll over, change of destination	✓			
3	Booking Cancellation	✓			
4	Booking Split & Booking Combine (use BL level Split or Combine)	✓			
5	Booking revalidation (reply to our inside sales on their proactive follow up emails)		✓		
6	Status check on all the above			✓	
7	Vessel Space availability			✓	
8	Vessel Cut off details			✓	
9	ONE Quote Support			✓	✓
10	Revised doc submission for Special Cargo viz., DG, OOG, Break Bulk using Booking Management/General Support				✓
11	Container Management				✓
12	Reefer & Special Commodity Management				✓
13	General Support (only if required)				✓
14	Surrender invoice request				✓
15	Certificates related invoice request				✓
16	Track & Trace (use www.one-line.com)				
17	Vessel Schedule (use www.one-line.com)				
18	BL, Invoices, Delivery Order, Payment related processes - communication continues as per the current process				

Key Benefits of using Service Support Form:

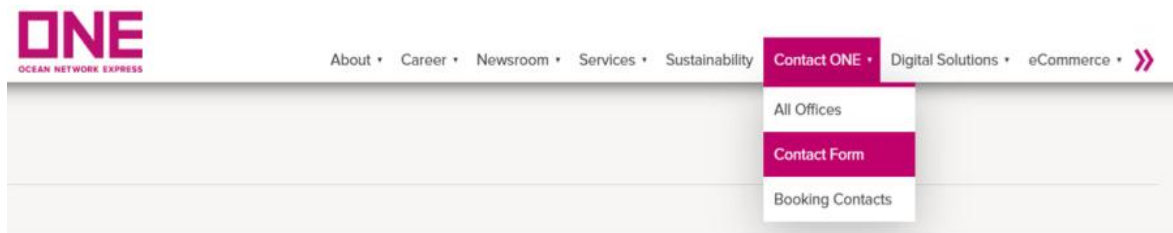
- Ensure your request reaches the right desk instantly
- Immediate acknowledgement number for reference
- Faster turnaround time. Service Support Form requests prioritized over email requests
- Instant acknowledgement and allotment of case no. for easy tracking, reference

Steps to Submit a Service Support Form Request:

1) Click “**Contact ONE**” on our website: www.one-line.com

2) Select “**Contact Form**”

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

A screenshot of the ONE Service Support Form page. The header includes the ONE logo and navigation links. Below the header, there's a breadcrumb trail: Home > Service Support Form. The main heading is 'SERVICE SUPPORT FORM'. Below it, a question 'How can we help?' is followed by four dropdown menus: 'Country/District' (set to India), 'ONE Office' (set to --None--), 'Category' (open, showing options like Booking Management, Claims, Container Management, etc.), and 'Topic' (set to Select an Option). There is also a 'Subtopic' dropdown set to 'Select an Option'. A 'PROCEED' button is visible. At the bottom, there's a QR code and social media links.

- Fill in your contact details and required information
- Attach any relevant documents
- **Note:** To copy additional email addresses from your office, you must enter them directly into the free text "Comments" box before submitting.
- Validate your information and click "**Submit**"

Contact Information

*First Name

*Last Name

*Email

*Company

Phone

*Reference Type

Select an Option

*Reference Number

*Subject

*Comments

4000/4000 remaining.

Attachment

Upload Files

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

reCAPTCHA

Privacy - Terms

Submit

Important Note: Please do not reply to closed case email threads. For any new inquiry or issue, submit a new Service Support Form request.

For additional assistance, please contact your Sales Representative or Customer Care team.

For **Ocean Network Express (India) Pvt Ltd**

Authorised Signatory

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