

April 21st, 2020

Important System Notice

To Our Valued Business Partners and Vendors,

Due to a necessary update, many of ONE's systems will be taken offline from 4:00pm to 8:00pm Eastern Time, today April 21, 2020

During the planned maintenance outage, Customer facing platforms will not be accessible including;

- Bookings acceptance and confirmations, both through phone and electronic platforms
- Ecommerce, including booking and B/L submissions
- Railbilling
- Truck Dispatches
- EDI interchange

The purpose of this notice is to encourage you to please act as early as possible today to perform any functions such as Ebookings, Rail Billing, Container track and trace etc.

We strongly ask that any trucking related electronic activities are advanced prior to 3:00pm EDT today to ensure that all subsequent transmissions are completed (such as rail-billing).

As stated, this system update will be completed by 8:00pm EDT and expect all normal functionality to resume at that point. We appreciate your patience and your business. Please continue to stay safe and be well.

Sincerely,

Ocean Network Express (North America) Inc.
