

December, 6th 2019

Dear Valued ONE Customers,

We are providing an update to our “Manual Booking Fee Advisory” dated November 1st, 2019.

As part of our eCommerce vision, Ocean Network Express (North America) Inc. is committed to delivering a higher level of service that surpasses industry standards via our eCommerce solutions. We are pleased that a significant number of our valued clients are already taking advantage of our eCommerce platforms resulting in mutually gained efficiencies, improved booking accuracy and faster processing times.

Effective January 1, 2020, Ocean Network Express (North America) Inc., will be implementing a Manual Booking Fee for all **initial** booking requests made in the United States and Canada via email as follows:

- USD \$35.00 per Booking

The Manual Booking Fee will not be assessed to bookings made via **phone** or the below mentioned eBooking solutions:

- ONE eCommerce Website
- Direct EDI Connections
- Approved Third-Party Portals (INTTRA / GT Nexus / CargoSmart)

In the interim, we encourage you to explore [ONE's](#) website. If you require additional support, we have a dedicated eCommerce team that will provide personalized training for the website. Training can be provided via an online WebEx or in person.

[ONE Website Training Request Form](#)

For further information and assistance, please contact your local sales representative.

Sincerely,

Ocean Network Express (North America) Inc.
