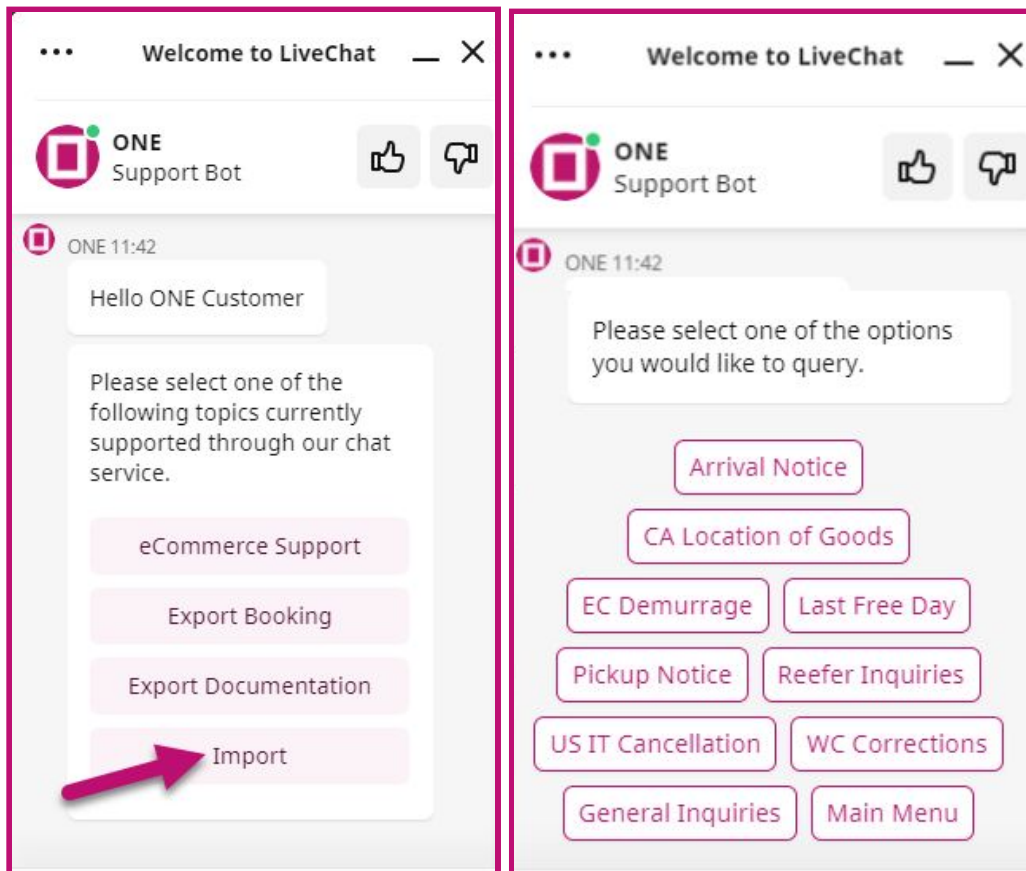


October 15th, 2020

North America Import Customer Service Expands

Dear Valued Customers,

Import LiveChat functionality has expanded to include instantaneous requests such as LFD's, BL Corrections, IT Cancellations, and other general Import Inquiries you may have. Don't worry, more complex questions and requests that you previously emailed will also be executable via our LiveChat platform. You will now be issued a unique ticket # for easy reference. This allows more resources to process your request without delay. We encourage you to explore the new features by visiting us.one-line.com/LiveChat.



Don't want to chat, no problem! Most of your requests can be resolved by utilizing ONE eCommerce for things such as LFD, Arrival Notices, Pick Up Numbers, Cargo Tracking, Delivery Orders, and much more. **Need help online?** Follow the below link us.one-line.com/eCommerceTraining and an eCommerce representative will reach out to provide you with training and support.

We continuously strive to deliver innovation while improving quality and ensuring customer satisfaction that exceeds your expectations. We appreciate your business and thank you for choosing ONE!

Sincerely,

Ocean Network Express (North America) Inc.
