

July 30, 2021

eModal Temporary Outage

Dear Valued Customers,

Ocean Network Express was notified of a systems outage with the eModal portal on July 29, 2021 at approximately 2:15 pm e.s.t. and lasting until July 30, 2021, approximately 05:00 am e.s.t.

The locations affected are as follows:

PORT - TERMINALS

- NY/NJ – GCT Bayonne
- Tacoma, WA – Husky & Washington United Terminals
- Philadelphia, PA – Packer Avenue Marine Terminal
- Norfolk, VA – Norfolk International Terminals & Virginia International Gateway
- Charleston, SC – North Charleston Terminal & Wando Welch Terminal
- Wilmington, NC – Port of Wilmington
- Savannah, GA – Georgia Ports Authority
- Jacksonville, FL – TraPac Container Terminal
- Port Everglades, FL – Florida International Terminals
- New Orleans, LA – Napoleon Ave Terminal & Ports America
- Houston, TX – Barbours Cut Container Terminal
- Halifax, NS – Ceres Fairview Cove Container Terminal
- Vancouver, BC – Centerm, Deltaport, Fraser Surrey Docks, Vanterm

We are pleased to report the interruption has been restored and the portal is functioning normally as of today, 05:00 am e.s.t. All records and updates are being processed.

Should you have had any negative impact and need assistance, please contact our Customer Service Center via LIVE CHAT www.one-line.com or call 1-844- 413-6029.

We apologize for this inconvenience and thank you for your support.

Sincerely,
Ocean Network Express (North America) Inc.

Register and learn more about the eModal community portal at <https://emodal.info/one>.
