

ONE View – North America Customer Newsletter

October 1st, 2021



Operational Alert

Equipment/ Chassis: Chassis shortages nationally are contributing to unnecessary container dwell at the ramps and terminals. **Please pickup and cycle containers as quickly as possible to help maintain ramp/terminal fluidity.**

General Overview

Savannah Terminal Congestion: In a proactive effort to limit delays, we have been closely monitoring the congestion impacting vessel traffic at Garden City Terminal in Savannah, GA. The traffic congestion has decreased from the prior weeks. Currently, the average berthing waiting time is around 5-8 days and there are approximately 26 vessels at anchor or at berth working. Off and on Metering discharge due to Yard Congestion.

New York: Is experiencing terminal congestion; GCT Bayonne is metering discharge. Maher is seeing 0-7 days of average berthing.

Rail Overweight Surcharge: Please be advised that effective November 1, 2021, all overweight shipments of dry cargo by carrier "rail" or "rail/motor" received at Canada locations or transiting via Canada will be subject to updated quanta. This will apply across all outbound trades and will exempt refrigerated equipment.

See full advisory here: <https://us.one-line.com/news/rail-overweight-surcharge-agw-notice-update-10/1/21>

eModal Update: We are pleased to announce the eleventh group launch date and locations for ONE's new single standardized payment platform for all North American Import Port Demurrage payments. Group 11 Launch – October 4th, 2021 includes Seattle, WA – T18.

See full advisory here: <https://us.one-line.com/news/one-import-port-demurrage-payment-portal-group-11-launch>

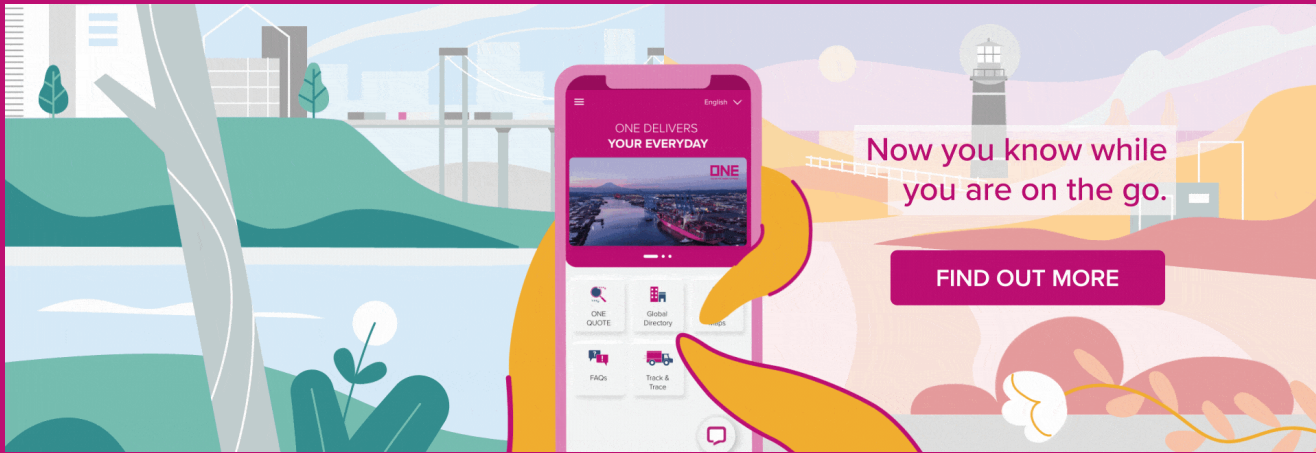
DG/ Hazardous Cargo Cut: Maher Terminals NY/NJ has revised their DG cargo receiving terms which advances the Dangerous Goods (DG) cargo port cut from 1600 to 1300 local time.

See full advisory here: <https://us.one-line.com/news/dg-cargo-cut-update-maher-ny>

Anchor and Berth at Select Ports

Port Location	Total Vessels (all Lines)	Days Waiting
Los Angeles/Long Beach, CA	65	0-13 days
Oakland, CA	0	0 days
Seattle/Tacoma, WA	12	0-29 days
Vancouver, BC (Canada)	3	0-5 days
Savannah, GA	26	5-8 days

Introducing the Enhanced ONE Mobile App



Ocean Network Express (ONE) has launched two new features on the ONE Mobile App. **Track & Trace** and **Chat** services that allow customers to track shipments and connect to ONE's Customer Service on the move.

The Track and Trace feature provides essential information about the shipment status and includes key features such as:

- Cargo tracking details and up-to-date milestone progress.
- Cut-off information and documentation status allowing more visibility on shipping instruction and VGM submission status.
- Snapshots of departing and arriving shipments for ease of monitoring.
- Ability to bookmark shipment to ease tracking for upcoming milestones of shipment.
- Sharing tracking results via PDF using various social media platforms.
- Availability of a QR code to ease the burden of manual input when searching.

The **Chat** feature aims to bring Customers closer to ONE anytime, anywhere. Connect with our Customer Care Agents and get your queries answered quickly.

- Live Chat support hours are 8:00 AM - 8:00 PM (EST) Monday - Friday.

Be sure to log in with your ONE eCommerce account to access all the available features. Not yet registered, click [here](#) to set up your account today!

Download our Mobile App by searching for "Ocean Network Express" in your app store or scan one of the below QR codes:



ONE's North America Operational Resources

With your ONE eCommerce Login you have access to ONE's North America Network Map and Port Gate Calendar which contain detailed information like Vessel Schedules, Rail Departure Dwell, Door Truck Capacity, Chassis Status and much more.

Please note – The image and message will remain the same but data is updated three times per week.

[Click Here for the North America Network Map](#)

[Click Here for the ONE Gate Calendar](#)

ONE Partner Facilities Gate Calendar

Today: ◀ ▶ May 2021 Print Week Month Agenda

Sun	Mon	Tue	Wed	Thu	Fri	Sat	May 1
TRAPAC LAX Open					APMT & WBCT also open 2nd shift	APMT, ITS & TRAPAC LAX OPEN	
TRAPAC LAX Open				2nd shift LA/LB Monthly stop w	APMT, WBCT & Trapac LAX also	ITS, WBCT & TRAPAC LAX OPE	
TRAPAC LAX Open					APMT, WBCT & Trapac LAX also Husky Closed	ITS, WBCT & TRAPAC LAX open	
TRAPAC LAX Open				8pm Oakland Stop Work Mtg 2nd	APMT, WBCT & Trapac LAX also	WBCT & Trapac LAX Open	
Trapac LAX Open	ONE-LINE FACILITY HOLIDAY			YTI closed 2nd shift	APMT, WBCT & Trapac LAX also	WBCT, ITS & Trapac LAX Open	
	ONE-LINE FACILITY HOLIDAY		Jun 1		APMT also open 2nd shift		

Frequency update, ONE View Customer Newsletter will be shifting to a bi-weekly edition.

Thank you for choosing Ocean Network Express (North America), Inc.