

September 27, 2021

## ONE MOBILE APP – Phase 2 Launch

**<30 September 2021, Singapore>** Ocean Network Express (ONE) will be launching two new features in our ONE Mobile Application. The 'Track & Trace' and 'Chat' services will 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 purpose;
- 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.

We are committed to delivering other valuable features in due course to support your shipping needs. Please get in touch with your sales account representative for any additional information.

We appreciate your business and thank you for choosing ONE.

Sincerely,

Ocean Network Express Pte. Ltd.

