



# MOBILE APP USER GUIDE

**CAUTION!**

If you are holding a hard copy of this document, beware that it is maintained on a cloud based solution and that it may not be the latest version.

Hard copies are not encouraged to use.

## Version Control

Ver	Date (dd Month yyyy)	BP (Office/Region)	Author	Revision Notes
1.0	29 Apr 2021	Ken		Create document
1.1	21 May 2021	Ken/Jenny		Update screenshots and adjusted description
1.2	27 May 2021	Jenny		Support Escalation
1.3	22 July 2021	Ken/Jenny		Add Track and Trace
1.4	29 Nov 2021	Ken / Jenny		Add Schedule Enquiry, Notification
1.5	07 Feb 2022	Ken / Jenny		Add the VGM features

\* In the defining stages (before implementation), start with 0.1, thereafter change to 0.2 etc. (Once you implement, change to 1.0).;

\* Minor changes to the SOP (contact list, role name, etc), e.g.: change 1.0 to 1.1 etc.;

\* Significant changes in SOP (process Offshored/automated, addition of role), e.g.: change 1.0 to 2.0 etc.

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## 1 Available Functions for all users

There are some features in our ONE Mobile Application that are open for all Users without any login requirements, while others will only be available once eCommerce login credentials are used.

### 1.1 Location Selection

When opening the application for the first time, users will be required to select Location. The locations are relevant to the user's residence or ONE office's country/region the user is contacting with. The selection will help us locate the available service when you access the chat.

Most of Location is the list are countries/regions



**Select Location**

This helps us locate available service when you access the chat.

Afghanistan (AF)

Albania (AL)

Algeria (DZ)

Andorra (AD)

American Samoa (AS)

United States of America (US)

Anguilla (AI)

Antarctica (AQ)

Antigua and Barbuda (AG)

For some locations, app requires users to select more about the Branch office

**Select Location**

This helps us locate available service when you access the chat.

Search Location

Algeria (DZ)

Andorra (AD)

American Samoa (AS)

**United States of America** ^

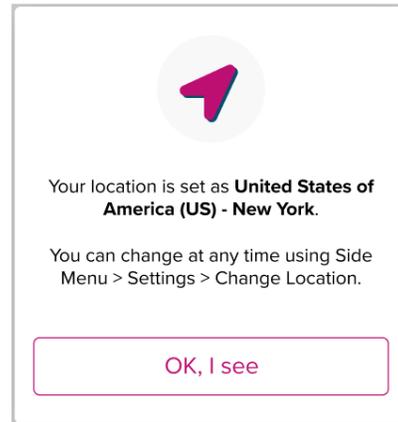
New York

Los Angeles

San Francisco

Florida

Anquilla (AI)

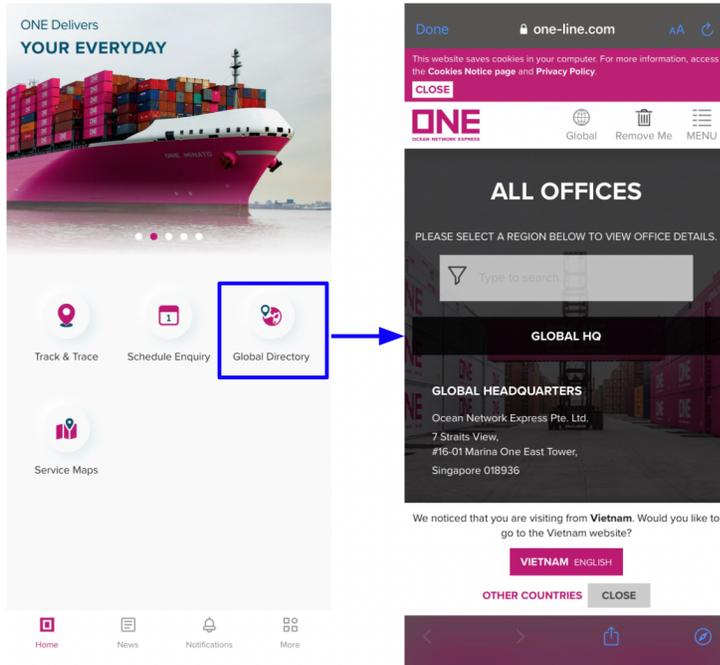


If the user's location is not in the list, the user can select the **Others** option in the list.

*Please note that the selection of location doesn't affect the country/region in profile which users registered with ONE when creating an account, and only be applied on the current device. Users are able to change the location at any time by selecting Change Location in App Setting (Please refer to section 1.6.3 Change Location).*

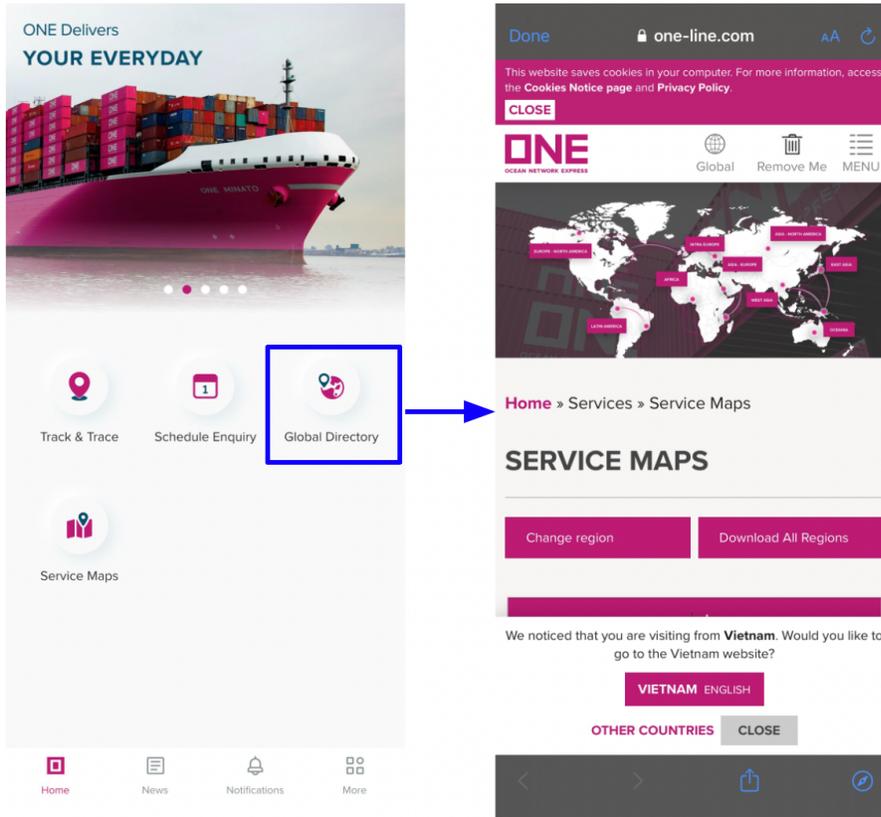
## 1.2 Global Directory

From the Mobile App homepage, Users will be able to see the Global Directory icon. Once a User selects the icon, a page will be opened to ONE's site: <https://www.one-line.com/en/all-offices>, where User is able to search and view all offices' details on this page.



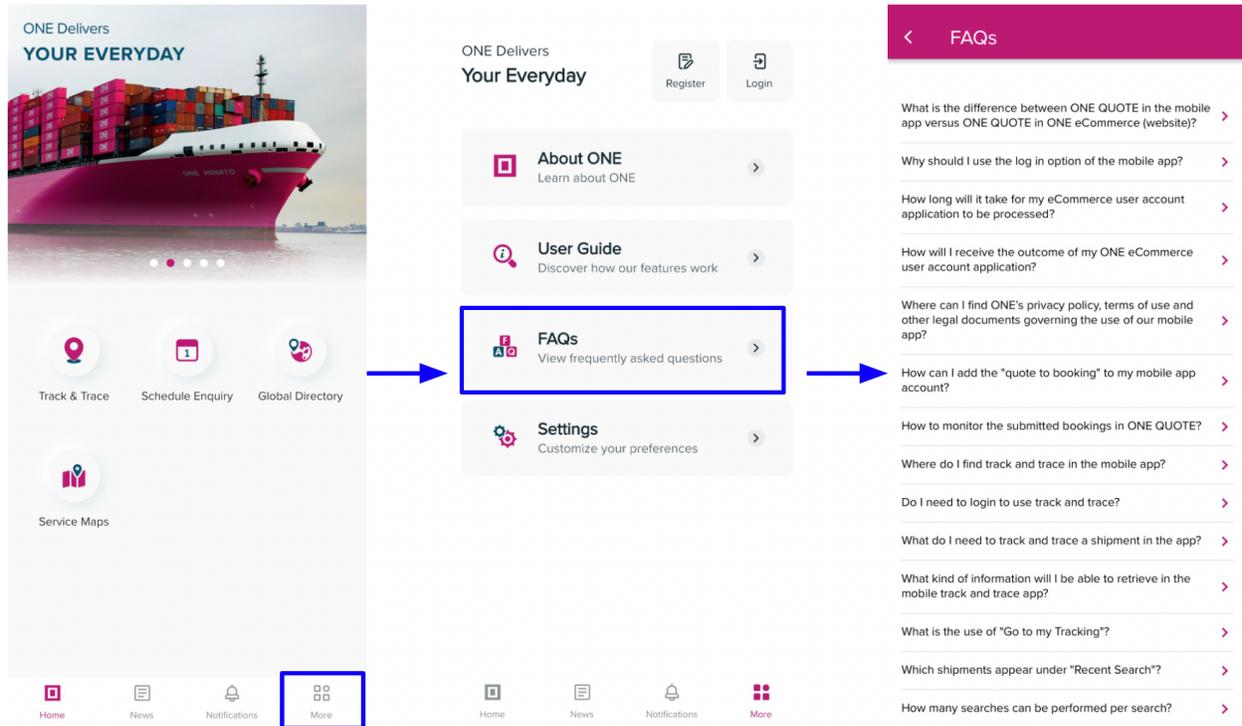
### 1.3 Service Maps

From the Mobile App homepage, Users will be able to see the Service Maps icon. Once the User selects the icon, a page will be opened to ONE's site: <https://www.one-line.com/en/routes/current-services>, where User will be able to view and download service information by Regions/locations on this page.



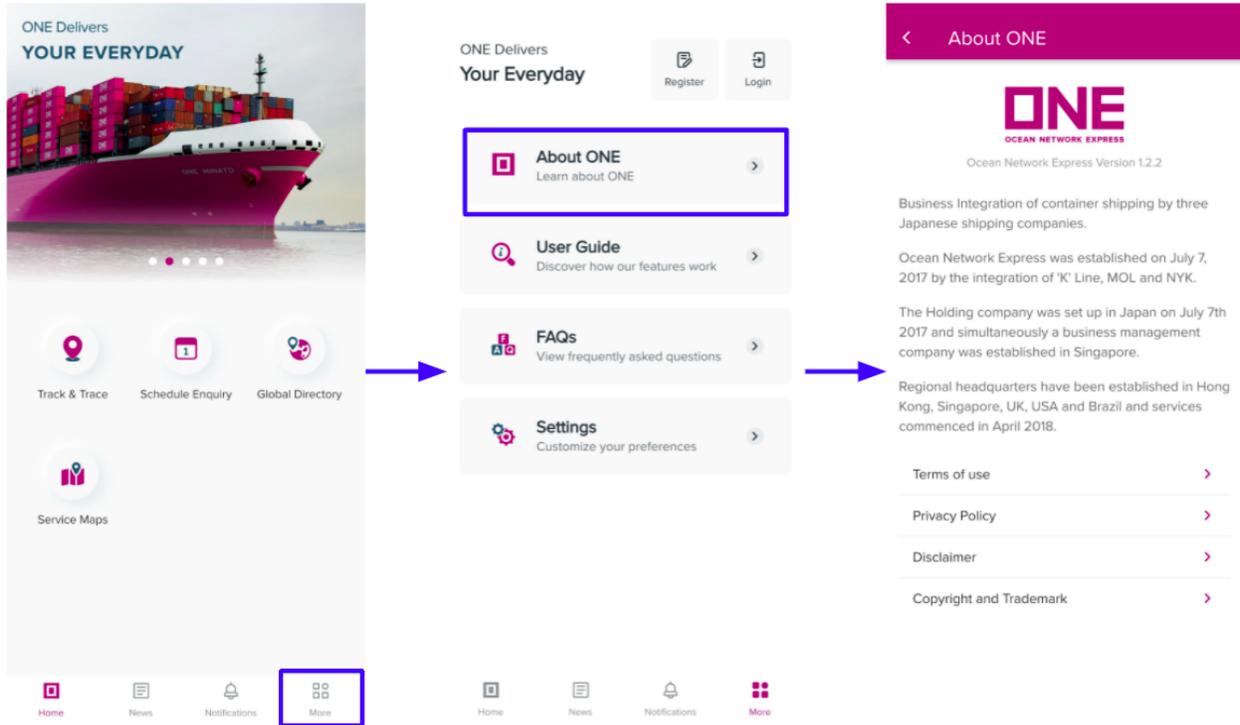
## 1.4 FAQ

By selecting the FAQ icon on the **More** button, a new page will open for information of the “most frequently asked questions” about the Application.



## 1.5 About ONE

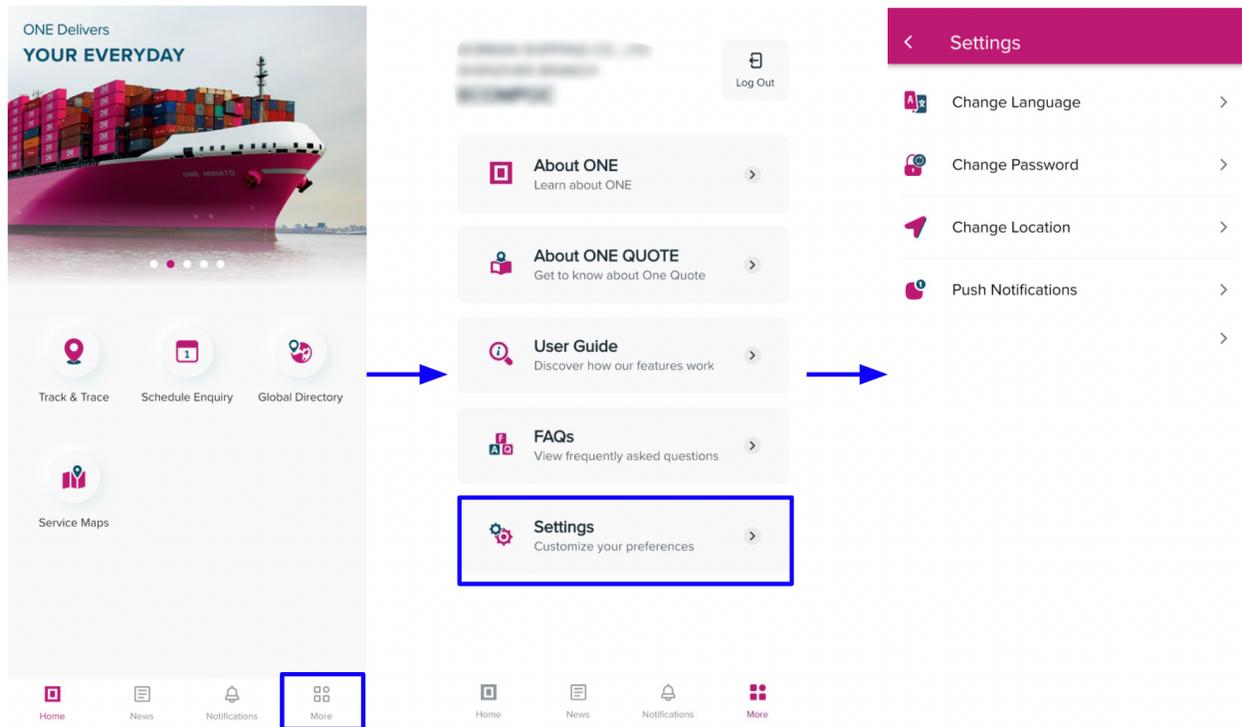
From the **More** button, Users can select the “About ONE” option where information about our company Ocean Network Express will be provided. Additionally, links to the Terms and Conditions, Privacy Policy, Disclaimer and Copyright & Trademarks on the use of this Mobile Application will also be available.



## 1.6 General Setting

On the **More** button, there is a Settings menu where users can change the general settings of App and User profile. When tapping on Settings menu, application will display Settings screen with options

- Change Language
- Change Location
- Change Password (when user logged in)



### 1.6.1 Change Language

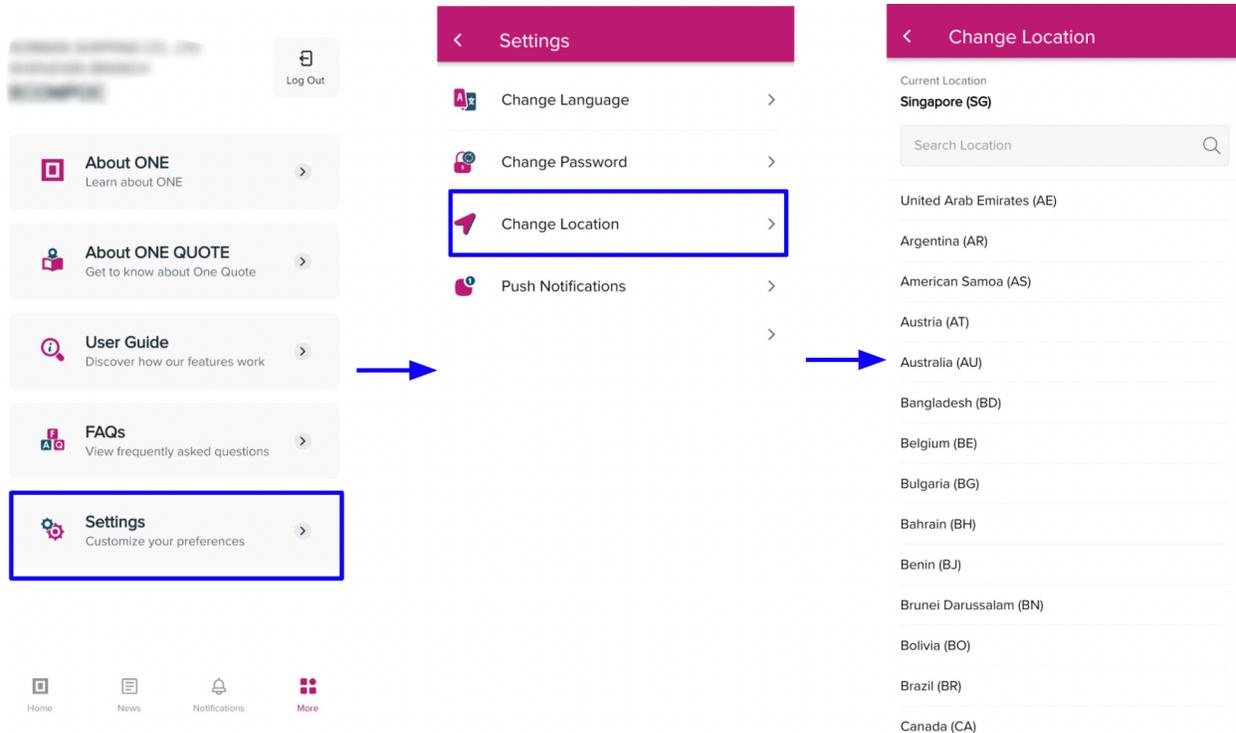
Please refer to section **1.7 Change Language**

### 1.6.2 Change Password (Logged in users)

Please refer to section **2.3 Change Password**

### 1.6.3 Change Location

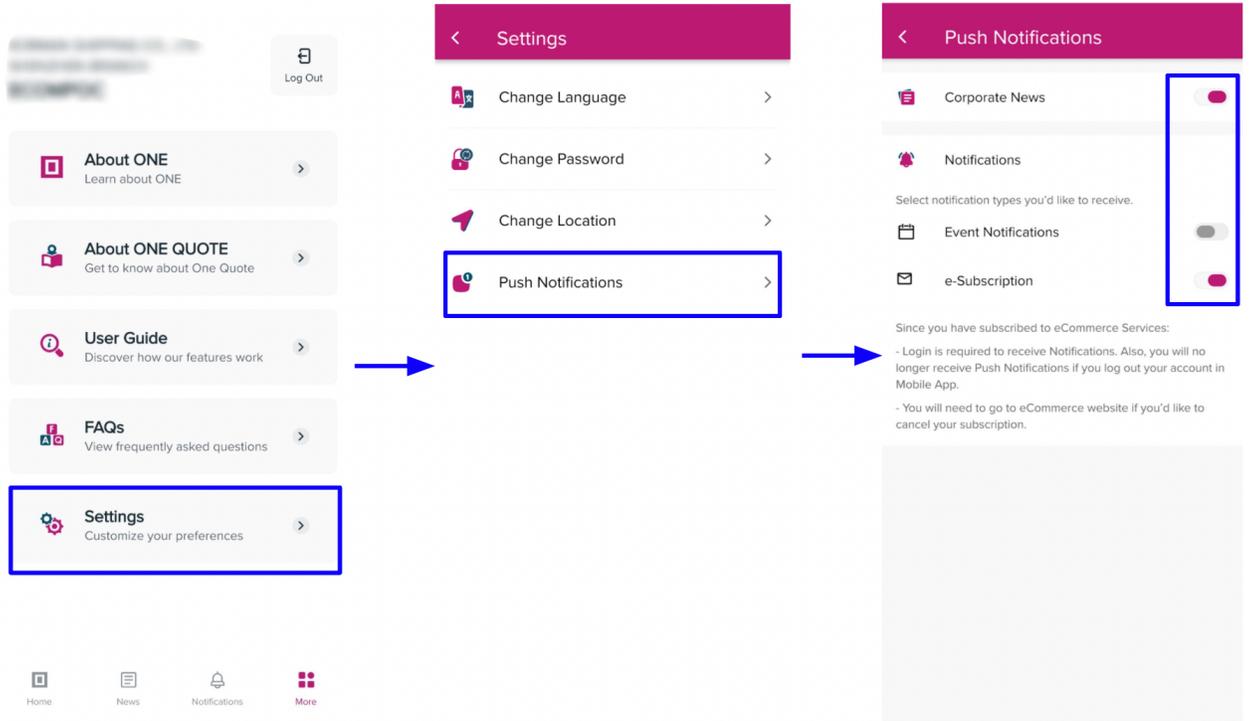
When using the application, users are able to change the location at any time by selecting the Change Location option in the Settings menu.



On the Change Location screen, users are able to search and change the location. If the searched location is not in the list, users can choose **Others** option in the list.

### 1.6.4 Change Pushing Notifications

On the Setting menu, users are able to change the setting of Pushing Notifications. By switching the toggles, users are able to enable/disable the push notification for each Notification type.



If users haven't enabled the notifications permission on Device settings for Ocean Network Express application yet, the system will display the Push Notifications page as below. Users must go to Device Setting to enable the notification permission for the App to receive the notifications.



### **Push Notification is turned off**

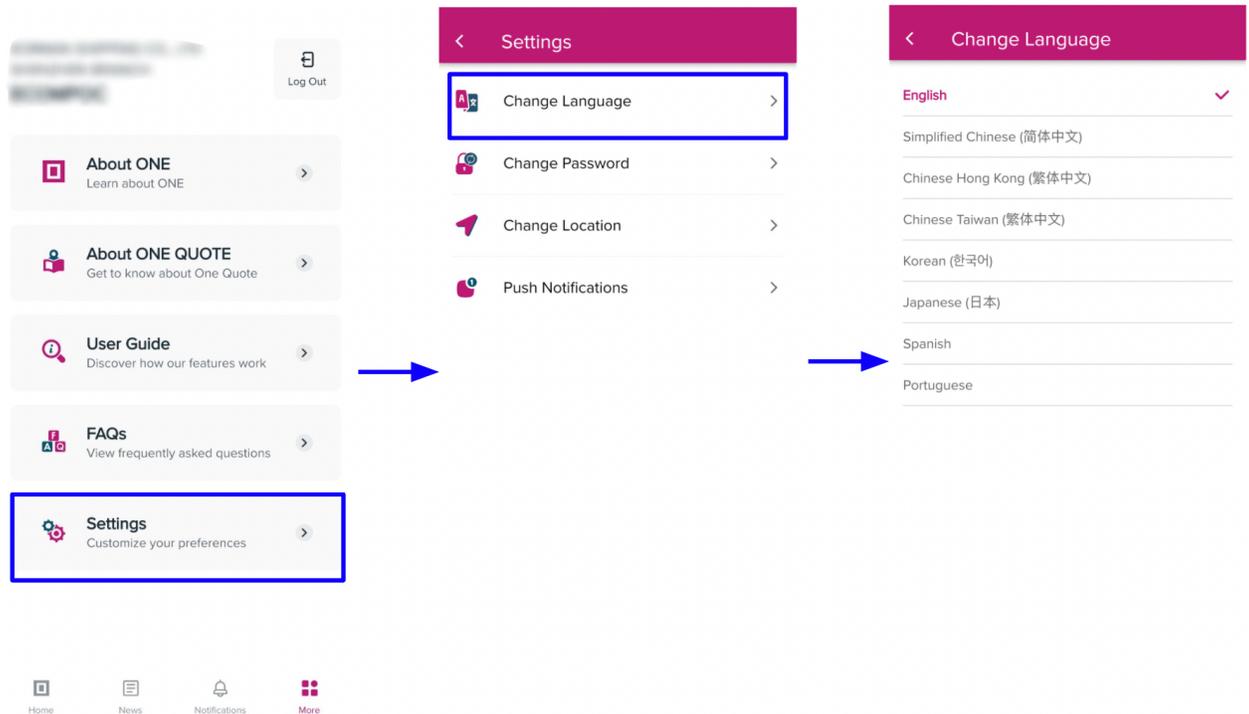
If you want to receive Push Notifications,  
please go to settings to turn it on.

[Go to Settings](#)

## 1.7 Change Language

ONE Mobile App has a multi-language selection in English, Simplified Chinese, Traditional Chinese, Korean, Japanese, Spanish, Portuguese and will be expanded to more languages as necessary. English is the default language of this application.

From the **More** button, select the Change Language option in the Settings menu to open the page where User can select the appropriate language to use.

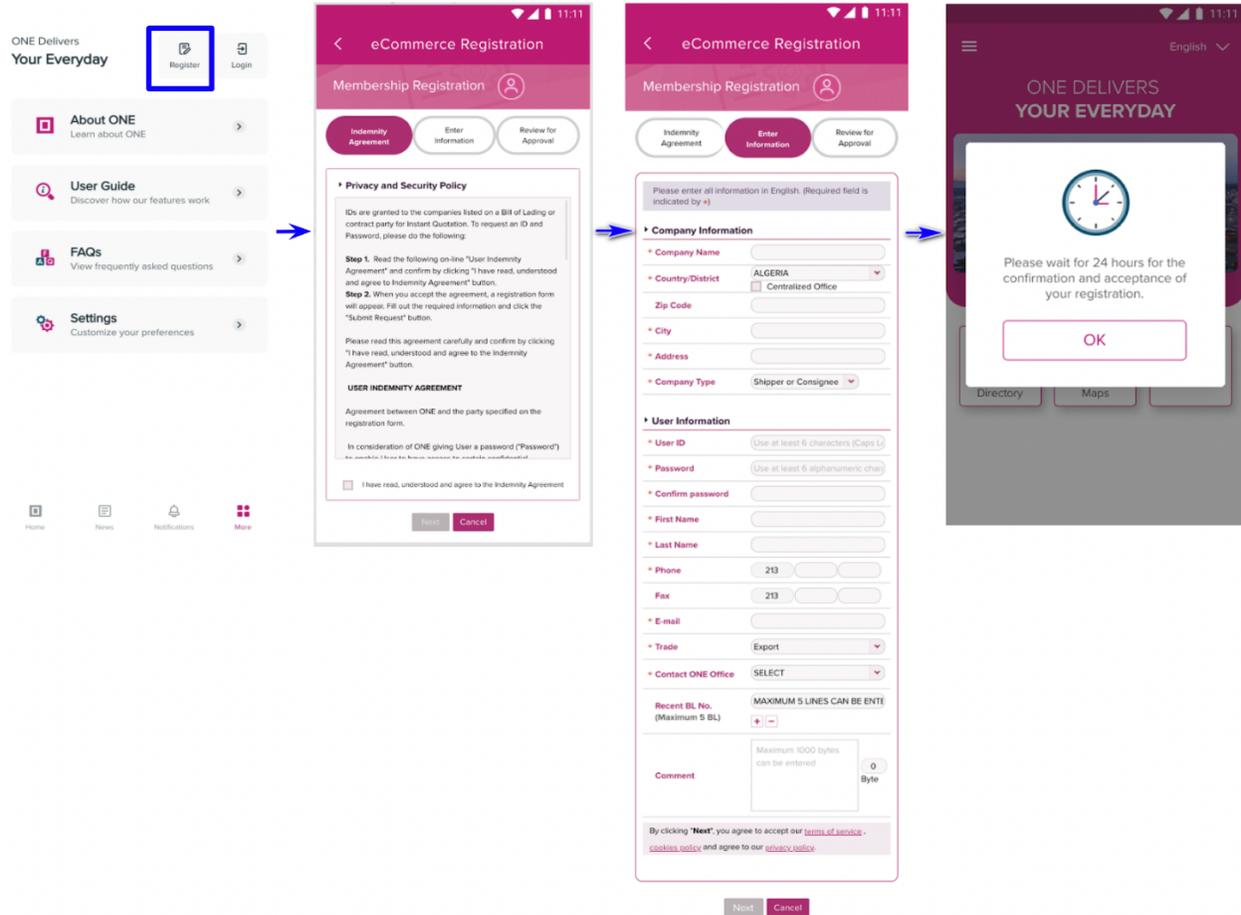


## 2 Account Registration and Login

### 2.1 Registration

Users are required to register an eCommerce account to have full access to all features of the application. Users who already have an existing eCommerce account are able to use the same userID credentials to login to ONE Mobile Application.

- Using the **More** button, Users can select the *Register* button to apply for a new account
- On the initial page, Users are provided with ONE's Indemnity Agreement that needs to be accepted by checking the agreement box.
- The next page is for Company and User information updates
  - All mandatory fields are highlighted in asterisk (\*)
- Once all the fields are updated, Users have to select the *Next* button, for the Registration to be sent to ONE's system Administration for validation. Users have to wait for approval before proceeding to login.
- Users will be receiving an email confirmation for the approval of the account registration within 24hrs.

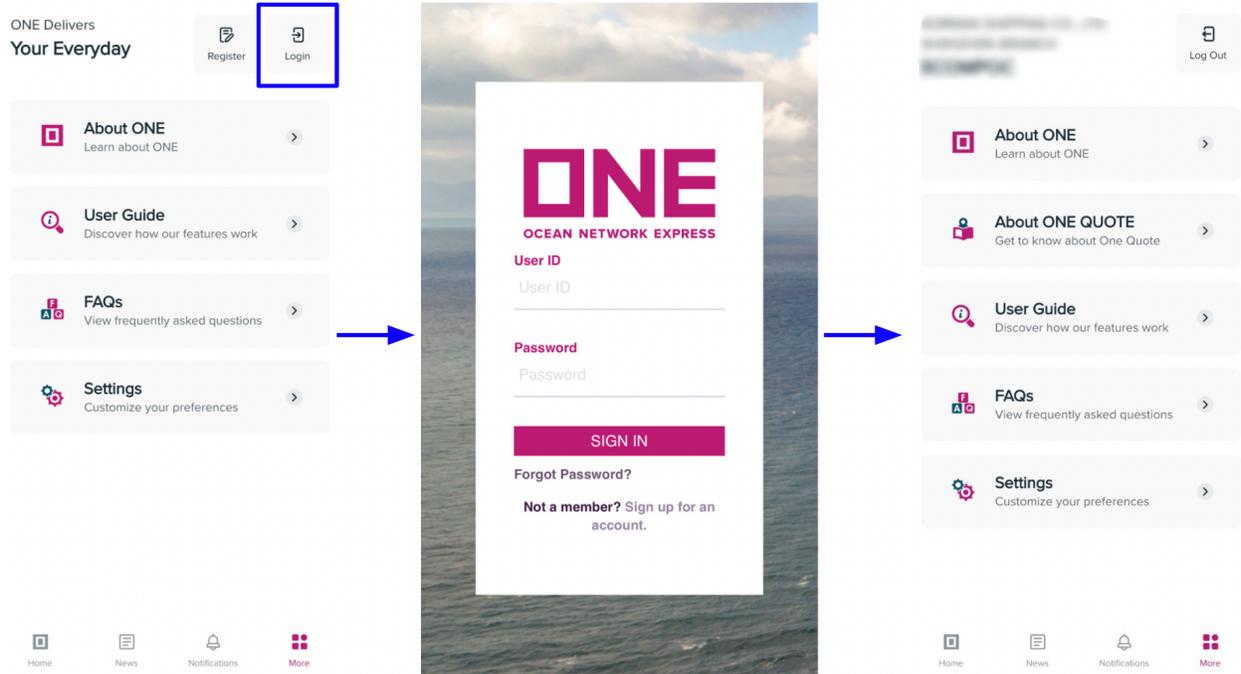


## 2.2 Login

Using the **More** button, Users can select the *Login* button to login.

Users are required to enter valid eCommerce credentials (user ID and password) and tap the *Sign in* button.

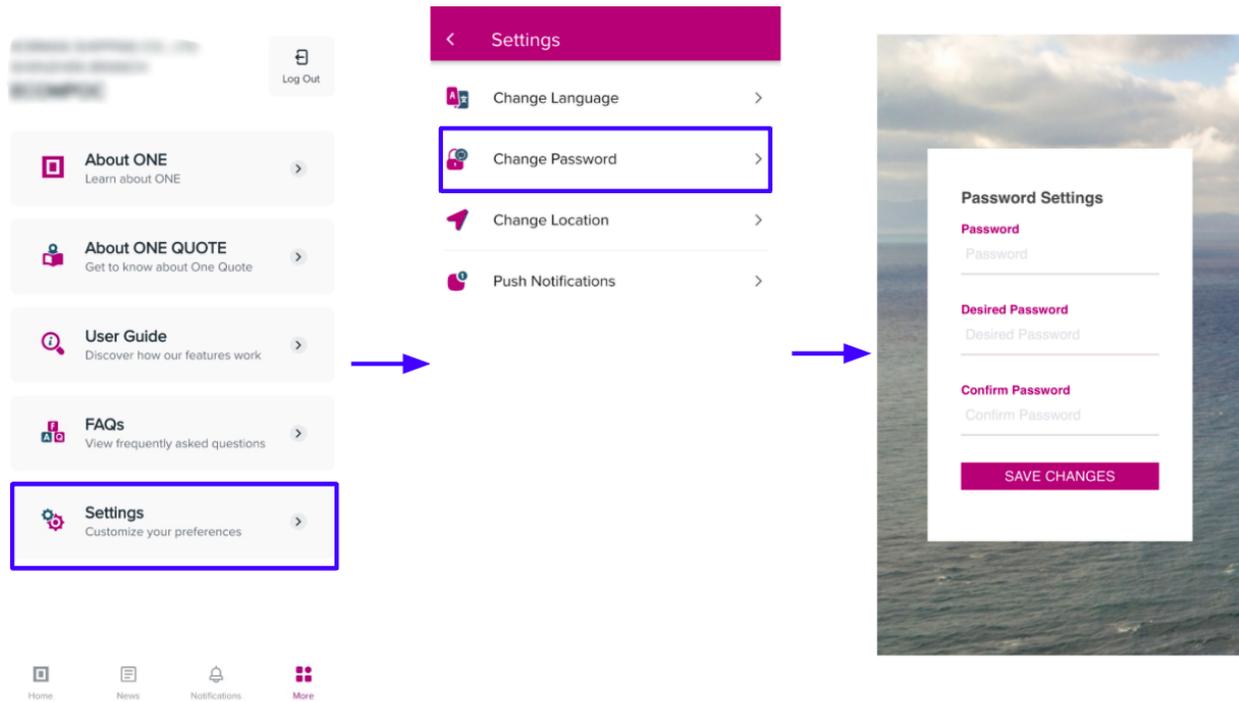
When Users are logged in successfully, the App redirects back to Homepage where all functions are available for use. User's account information will be shown on the top part of the side panel menu.



## 2.3 Change Password

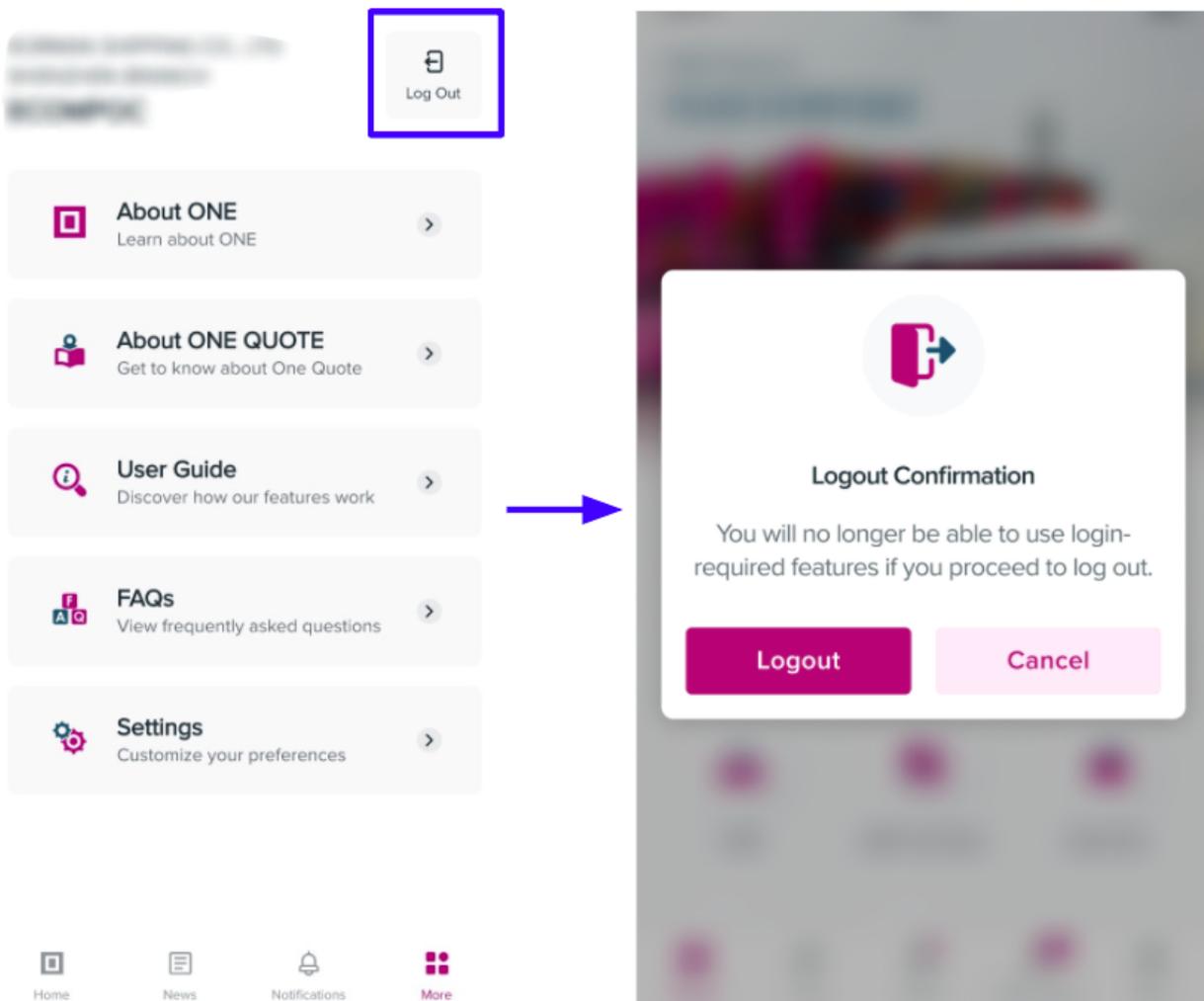
From the **More** menu, after Users have successfully logged in, the *Change Password* will be visible in the Settings for selection to proceed with any change of password.

User needs to enter the current password and the desired new valid password and hit **SAVE CHANGES** to complete the action.



## 2.4 Logout

To log out of the application, use the **More** menu and select the *Log Out* button. A pop-up window will open to ask Users to confirm the action.



After logging out successfully, Users will be redirected back to the Homepage for non-login users.

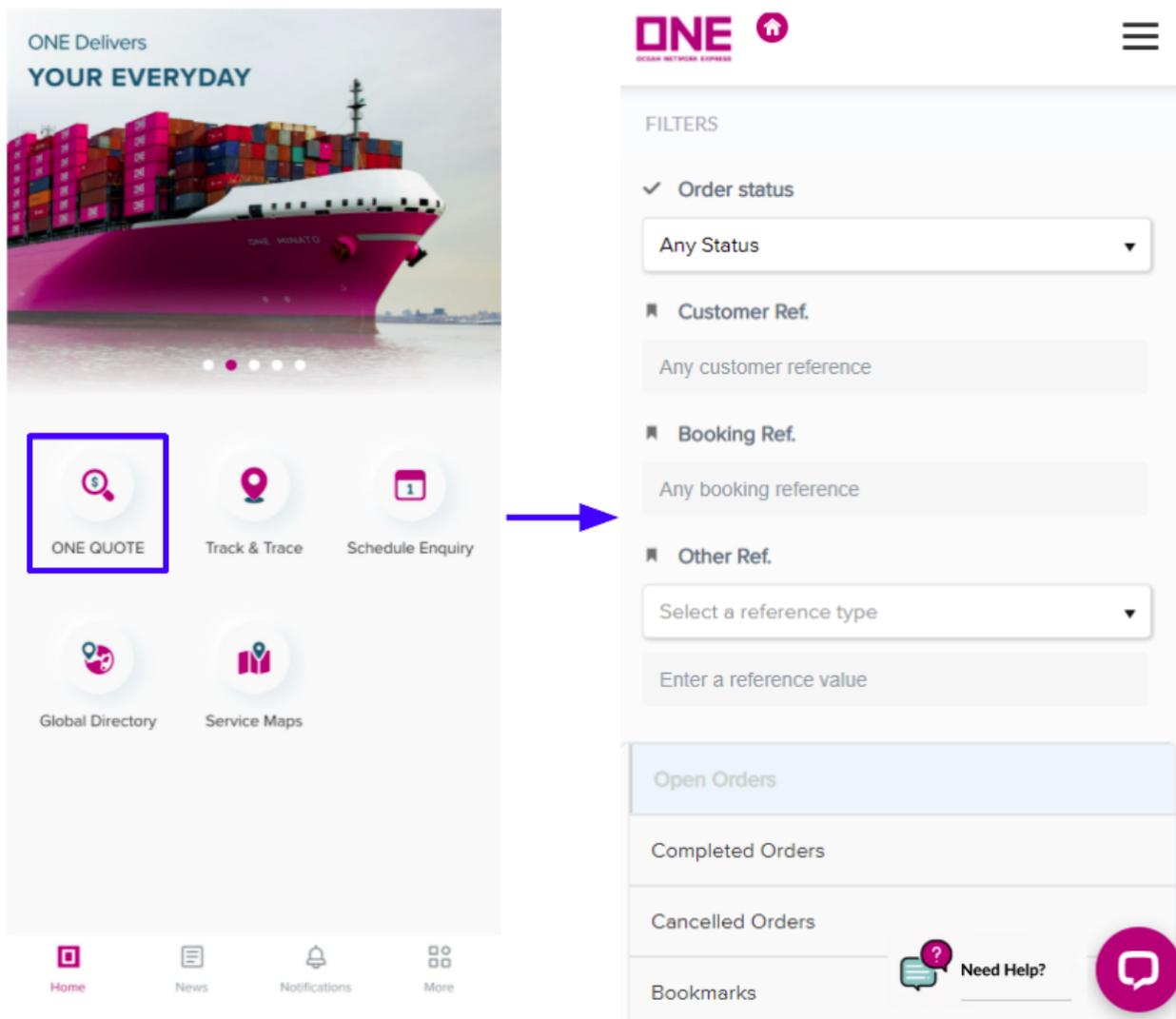
### 3 ONE QUOTE

ONE QUOTE function allows users to perform Quotation search to Booking submissions. This icon will be visible once a User logs into the App and has access authority to ONE QUOTE.

#### 3.1 ONE QUOTE linkage

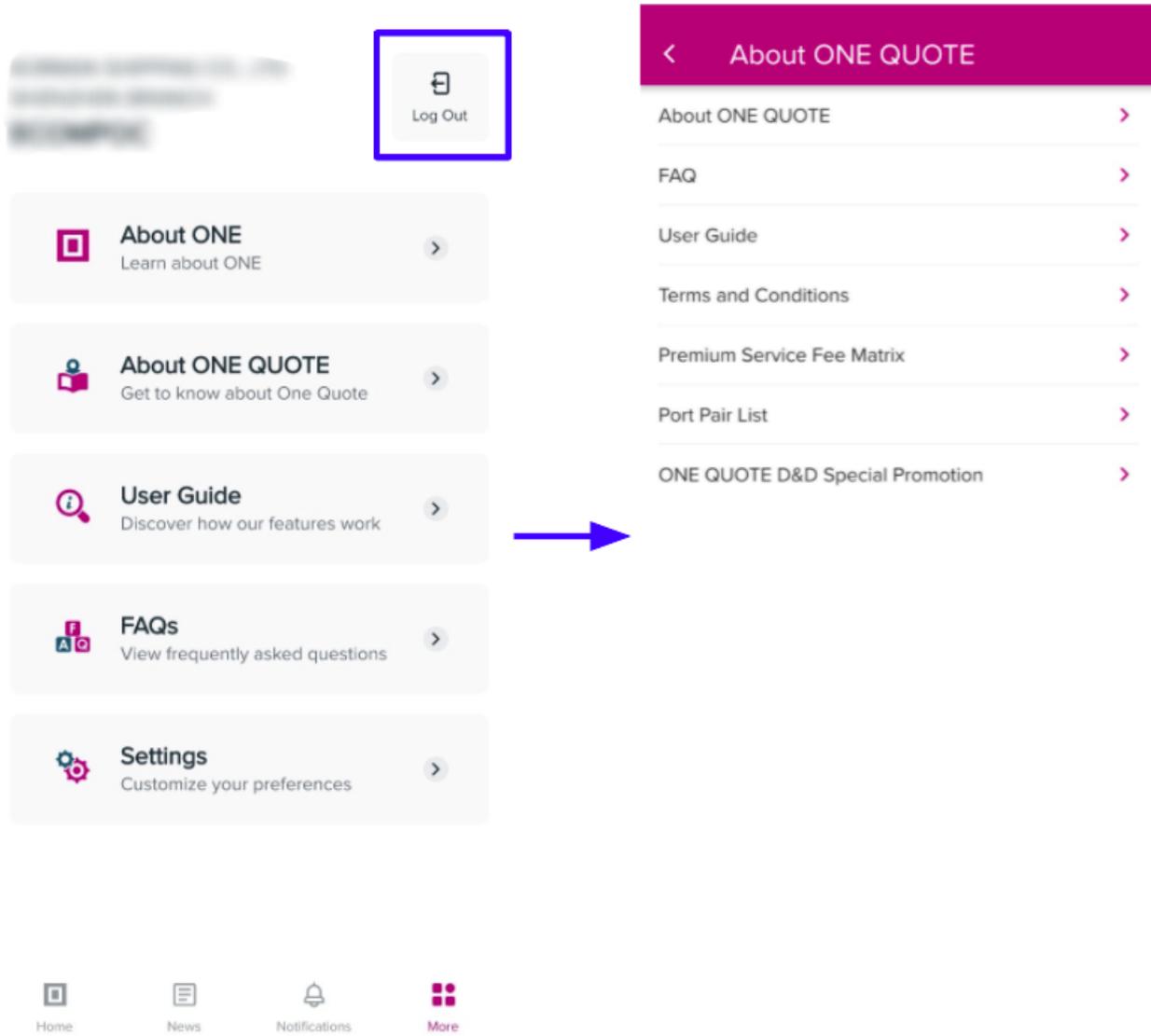
After a successful login, Users will be able to see the *ONE QUOTE* icon on the Homepage. Once User selects this icon, the App will open the ONE QUOTE platform on a built-in browser.

##### 3.1.1 Open ONE QUOTE from Homepage



### 3.2 ONE QUOTE documents

From the side panel menu, Users are able to see additional documents under ONE QUOTE once *About ONE QUOTE* is selected.

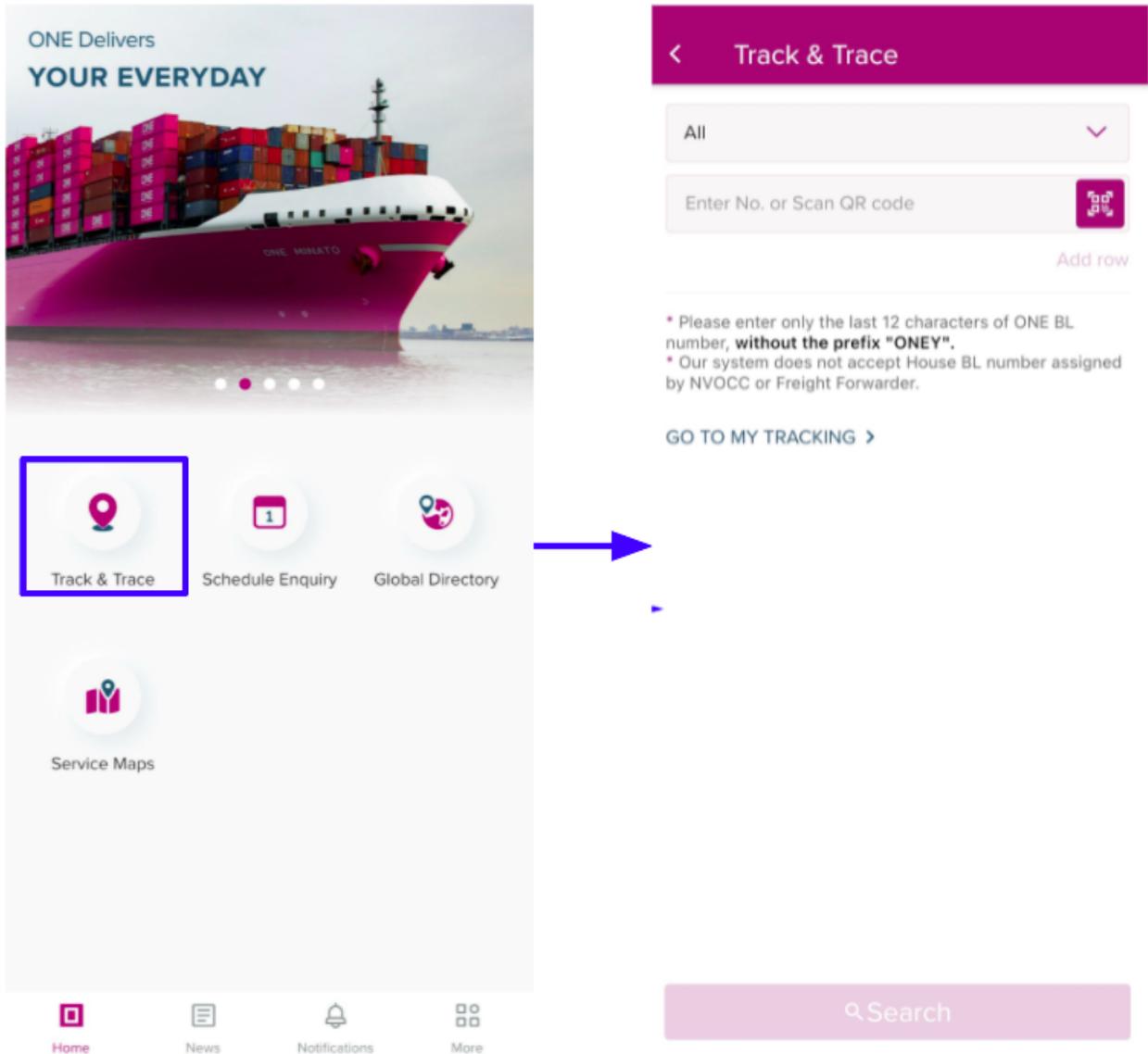


## 4 Track & Trace

Track & Trace feature provides users the ability to track shipments using a Booking/BL No. or Container No. and provides comprehensive details on shipment milestones.

### 4.1 Track & Trace

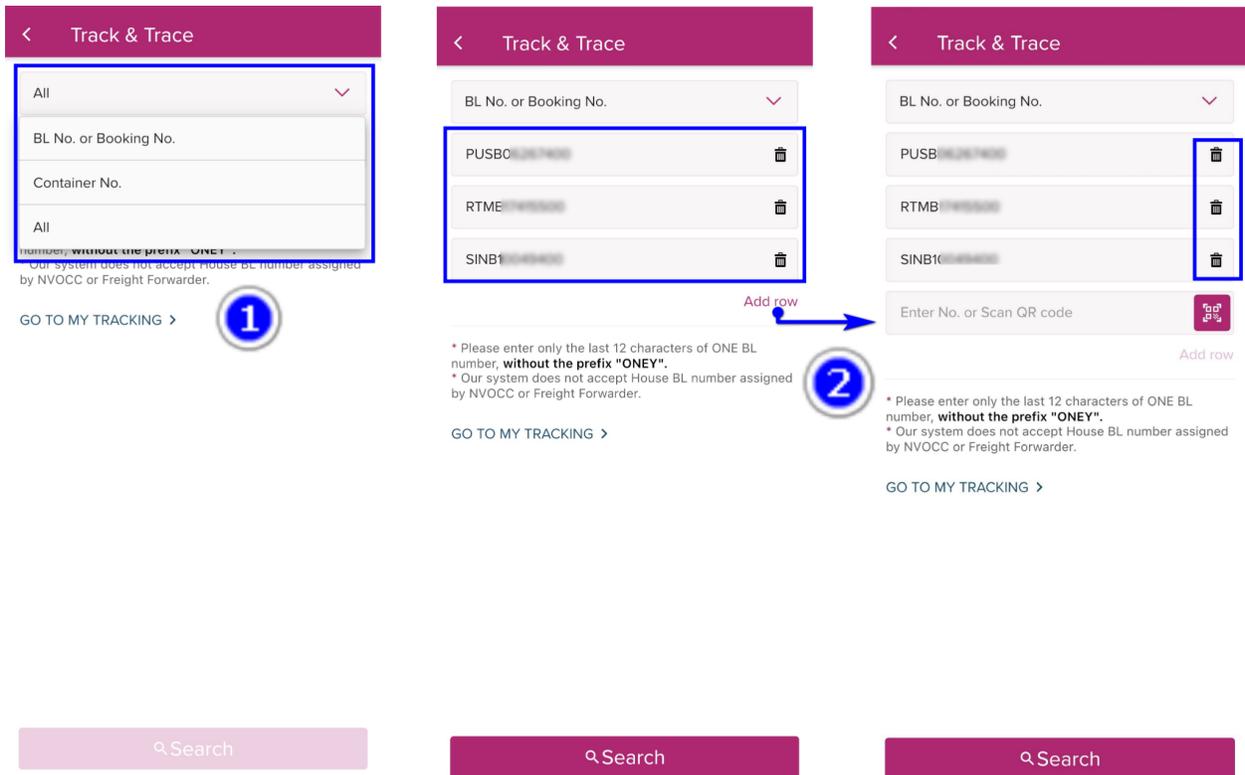
This Track & Trace is available for both login and non-login users. On the Homepage, Users can open the page by selecting the Track & Trace icon.



## 4.2 Search and View Detail

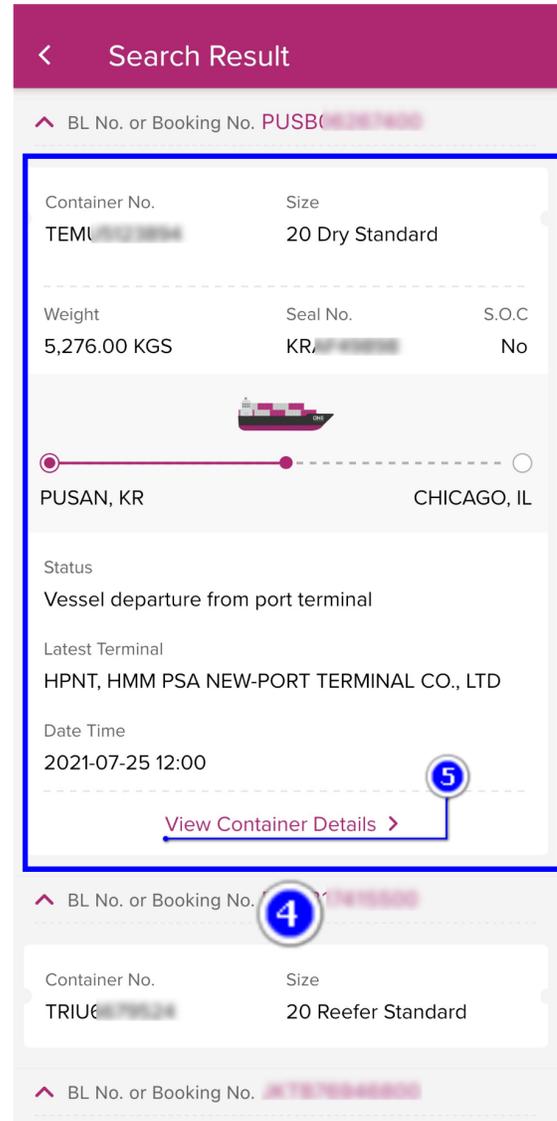
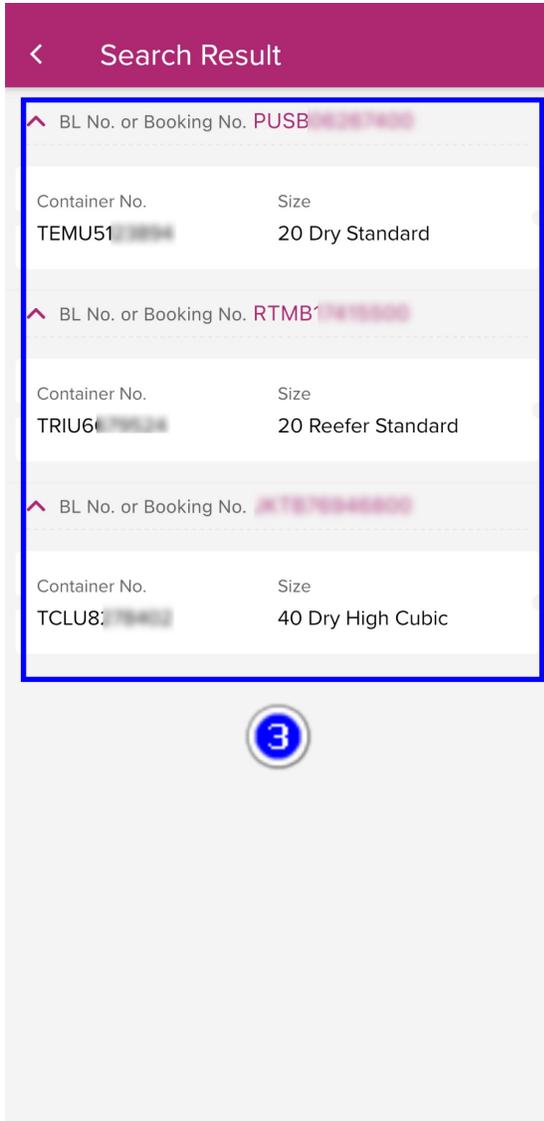
To navigate the track and track, user can:

1. Select a search category:
  - a. *BL No or Booking No.*
  - b. *Container No.*
  - c. *All* (\*Mixture of both Booking No and Container No.)
2. Input and Add more Search parameters using “*ADD ROW*” button  
You can remove the entered value by selecting the *Trash* icon



Click on the *SEARCH* button to check on the result.

3. The Search Result screen depending on the input value will provide either Container # or Booking # result or both.
4. User can tap on any Container No. to view Container's general information
5. To view more information, select on *View Container Details* option where the system will direct user to Container Detail screen
  - a. For Shipment with only one Container, details will already be shown.



6. The *Container Details* screen will display shipment information such as:
  - a. *General Information*
    - i. Container Details
    - ii. Route visibility of the shipment
    - iii. Latest actualized milestone of the shipment
  - b. *Sailing Information*
    - i. Vessel and route information
    - ii. Depending on the route segment, *Sailing information* will provide multiple vessel and route information.
  - c. *Cargo Tracking Details*
    - i. Provides visibility of end to end shipment milestones

- ii. Provides visibility of actual or estimate date/time of each milestones
  - Please note that all the Date/Time are in the local time.

< Container Details
🔗

\* The date and time below are the local date & time.

Container No. TRIU6	Size 20 Reefer Standard
Booking No. RTMB	Weight 7,474.40 KGS
Seal No. [REDACTED]	S.O.C No

Status  
Vessel departure from port terminal

Latest Terminal  
ECT DELTA TERMINAL

Date Time  
2021-07-17 06:54

**Sailing Information** ▶

**Cargo Tracking Details** ▶

< Container Details
🔗

**Sailing Information** ▼

Vessel Name  
AL ZUBARA 015E

Port of Loading ROTTERDAM, NL	Departure Date 2021-07-17 06:54
Actual	
Port of Discharging PUSAN	Arrival Time 2021-08-22 08:00
Coastal	

B

**Cargo Tracking Details** ▼

Jun 16 17:24 Actual

Gate out of empty equipment from depot

ECT DELTA TERMINAL  
ROTTERDAM, NL

Jun 24 06:06 Actual

Gate in of laden equipment at port terminal

ECT DELTA TERMINAL  
ROTTERDAM, NL

Jun 24 06:06 Actual

Truck arrival at port terminal

ECT DELTA TERMINAL  
ROTTERDAM, NL

C

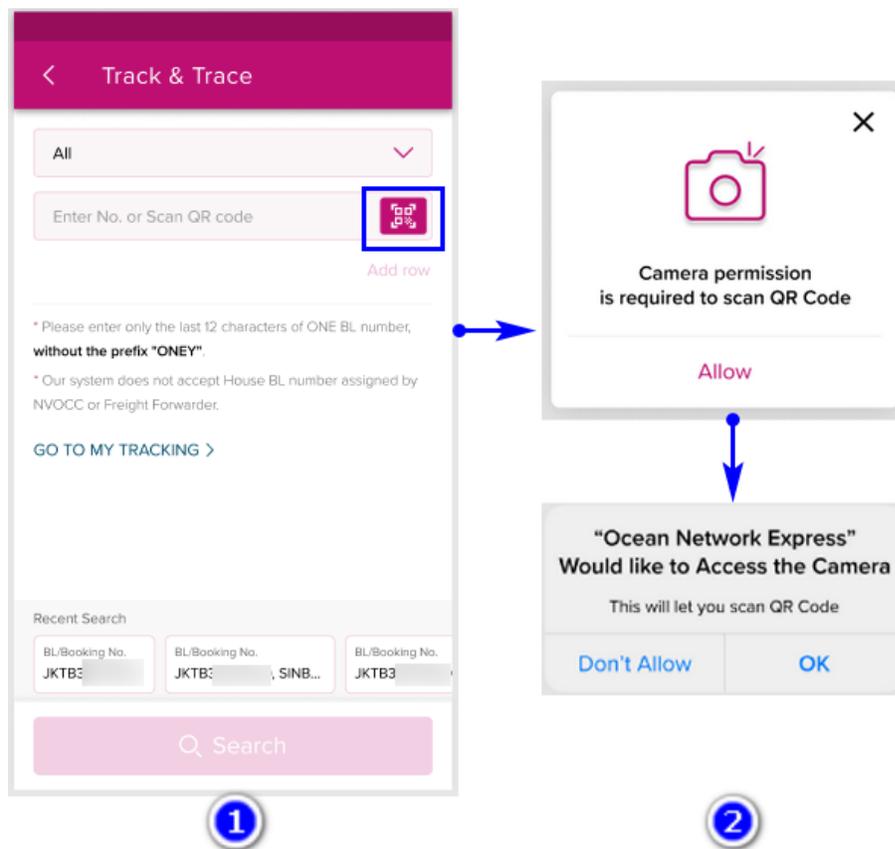
#### 4.2.1 Search by QR code

To avoid the manual input of either Booking/BL # or CTNR #, this feature is provided. Just scan the document provided by ONE with QR Code. ONE currently issue documents with QR Code such as B/L Copy, Arrival Notice, Delivery Order.

1. Select QR code function on the Track & Trace search screen
2. For any first time users, the device will ask your permission to access the Camera.

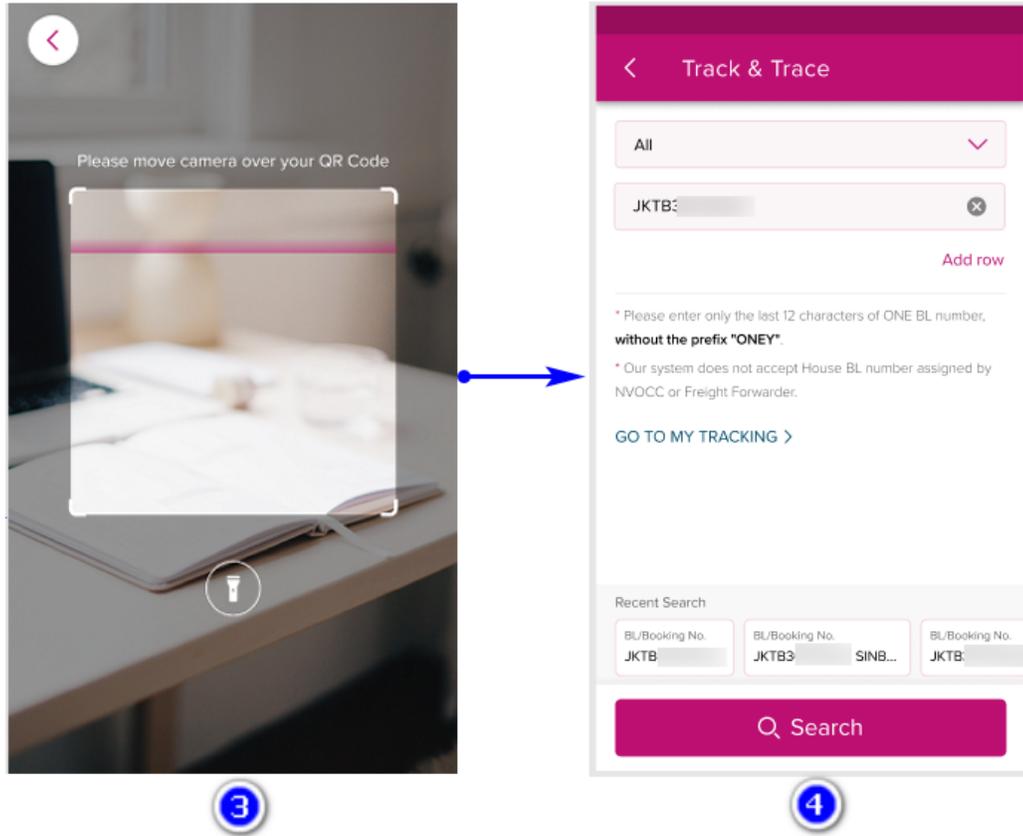
- If users “deny” the permission once the pop-up message appears, users must grant the access in the device setting to use the QR scanning in a later stage.

- a. On iOS device “Go to **Settings** > **Privacy** > Tap on **Camera** > Select **Ocean Network Express** app to allow.
- b. On Android device “Open the **Settings** app > Tap **Apps & Notifications** > Select **Ocean Network Express** app > Tap **Permissions** > Choose **Camera** to allow.



3. After selecting the QR Code option, the app will display the Scanning mode and is ready to scan QR Code.

4. The App will populate the scanned code to the search parameter field



#### 4.2.2 Recent search

On the Track & Trace homepage, a Recent Search information is provided to record recent successful search histories in a maximum of 5 unique displays.

\* Unsuccessful search results will not be included in the history display.

The screenshot displays the 'Track & Trace' mobile application interface. At the top, there is a purple header with a back arrow and the text 'Track & Trace'. Below the header is a search input field labeled 'BL No. or Booking No.' with a dropdown arrow. Underneath the search field is a list of three recent search entries, each in a light purple box with a trash icon on the right:

- JKTB [redacted]
- PUSB [redacted]
- RTME [redacted]

Below the list is a red 'Add row' link. Underneath the list are two asterisked notes:

- \* Please enter only the last 12 characters of ONE BL number, **without the prefix "ONEY"**.
- \* Our system does not accept House BL number assigned by NVOCC or Freight Forwarder.

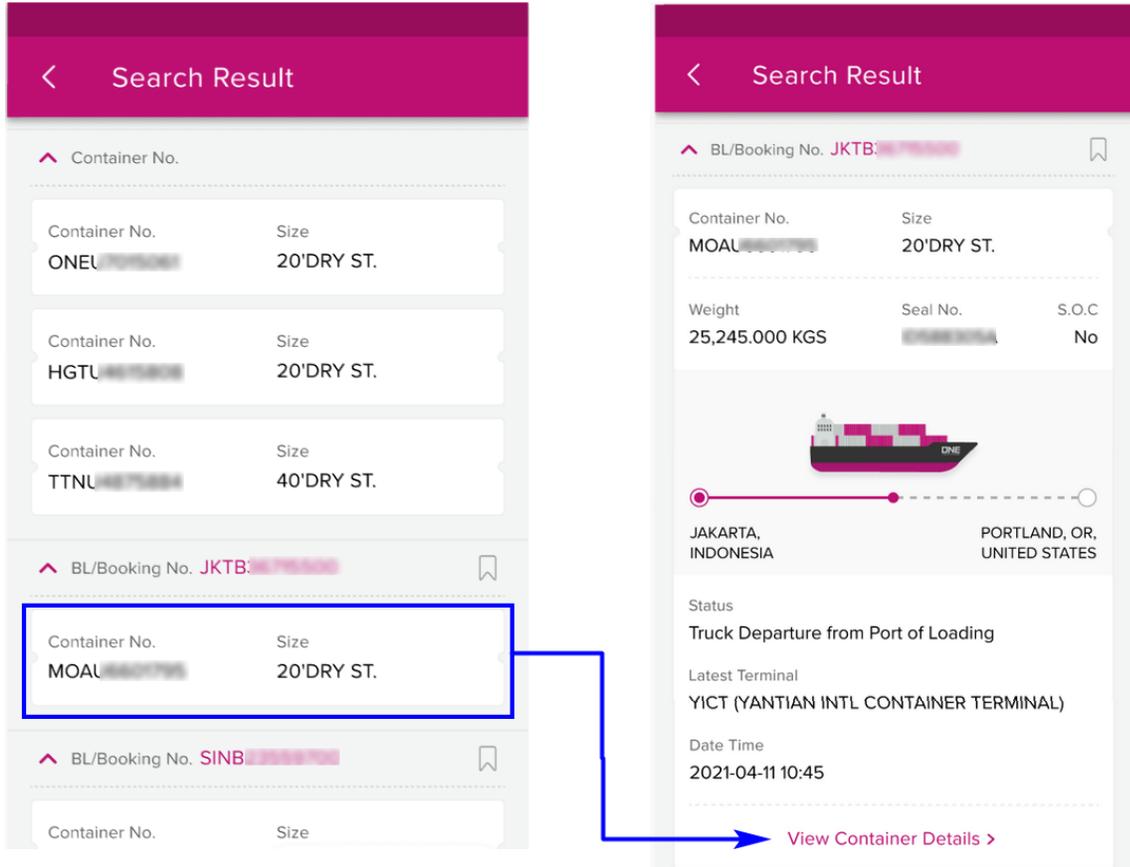
Below the notes is a blue link 'GO TO MY TRACKING >'. At the bottom of the screen is a purple search bar with a magnifying glass icon and the text 'Search'. A blue arrow points from the search bar to the 'RTME' entry in the list.

Recent Search

BL/Booking No.	BL/Booking No.	BL/Booking No.
JKTB769 [redacted], P...	PUSB0 [redacted], ...	PUSB0€ [redacted]

### 4.3 Cargo Tracking Detail

On the Search Result screen, users can view particular container details by selecting the *View Container Details* option.



The Container Details screen provides a view of the container order plan from Empty Container Release to Shipper at origin to Empty Container Returned from Customer at destination.

#### 4.3.1 Container General Information

This is a default view that provides Container No./Size/Type, Progress, Latest status.

< Container Details
🔗

\* The date and time below are the local date & time.

Container No. <b>MOAL</b>	Size <b>40'DRY HC.</b>
Booking No. <b>JKTE</b>	Weight <b>25,245.000 KGS</b>
Seal No. <b>ID:</b>	S.O.C <b>No</b>



●

●

○

**JAKARTA,  
INDONESIA**

**PORTLAND, OR,  
UNITED STATES**

Status  
Vessel Departure from Port of Loading

Latest Terminal  
YICT (YANTIAN INTL CONTAINER TERMINAL)

Date Time  
2021-04-11 10:45

- Cut-Off Information ▶
- Sailing Information ▶
- Cargo Tracking Details ▶
- Comments ▶
- Cargo Release & Customs: USA Inbound ▶

### 4.3.2 Cut-Off Information

The next section relates to Cut-Off information, which the user can expand to display all Cut-offs of the shipment such as Full Return CY or Cargo Cut-off, CY Cut-off (Port Cut-off), VGM Cut-off and Documentation Cut-off.

**Cut-Off Information** 

\* The date and time below are in Jakarta local time

---

Full Return CY / Cargo Cut-Off  
2021-03-11 16:24

Full Return CY Terminal  
JAKARTA INTERNATIONAL CONTAINER TERMINAL

---

CY Cut-off	VGM Cut-off
2021-03-09 11:55	2021-03-09 12:48

Doc Cut-off  
2021-03-10 14:37

### 4.3.3 Document Status

Another section is document status which can be displayed only when the user logs in. This view provides Shipping Instruction/VGM submission status and reference to AMS manifest submission by ONE.

**Document Status** 

S/I Received       VGM Received

---

Submitted AMS  
Submitted by Carrier for Customer's reference  
(AMS countries: US/CA/EU/GB/CH/JP/IL FROB/SAF)

#### 4.3.4 Sailing Information

There is also a section relating to Sailing Information which provides vessel(s) and ocean route(s) details.

Sailing Information	
 Vessel Name	Voyage
<u>WAN HAI 516 059N (W51T)</u>	059S
Port of Loading	Departure Time
JAKARTA, INDONESIA	2021-03-15 14:10
	Actual
Port of Discharging	Arrival Time
SINGAPORE, SINGAPORE	2021-03-17 17:05
	Actual
 Vessel Name	Voyage
<u>AL QIBLA 020W (AQBT)</u>	022E
Port of Loading	Departure Date
SINGAPORE, SINGAPORE	2021-03-21 21:25
	Actual
Port of Discharging	Arrival Time
YANTIAN, GUANGDONG, CHINA	2021-03-29 19:00
	Actual
 Vessel Name	Voyage
<u>ATHOS 018E (TSQT)</u>	019W
Port of Loading	Departure Date
YANTIAN, GUANGDONG, CHINA	2021-04-11 10:45
	Actual
Port of Discharging	Arrival Time
TACOMA, WA, UNITED STATES	2021-04-29 23:30
	Coastal

#### 4.3.5 Cargo Tracking Detail

Next section is regarding Cargo Tracking Details where details of shipment milestones will be provided.

- Status
- Date/Time
- Event type

- Terminal

**Cargo Tracking Details** ▼

- Mar 13 14:10**  
Actual Gate out of empty equipment from depot  
JAKARTA INTERNATIONAL CONTAINER TERMINAL  
JAKARTA, INDONESIA
- Mar 14 21:54**  
Actual Gate in of laden equipment at port terminal  
JAKARTA INTERNATIONAL CONTAINER TERMINAL  
JAKARTA, INDONESIA
- Mar 15 14:10**  
Actual WAN HAI 516 059N - Load of laden equipment to vessel at port terminal  
JAKARTA INTERNATIONAL CONTAINER TERMINAL  
JAKARTA, INDONESIA
- Mar 17 17:05**  
Actual WAN HAI 516 059N - Vessel arrival from port terminal  
PSA (PORT OF SINGAPORE AUTHORITY)  
SINGAPORE, SINGAPORE
- Mar 17 19:05**  
Actual WAN HAI 516 059N - Vessel departure from port terminal  
PSA (PORT OF SINGAPORE AUTHORITY)  
SINGAPORE, SINGAPORE
- Mar 18 00:28**  
Actual WAN HAI 516 059N - Discharge of laden equipment from vessel at port terminal  
PSA (PORT OF SINGAPORE AUTHORITY)  
SINGAPORE, SINGAPORE

### 4.3.6 Comments

This section displays all the comments/notes related to rail movement when available.

**Comments** ▼

2021-06-04 14:37 (CHICAGO, IL)

Delay Reason: PORT CONGESTION  
Notes: Delayed ondock rail departure due to a combination of railcar shortages and port congestion.

[More Comments](#) ▼

### 4.3.7 Cargo Release & Customs

For outbound / inbound shipments to the US, information will be visible to users.

- **Cargo Release & Custom** (Expand to show details)

Cargo Release & Customs: USA Inbound	
O/BL Received 2021-05-16 21:22	Customs Clearance -
Ocean Freight Collection 2021-06-04 09:37	Importer Filing Status 2021-05-11 06:52
Inbound No. V8N13562791	Authorization Date 2021-05-21 00:17
Port of Discharging Y258	Place of Deliver I206
Last Free Date at Final Destination 2021-05-21 00:17	

#### 4.3.8 Rail Tracking Information

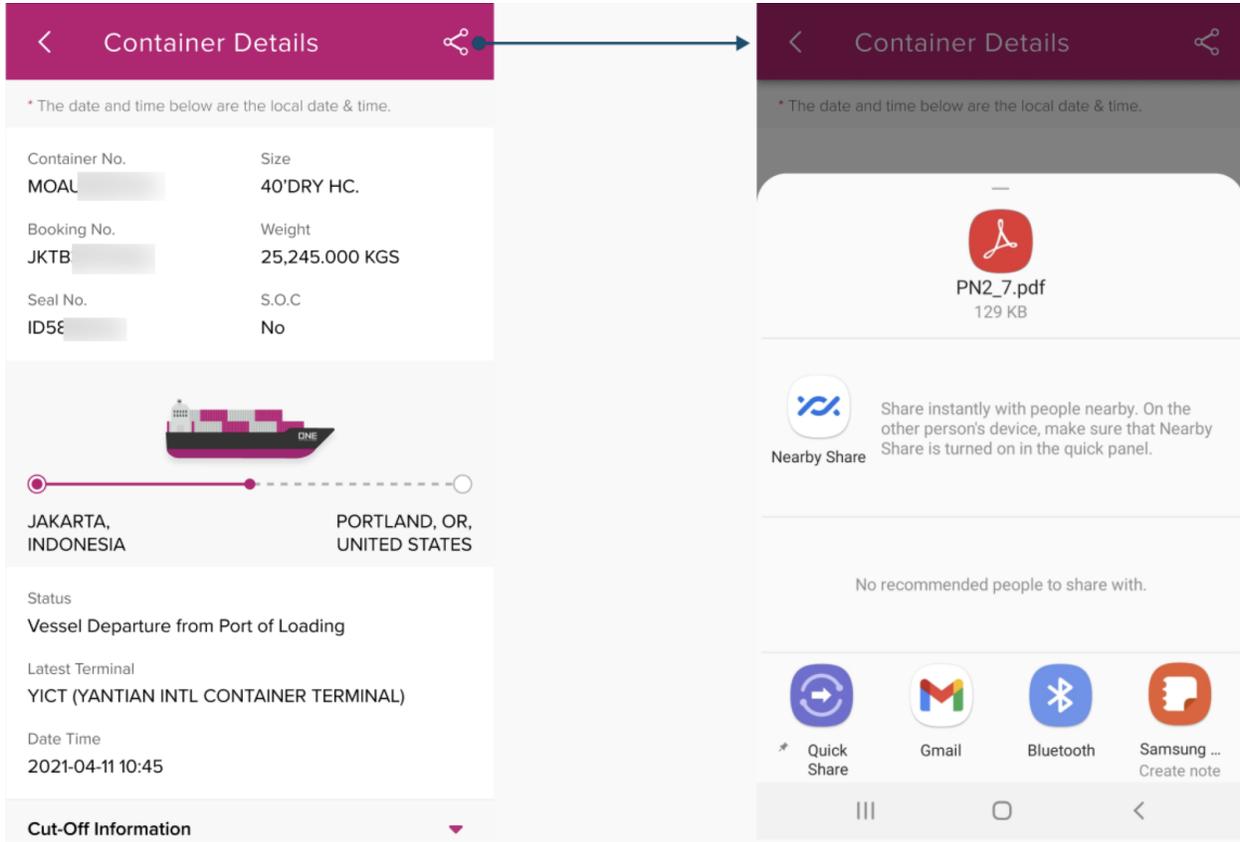
This section will provide users details of rail movements both on Outbound and Inbound.

- **Rail Tracking Information** (Expand to show details)

Rail Tracking Information: Inbound	
	LOS ANGELES, CA, UNITED STATES (TRAPAC LOS ANGELES) 2021-06-07 20:50
	ROCHELLE, IL, UNITED STATES (UP RAIL - CHICAGO ROCHELLE (GLOBAL 3)) 2021-06-13 03:05
<a href="#">View US Rail Tracking &gt;</a>	
Last Status Unloaded from a Rail Car	
Current Location GLOBAL 3	Date Time 2021-06-14 17:24
Pickup Available No	Pickup # No

## 4.4 Share Cargo Tracking Detail as PDF file

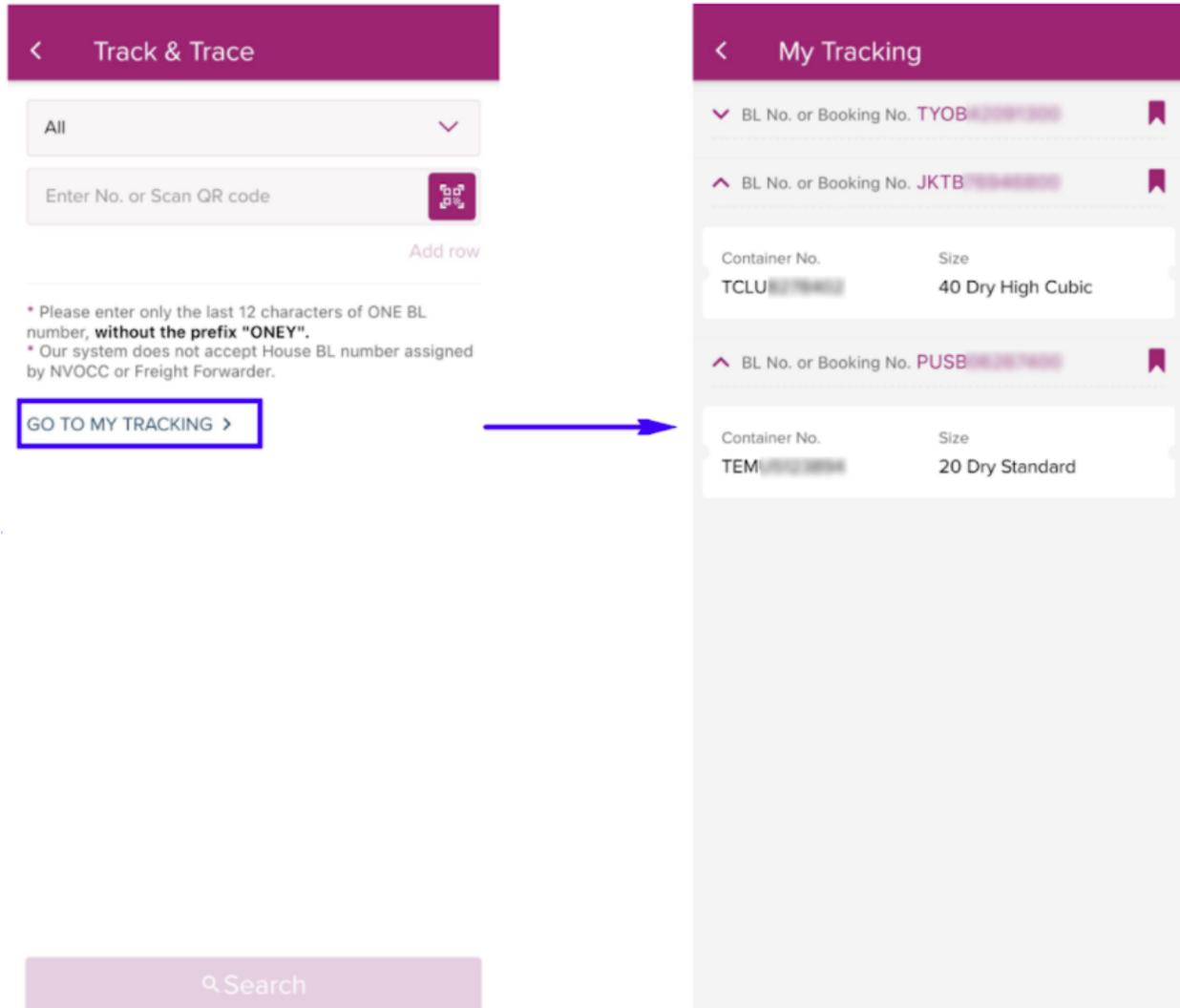
This function helps users to create Container Details via PDF file and share through various social media platforms (i.e Mail, Bluetooth, Airdrop...) or save to the device for future reference.



## 4.5 My Tracking list

### 4.5.1 My Tracking list

*My Tracking* is only available for login users which displays all bookmarked shipments that users can continuously track. To access *My Tracking*, users can select to GO TO MY TRACKING on the Track & Trace search page.



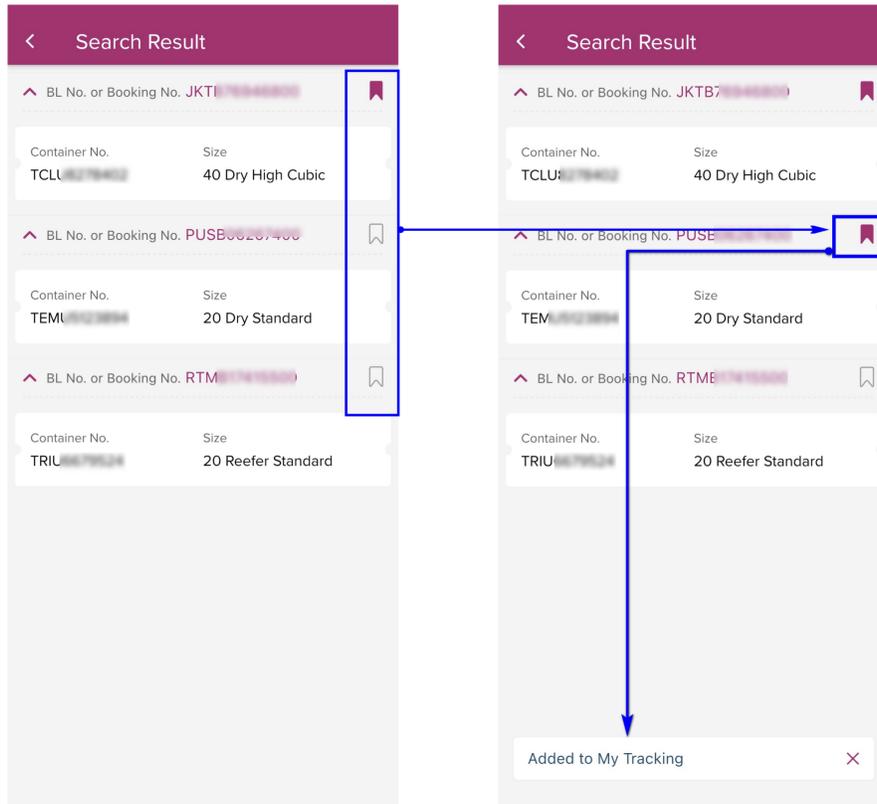
### 4.5.2 Bookmark the search result

The Bookmark icon is only available for login users.

On the *Search Result* page, Bookmark icon is displayed on each BL/Booking No.

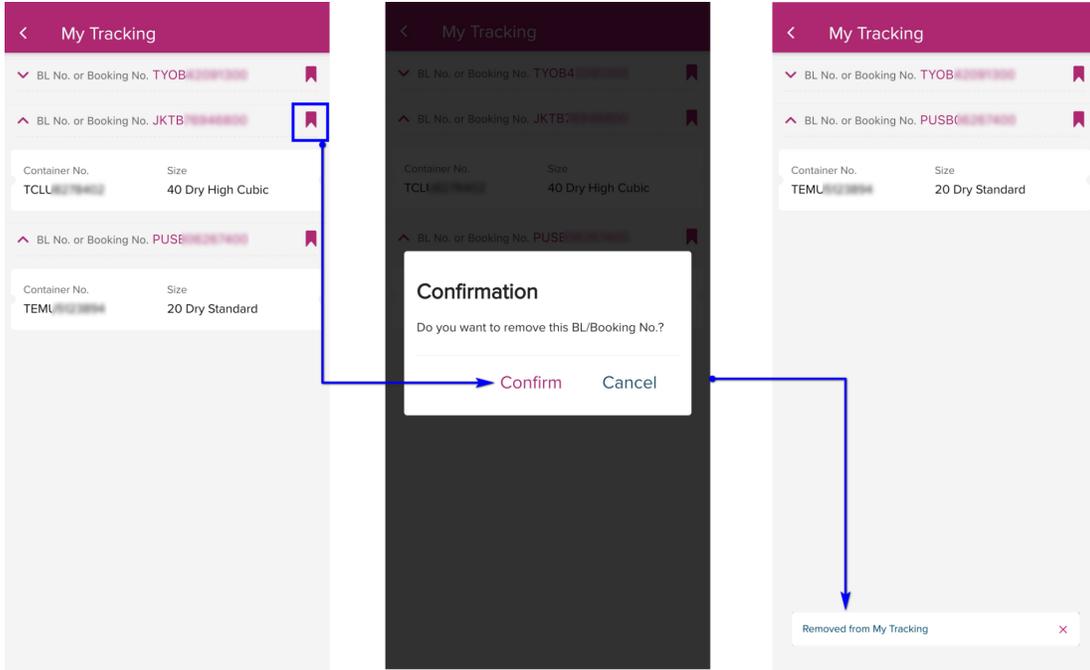
*Magenta* color indicates BL/Booking No. is already bookmarked while *White* color is not.

From the *Search Result* page, users can tap on the Bookmark icon to add or remove the BL/Booking No. from *My Tracking* list.



#### 4.5.3 Remove Bookmarked Shipments

From *My Tracking* page or *Search Result* page, users can tap the Bookmark icon to remove the BL/Booking No. from *My Tracking* list. The App will pop-up a confirmation message before proceeding to remove the BL/Booking # from the view.



## 4.6 Active Shipment

This *Active Shipment* tab is only visible for login users from Track and Trace Homepage.

This view provides users a snapshot of Departing and Arriving shipments that the user may need to monitor.

The screenshot displays the 'Track & Trace' application interface, specifically the 'ACTIVE SHIPMENT' tab. The interface is split into two panels. The left panel contains search filters and a search bar. The right panel displays 'Upcoming Shipments in 2 weeks' with 8 departing and 10 arriving shipments, and a table of shipment details.

**Left Panel:**

- Header: Track & Trace
- Navigation: CARGO TRACKING, ACTIVE SHIPMENT
- Filter: All
- Input: Enter No. or Scan QR code
- QR Code Icon
- Add row
- Footnote: \* Please enter only the last 12 characters of ONE BL number, without the prefix "ONEY".
- Footnote: \* Our system does not accept House BL number assigned by NVOCC or Freight Forwarder.
- GO TO MY TRACKING >
- Recent Search: BL/Booking No. JKTB, BL/Booking No. JKTB, SINB..., BL/Booking No. JKTE
- Search: Search

**Right Panel:**

- Header: Track & Trace
- Navigation: CARGO TRACKING, ACTIVE SHIPMENT
- Upcoming Shipments in 2 weeks
- 8 Shipments DEPARTING
- 10 Shipments ARRIVING
- Date Ascending ^
- Table:

BKG/BL No.	Departing Date
MNL	2021-07-04
SINI	2021-07-07
SINB	2021-07-10

#### 4.6.1 Departing list

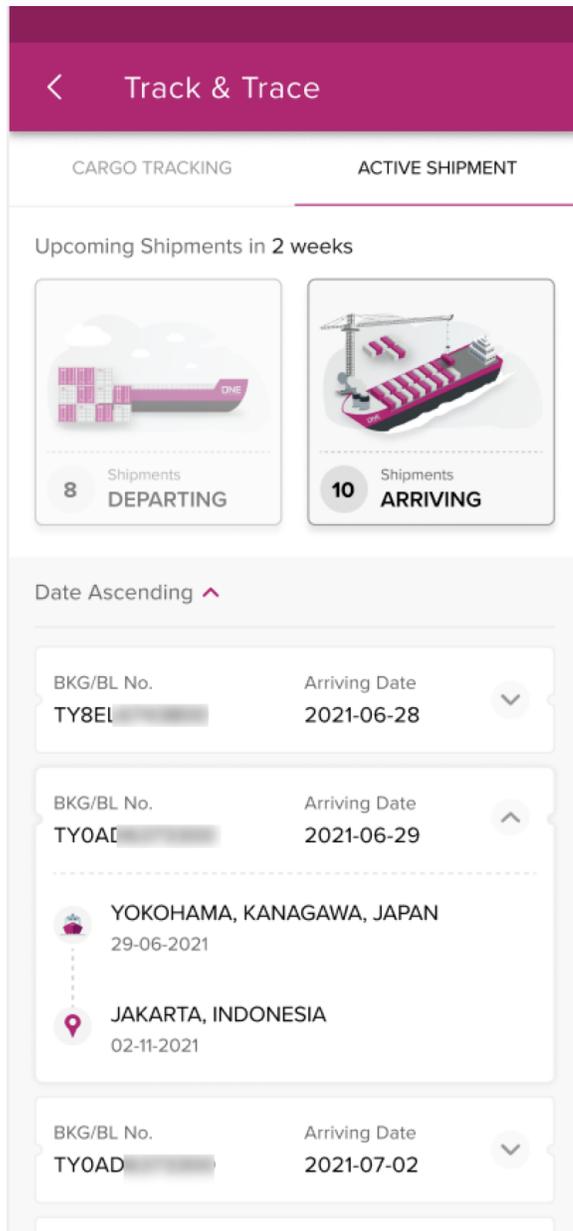
This provides a view of shipments departing at origin captured within 2 weeks of vessel ETD at port of load from time of search.

The screenshot shows a mobile application interface for 'Track & Trace'. At the top, there is a purple header with a back arrow and the text 'Track & Trace'. Below the header, there are two tabs: 'CARGO TRACKING' and 'ACTIVE SHIPMENT', with the latter being selected. The main content area is titled 'Upcoming Shipments in 2 weeks' and features two summary cards. The left card shows a ship with cargo and indicates '8 Shipments DEPARTING'. The right card shows a ship at a port and indicates '10 Shipments ARRIVING'. Below these cards, there is a section for 'Date Ascending' with a dropdown arrow. This section contains a list of shipments with columns for 'BKG/BL No.' and 'Departing Date'. The first entry is 'MNLE' with a date of '2021-07-04'. The second entry is 'SINB1' with a date of '2021-07-07'. Below the second entry, there is a location summary for 'JAKARTA, INDONESIA' with a date of '07-07-2021' and 'PORTLAND, OR, UNITED STATES' with a date of '16-12-2021'. The third entry is 'SINB' with a date of '2021-07-10'. The fourth entry is partially visible with 'BKG/BL No.' and 'Departing Date'.

BKG/BL No.	Departing Date
MNLE	2021-07-04
SINB1	2021-07-07
JAKARTA, INDONESIA 07-07-2021	
PORTLAND, OR, UNITED STATES 16-12-2021	
SINB	2021-07-10
BKG/BL No.	Departing Date

#### 4.6.2 Arriving List

This provides a view of shipments Arriving at destination captured within 2 weeks of vessel ETA at port of discharge from the time of search.



**Track & Trace**

CARGO TRACKING      ACTIVE SHIPMENT

Upcoming Shipments in 2 weeks

8 Shipments **DEPARTING**

10 Shipments **ARRIVING**

Date Ascending ^

BKG/BL No.	Arriving Date	
TY8EL [REDACTED]	2021-06-28	▼
TYOAL [REDACTED]	2021-06-29	▲

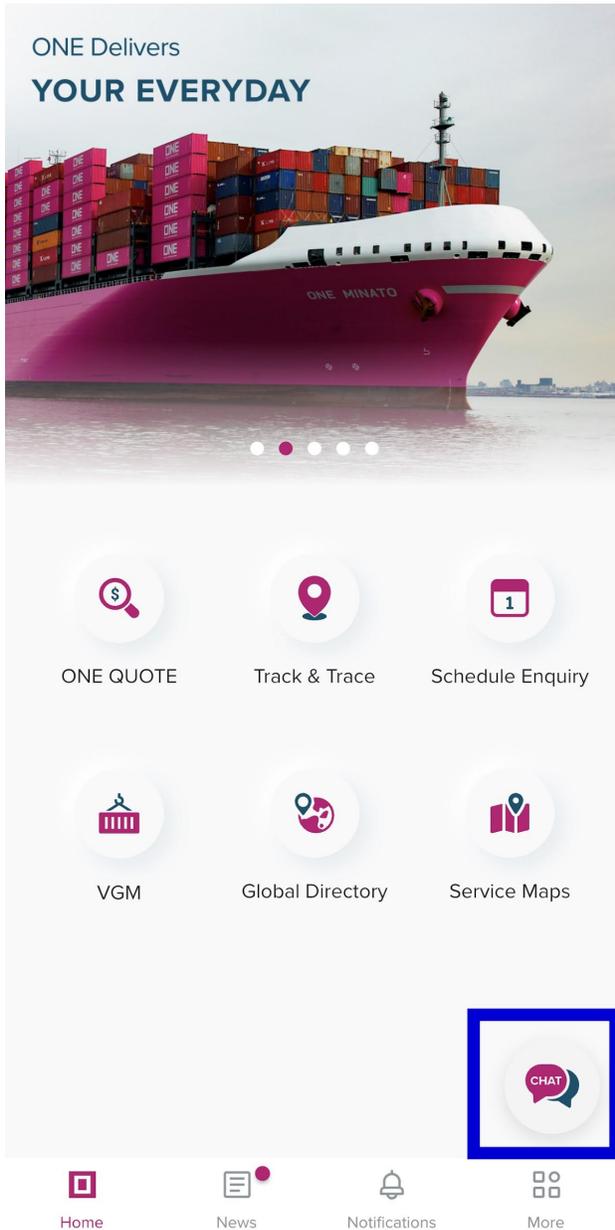
YOKOHAMA, KANAGAWA, JAPAN  
29-06-2021

JAKARTA, INDONESIA  
02-11-2021

BKG/BL No.	Arriving Date	
TYOAD [REDACTED]	2021-07-02	▼

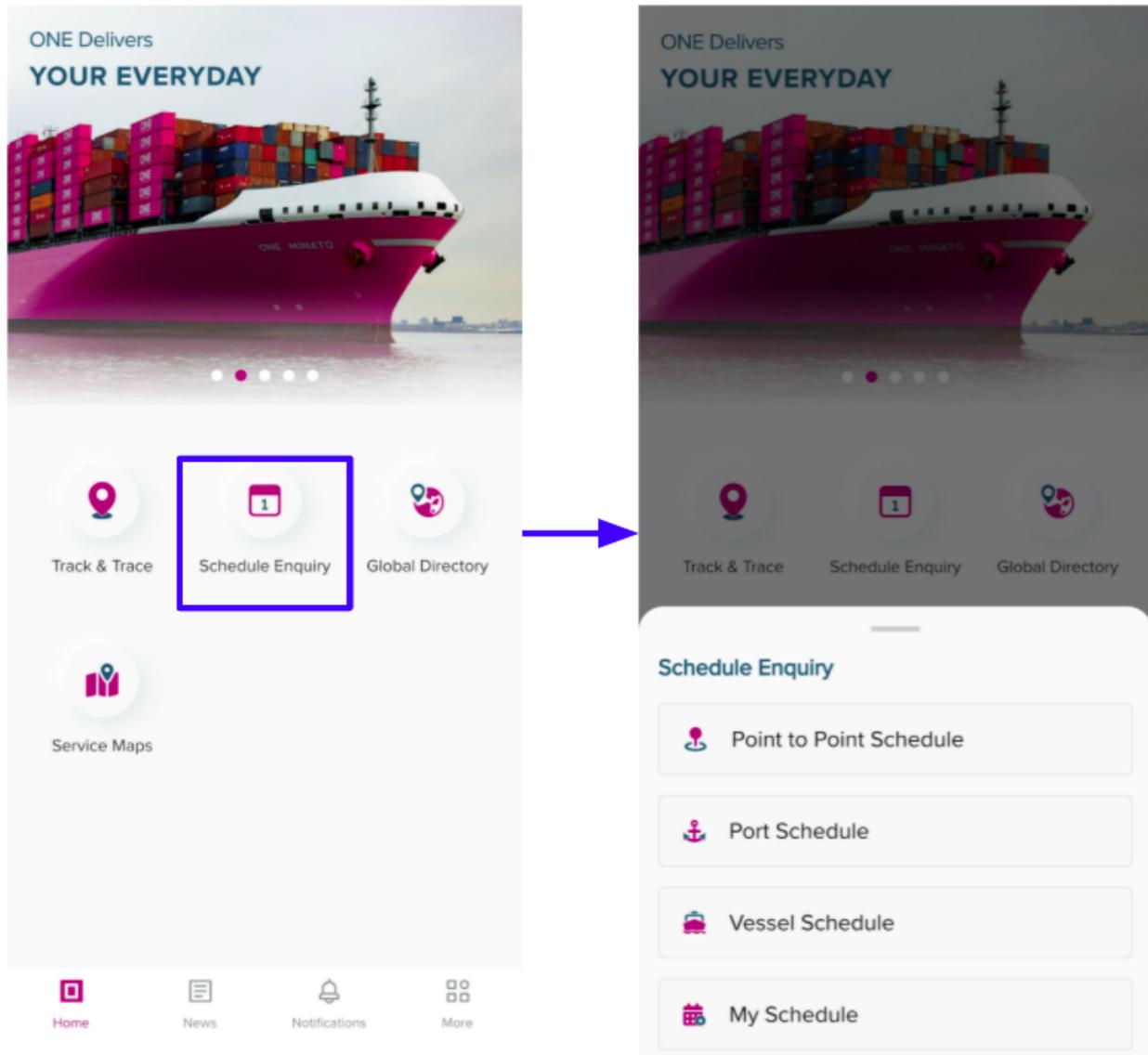
## 5 Mobile Chat

Users can connect to ONE live chat agent using the App. With selected location in the App Setting menu, the App will be able to display the chat bubble where chat service is available and within the working hours of live agents, otherwise once offline, the chat bubble will not be visible.



## 6 Schedule Enquiry

Schedule Enquiry features provide users the ability to search schedules of Route, Port and Vessel. Schedule Enquiry search is available for both login and non-login users. On the Homepage, when selecting the Schedule Enquiry icon, four Schedule Enquiry options will be displayed on the bottom sheet.



## 6.1 Point to Point Schedule

On the Schedule Enquiry search lists, Users can select the Point to Point Schedule option to display the Route tab by default.

On the Route search, Users can type the Origin and Destination, Date Range (which initially is defaulted to 1 month from the date of search) and Priority type which is defaulted to ALL, but user can choose Direct or Transit button.

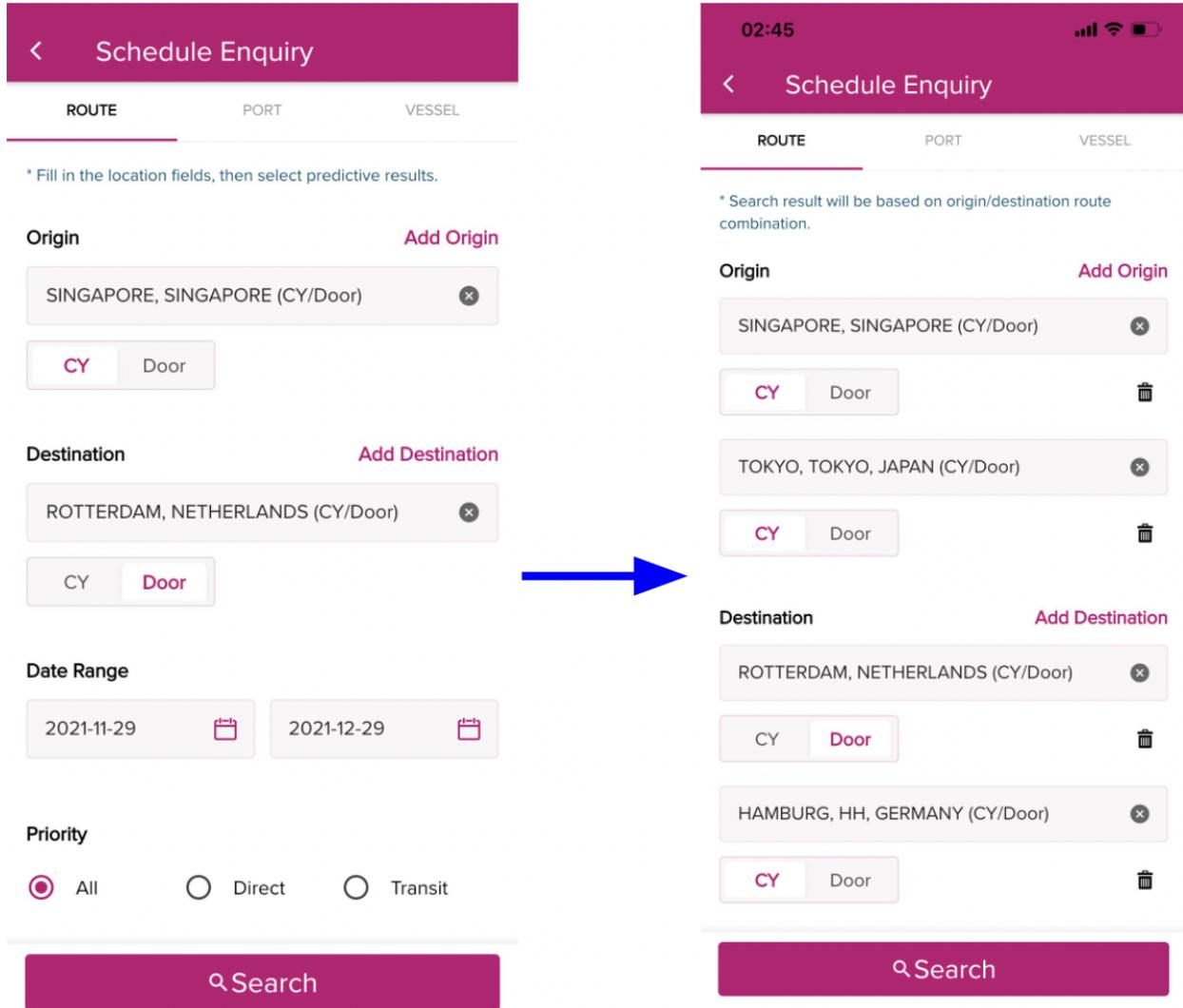
The image shows a mobile application interface for 'ONE Delivers YOUR EVERYDAY'. The main screen has three tabs: 'Track & Trace', 'Schedule Enquiry', and 'Global Directory'. The 'Schedule Enquiry' tab is active, showing a list of options: 'Point to Point Schedule' (highlighted with a red box), 'Port Schedule', 'Vessel Schedule', and 'My Schedule'. An arrow points from the 'Point to Point Schedule' option to a detailed view of the 'Schedule Enquiry' form.

The detailed view of the 'Schedule Enquiry' form includes the following fields and options:

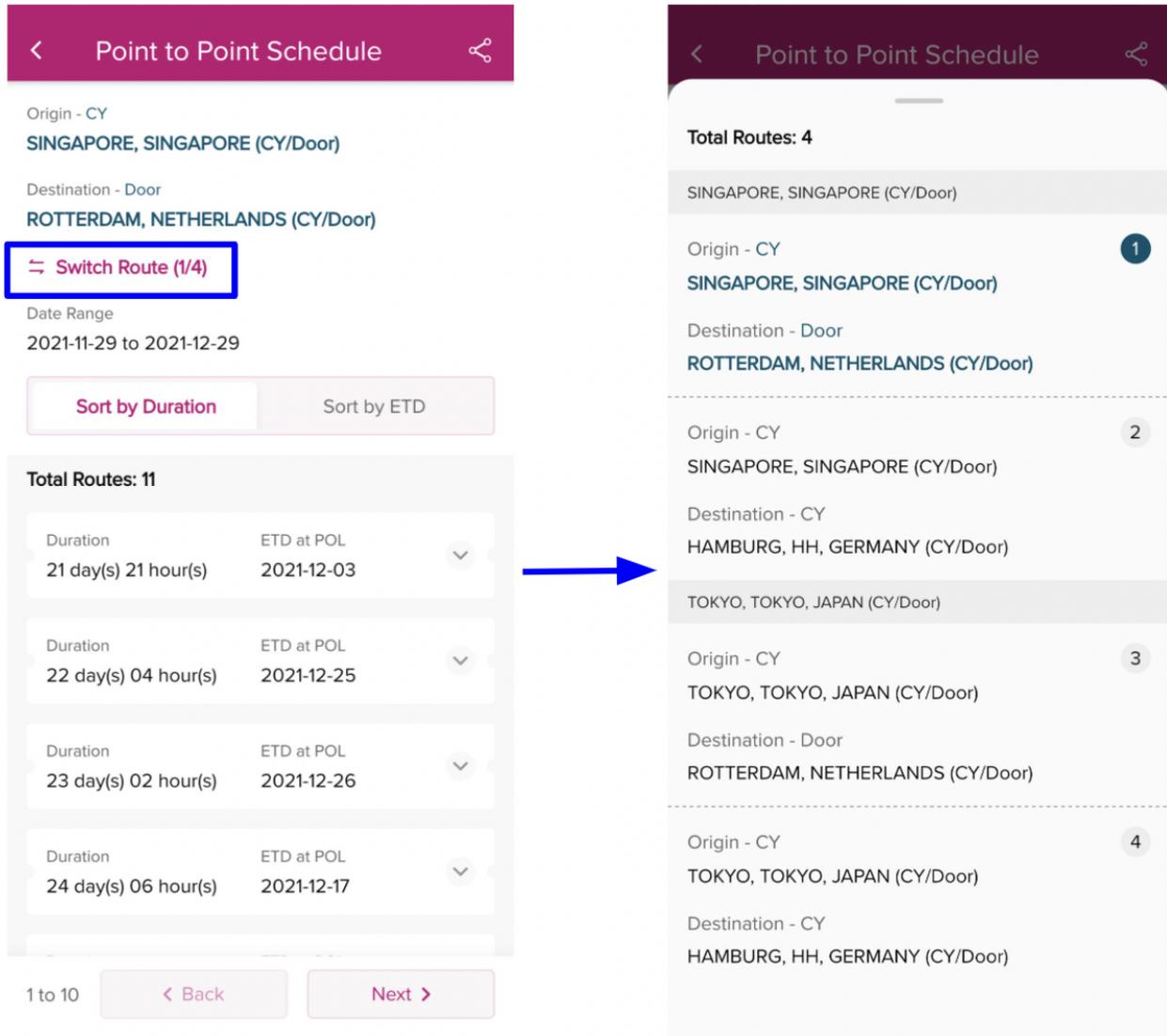
- Origin:** SINGAPORE, SINGAPORE (CY/Door) with an 'Add Origin' link and a close button (X).
- Destination:** ROTTERDAM, NETHERLANDS (CY/Door) with an 'Add Destination' link and a close button (X).
- Date Range:** 2021-11-29 to 2021-12-29, with calendar icons for selection.
- Priority:** All (selected), Direct, Transit.
- Search Button:** A red button with a magnifying glass icon and the text 'Search'.

Users can add multiple Origins and Destinations for search and the result will be based on origin/destination route combination.

Aside from adding multiple Origin and Destination, users can select the service option per location (depending on the availability of service offered by ONE).



The App will provide search results based on given parameters. For multiple routes provided, users can view another route result by selecting the Switch Route button.



Route summary will be provided as an initial view and for more details, Users can expand the result.

**Point to Point Schedule**

Origin - CY  
**SINGAPORE, SINGAPORE (CY/Door)**

Destination - Door  
**ROTTERDAM, NETHERLANDS (CY/Door)**

**Switch Route (1/4)**

Date Range  
2021-11-29 to 2021-12-29

**Sort by Duration** | Sort by ETD

**Total Routes: 11**

Duration	ETD at POL	
21 day(s) 21 hour(s)	2021-12-03	▼
<b>22 day(s) 04 hour(s)</b>	<b>2021-12-25</b>	▼
23 day(s) 02 hour(s)	2021-12-26	▼
24 day(s) 06 hour(s)	2021-12-17	▼

1 to 10 | < Back | Next >

---

**Point to Point Schedule**

Duration: 22 day(s) 04 hour(s) | ETD at POL: 2021-12-25

**Place of Receipt**  
**SINGAPORE (PSA (PORT OF SINGAPORE AUTHORITY))**  
⌚ ETD at POL: 2021-12-25 15:00

**ONE HAMMERSMITH 074W**  
/i/ Service Lane: FP1  
⌚ Duration: 19 days 19 hours

**ROTTERDAM (ECT DELTA TERMINAL)**  
⌚ ETB at POD: 2022-01-14 10:00  
⌚ ETD at POL: 2022-01-14 16:00

**TRUCK**  
⌚ Duration: 1 days 0 hours

**Place of Delivery**  
**ROTTERDAM**  
⌚ ETB at DEL: 2022-01-14 16:00

Full Return CY / Cargo Cut-off  
2021-12-23 12:00

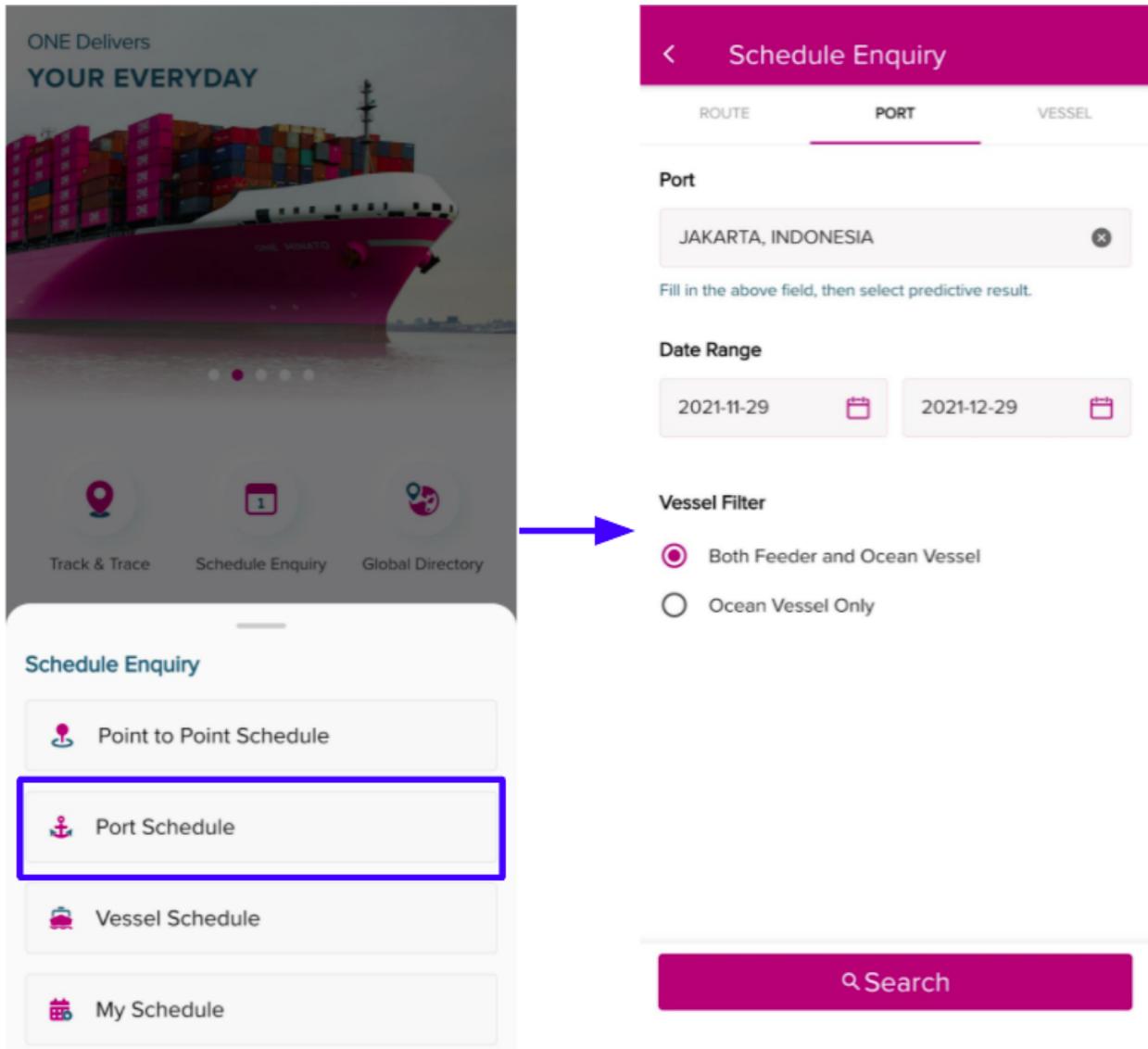
Full Return CY Terminal  
SINGAPORE

1 to 10 | < Back | Next >

## 6.2 Port Schedule

For Port schedule search, Users can select the Port Schedule option for the system to display the Port tab by default.

On the search Tab, Users can input the Port name, Date Range (which is defaulted to 1 month from the date of search) and Vessel type either as Ocean Vessel only or both Feeder and Ocean combination.



The App will list all the Vessels arriving within the selected date range for the specific Port in search. Users are able to view the schedule details of the Vessel by tapping or expanding the summary view. It will provide Terminal information, Service Lane, Arrive, Berthing, Departure time and status, Port Cut-off time.

< Port Schedule

Port Name  
**JAKARTA, INDONESIA**

Date Range  
2021-11-29 to 2021-12-29

Total Vessels: 86

**HYUNDAI SUPREME 116N** ▼

Terminal: KOJA CONTAINER TERMINAL

Arrival: 2021-11-27 13:15 - Actual

**CMA CGM LAPIS 0QY64N1NC** ▼

Terminal: JAKARTA INTERNATIONAL CONTAINER TERMINAL

Arrival: 2021-11-29 04:00 - Coastal

**SPIL RATNA 42/21** ▼

Terminal: KOJA CONTAINER TERMINAL

Arrival: 2021-11-29 11:00 - Coastal

**BAI CHAY BRIDGE 100N** ▼

Terminal: KOJA CONTAINER TERMINAL

Arrival: 2021-11-29 20:00 - Coastal

1 to 10 < Back Next >

< Port Schedule

Port Name  
**JAKARTA, INDONESIA**

Date Range  
2021-11-29 to 2021-12-29

Total Vessels: 86

**HYUNDAI SUPREME 116N** ▲

Terminal: KOJA CONTAINER TERMINAL

Service Lane: IPS

Arrival: 2021-11-27 13:15 - Actual

Berthing: 2021-11-27 16:00 - Actual

Departure: 2021-11-29 06:00 - Coastal

Port Cut-Off: 2021-11-26 15:00

**CMA CGM LAPIS 0QY64N1NC** ▼

Terminal: JAKARTA INTERNATIONAL CONTAINER TERMINAL

Arrival: 2021-11-29 04:00 - Coastal

**SPIL RATNA 42/21** ▼

Terminal: KOJA CONTAINER TERMINAL

Arrival: 2021-11-29 11:00 - Coastal

**BAI CHAY BRIDGE 100N** ▼

Terminal: KOJA CONTAINER TERMINAL

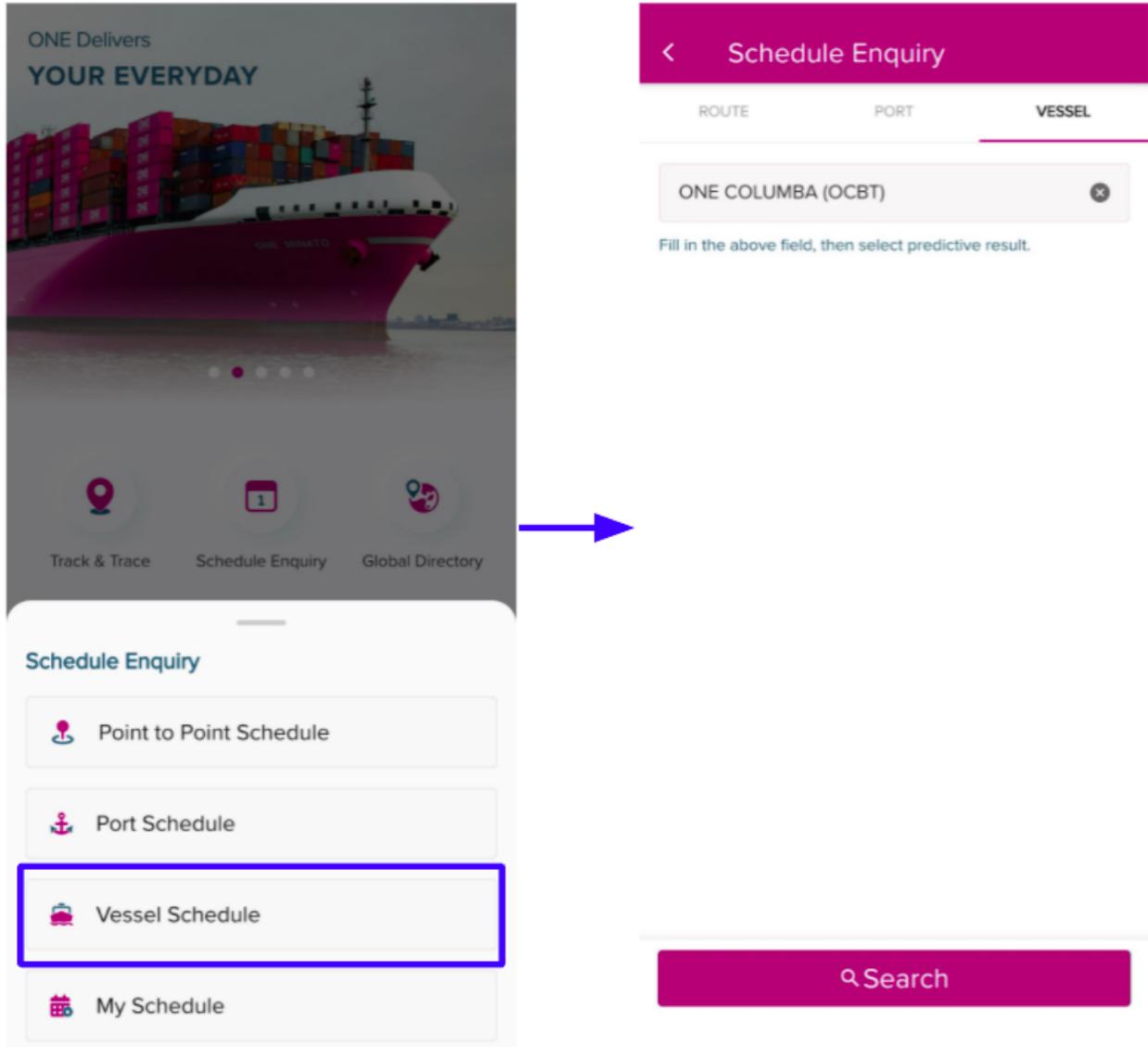
Arrival: 2021-11-29 20:00 - Coastal

1 to 10 < Back Next >

### 6.3 Vessel Schedule

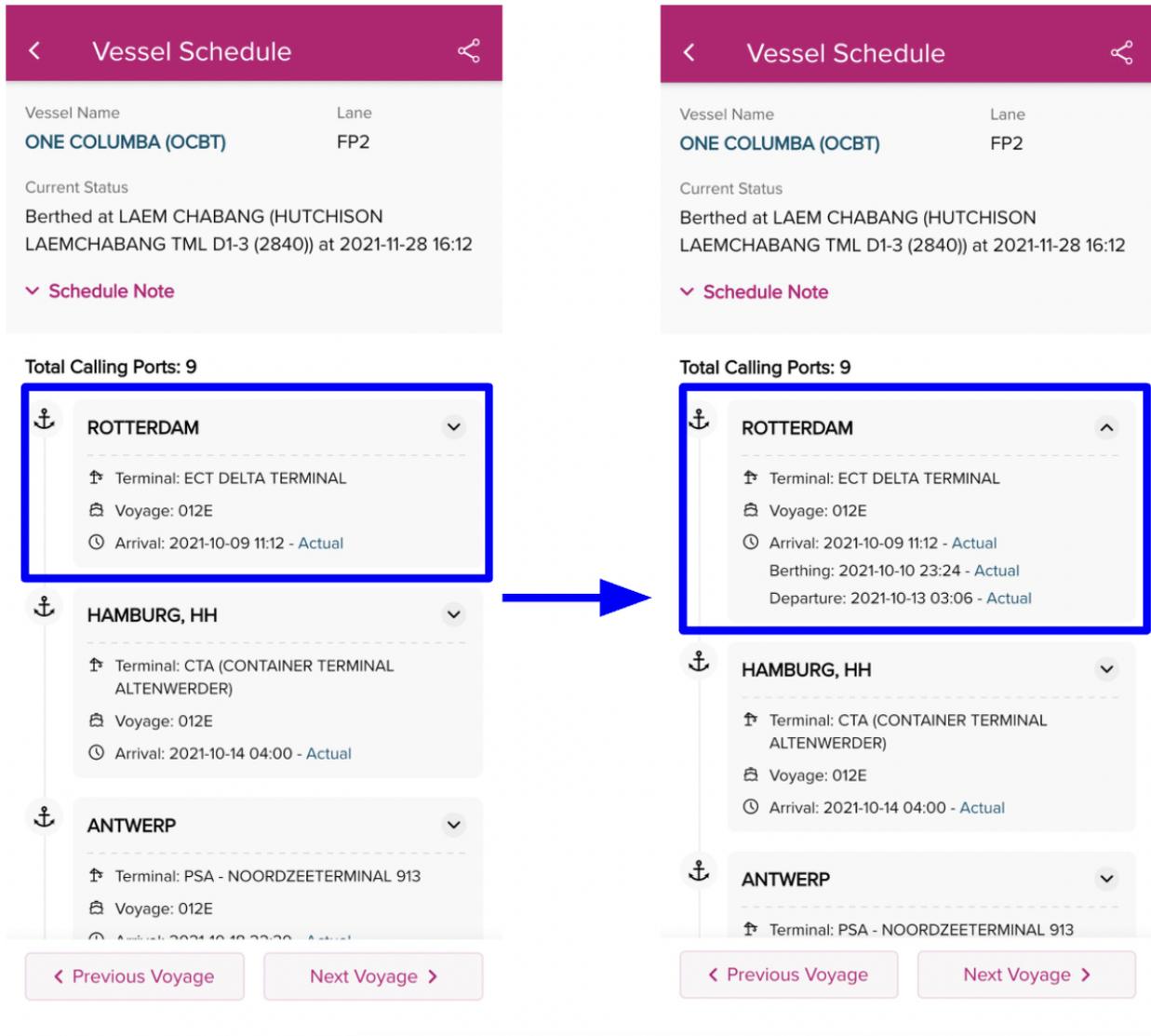
Another option for search is using the vessel name. When User selects the Vessel Schedule option, the app will display the Vessel tab by default.

On the search tab, Users only need to input the Vessel Name or code (if known) and perform the search.



The result page provides the most recent voyage information for that specific vessel with details of calling ports. Users can view next or previous vessel voyages and its calling ports by selecting the Previous Voyage or Next Voyage button.

To view more details of each calling port, users can tap or expand the summary view to display Terminal information, Voyage No., Arrival, Berthing, Departure time and status.

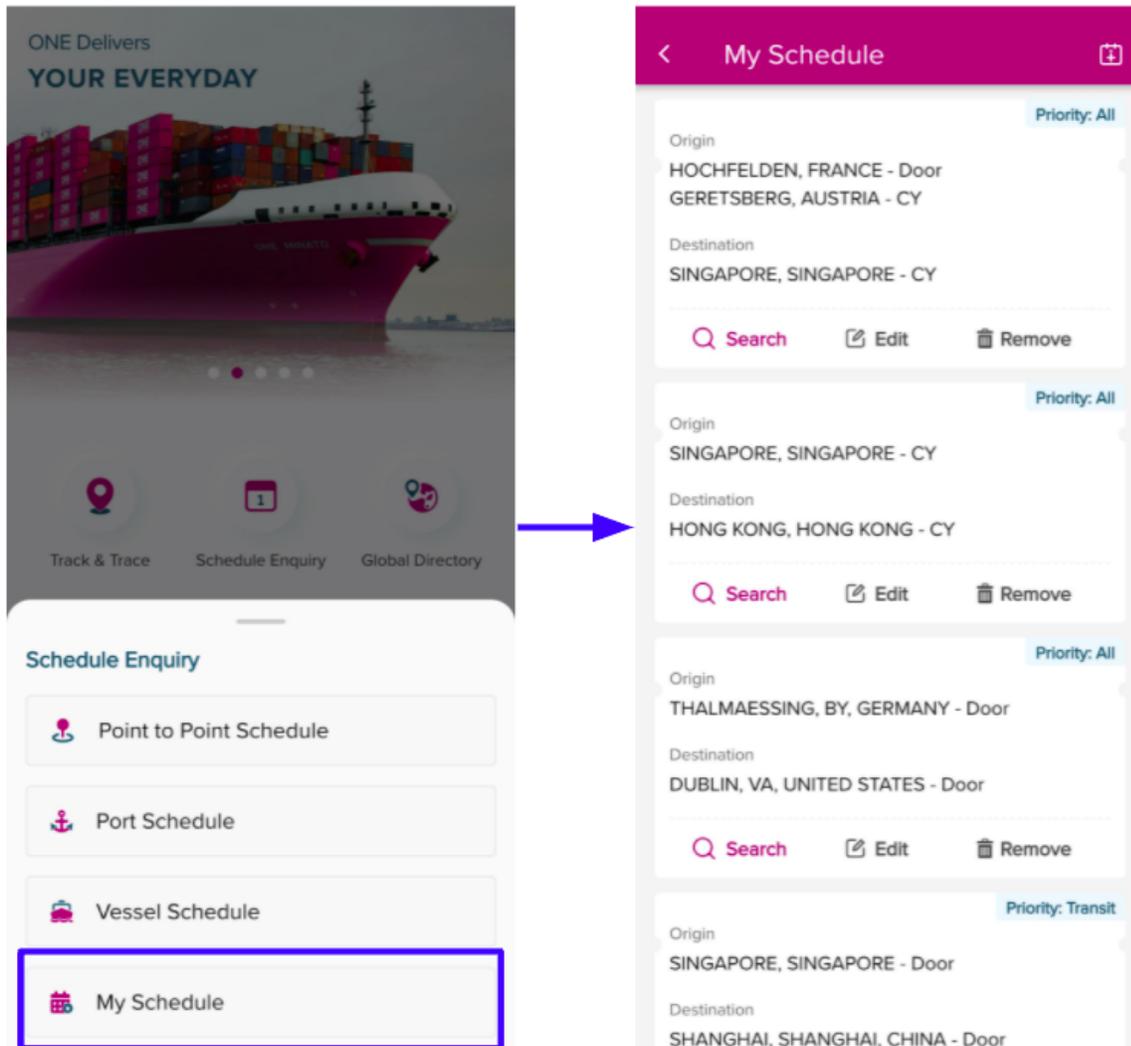


## 6.4 My Schedule

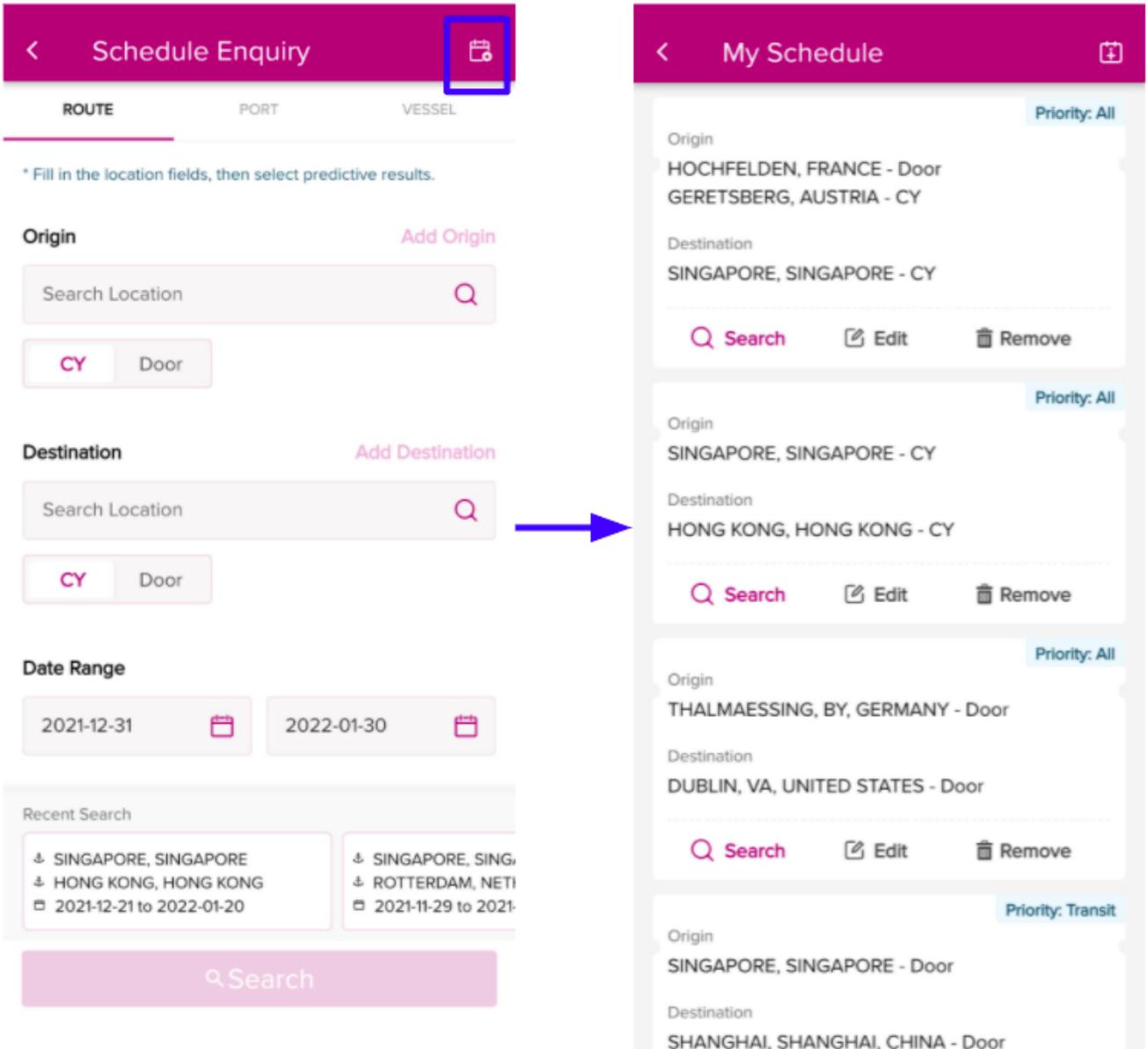
My Schedule is only available for login users which list all saved Point to Point schedule search templates and users can quickly input for searching. This list is synchronized with the My Schedule on ONE eCom website, if users make any update to their My Schedule list on the eCom web or Mobile App, the amendment will also be updated to other platforms where users are logged in.

There are two ways to access My Schedule.

### From Homepage

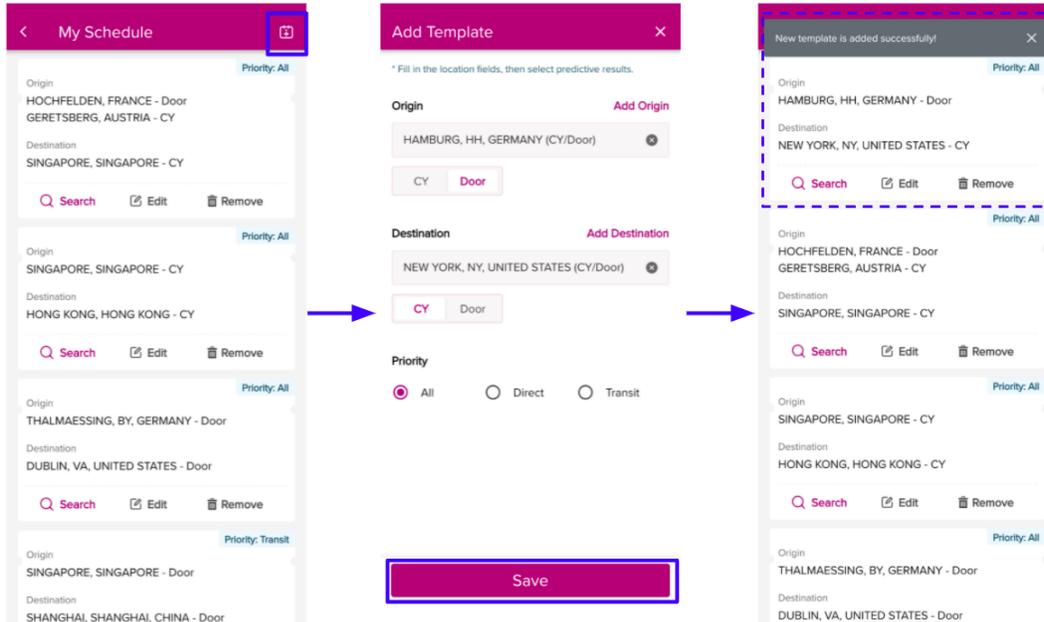


Or users can select the My Schedule shortcut icon on Route Search tab

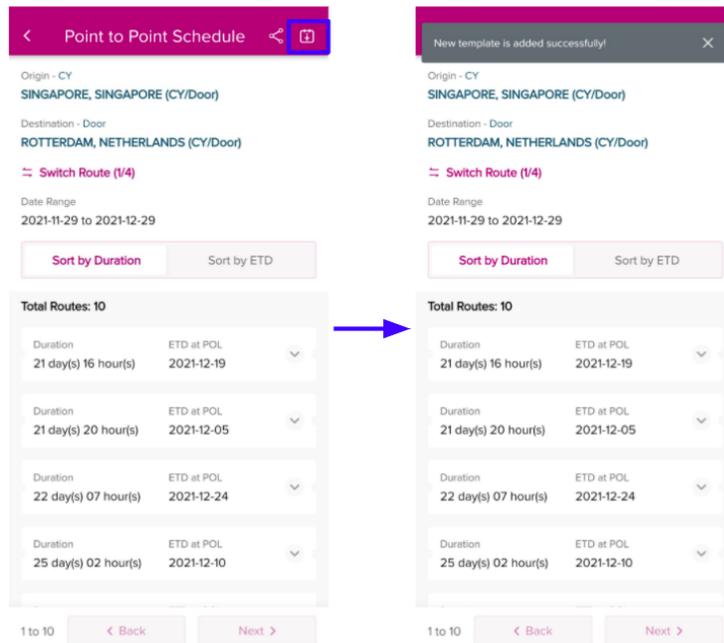


### 6.4.1 Add Schedule Template

On the My Schedule screen, users can select the Add button to create a new Schedule Template. After being created successfully, the new template will be shown on the Schedule Template list.

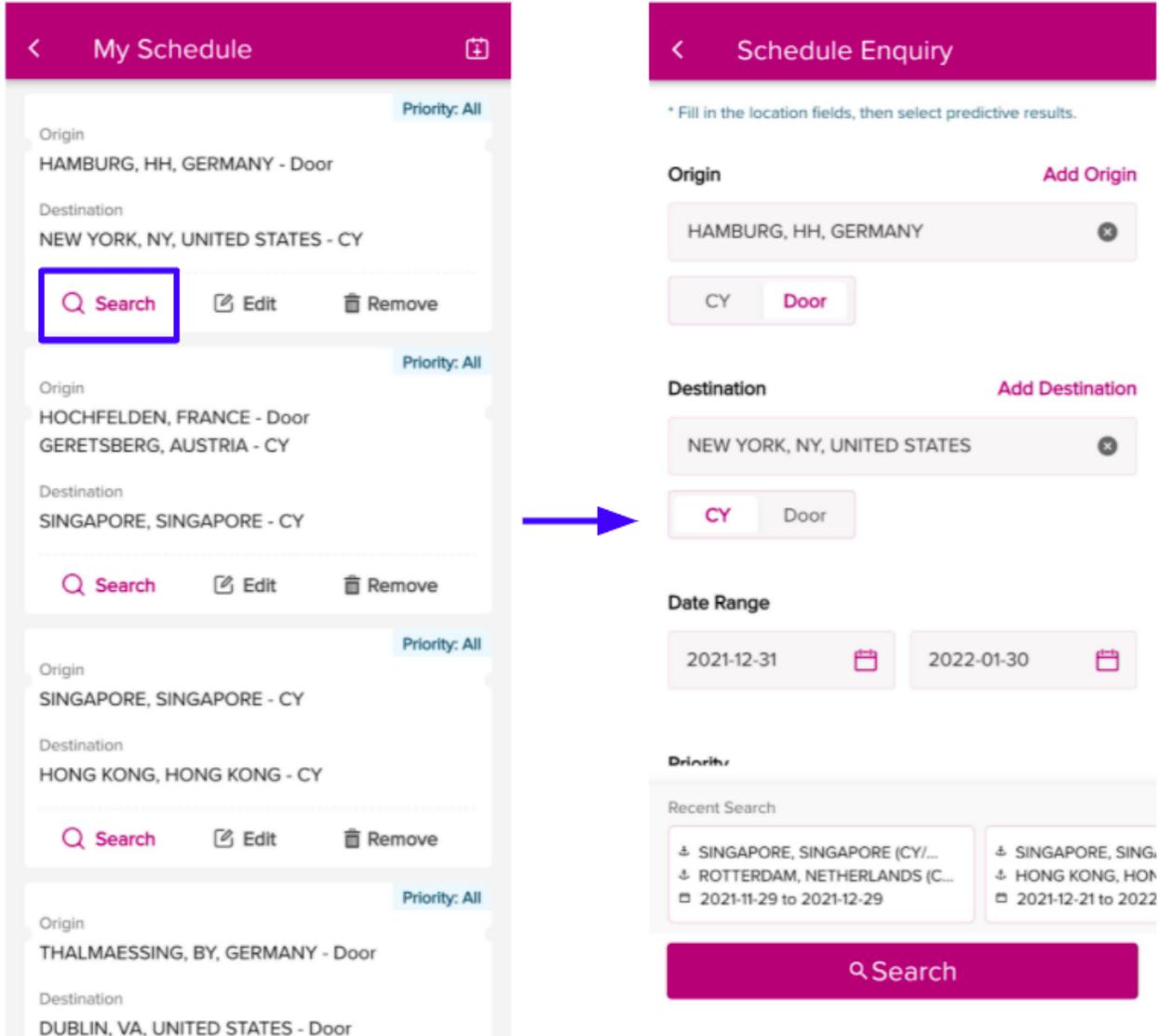


Or users can quickly add the template by clicking the Add shortcut button on the Point to Point Schedule result screen.



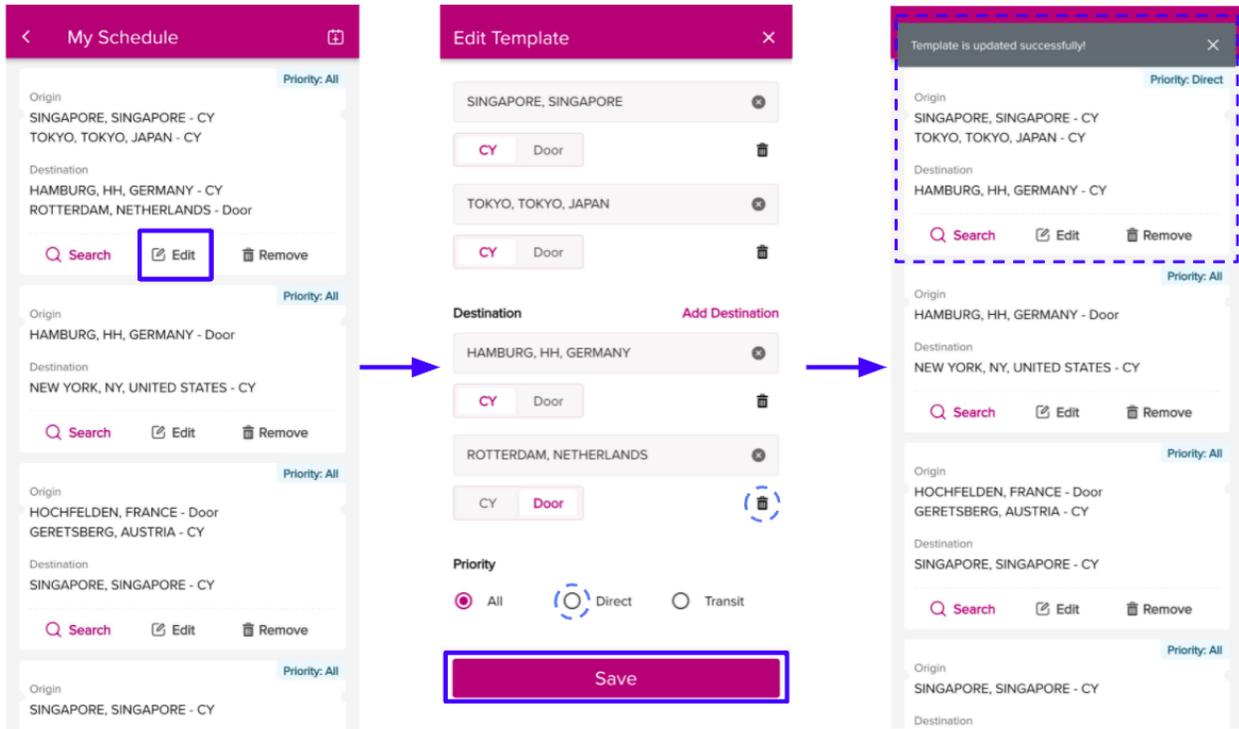
### 6.4.2 Search by Schedule Template

To use the Schedule Template for searching, users click on the Search button of the Template. After clicking, the system will direct the user to the Schedule Enquiry screen, Route search tab, and all information of the selected template will be populated on the search criteria fields.



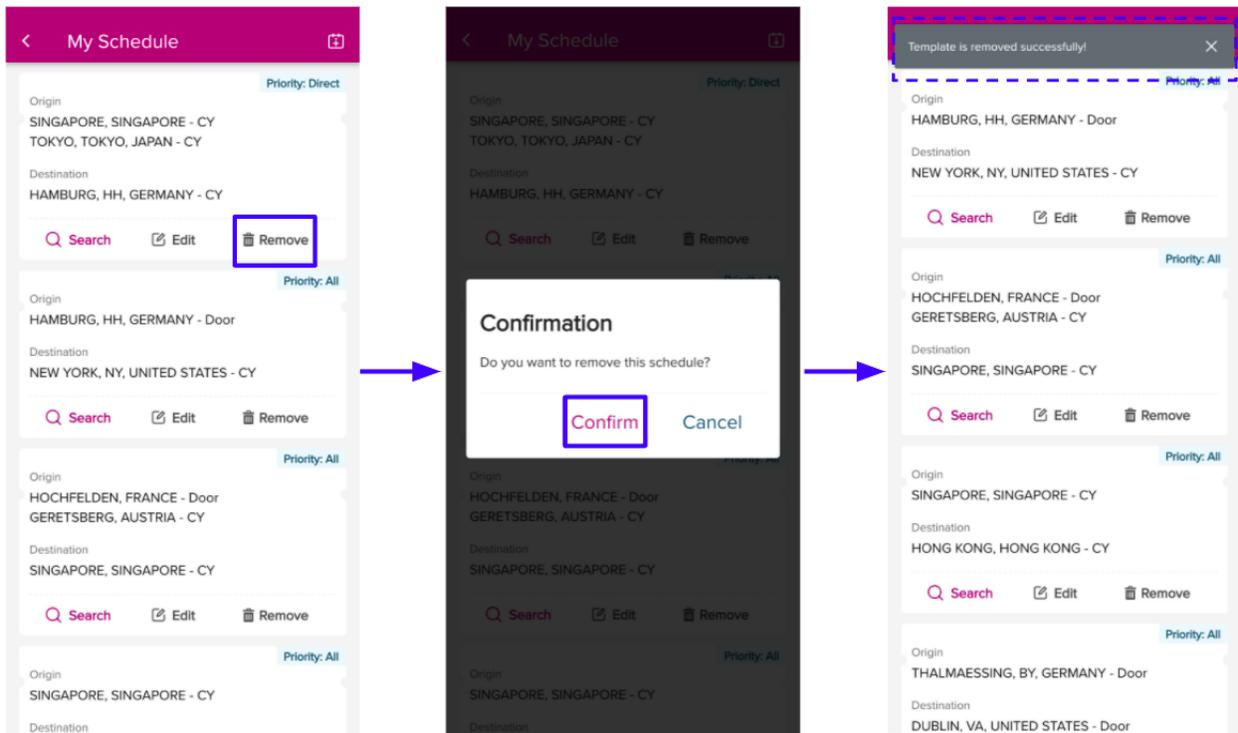
### 6.4.3 Edit Schedule Template

On the My Schedule list, users can make amendments for any templates by clicking the Edit button. On the Edit Template screen, after updating the search criteria, users can select the Save button to update the template. The selected template will be displayed on the My Schedule list with updated information.



### 6.4.4 Remove Schedule Template

To remove the unused templates, users can select the Remove button on any templates. After confirming the removal, the selected template will be removed completely.



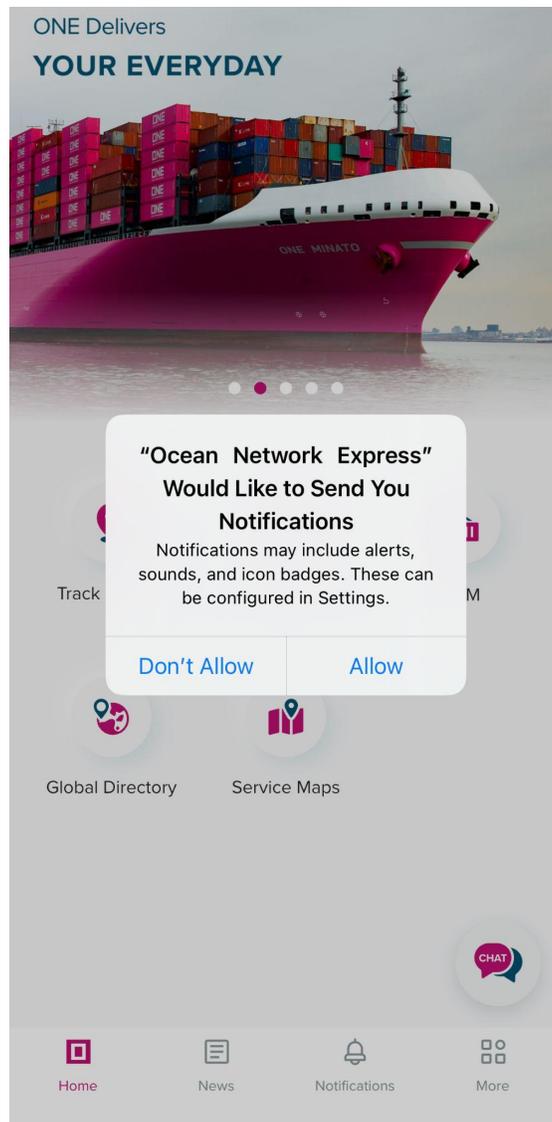
## 7 Notifications

All subscription done via eCommerce relating to Event Notification and eSubscription is now visible in Mobile App. Customers who have an existing subscription via eCommerce will be able to receive push notifications on their device and read the details in the Notification page.

To enjoy this feature, Customers are required to login via Mobile App using eCommerce userID credentials.

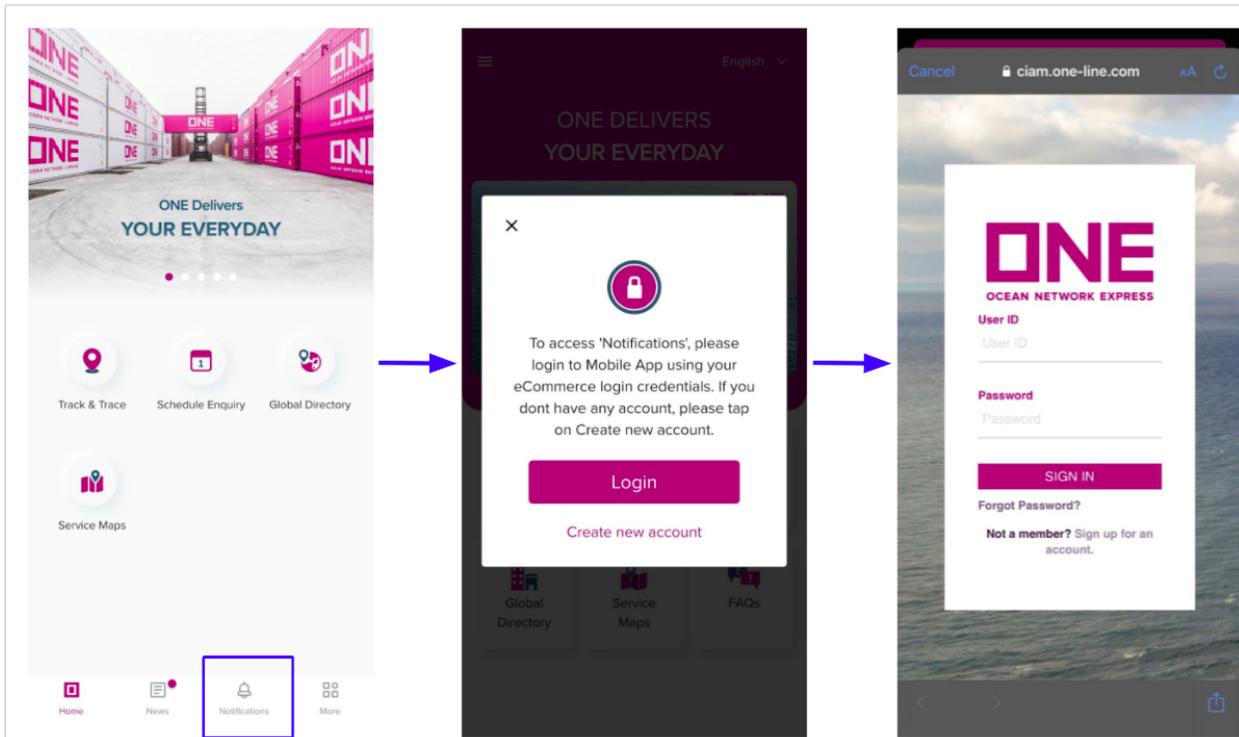
### 7.1 System permission to push the notification

For the first time Users open the app, the system will display a pop-up for permission to allow receiving push notification. In case the User selected “Don’t Allow” as initial set-up, User must go to Device Settings to activate notifications for the App on a later stage.



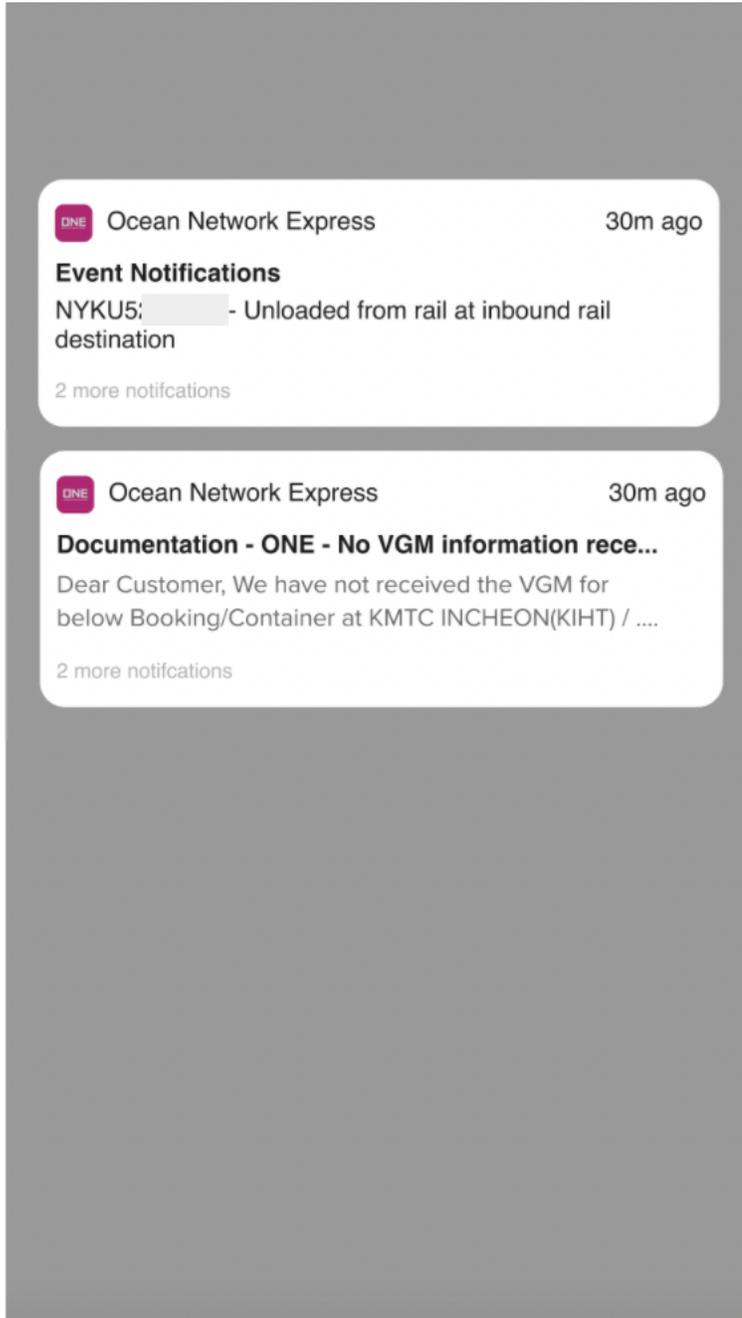
## 7.2 Logged in users are able to receive the Notifications

Push Notifications require users to be logged in to trigger this feature. Non-login Users will not be able to receive any push notifications and will not be able to see the Notification Page in the App.

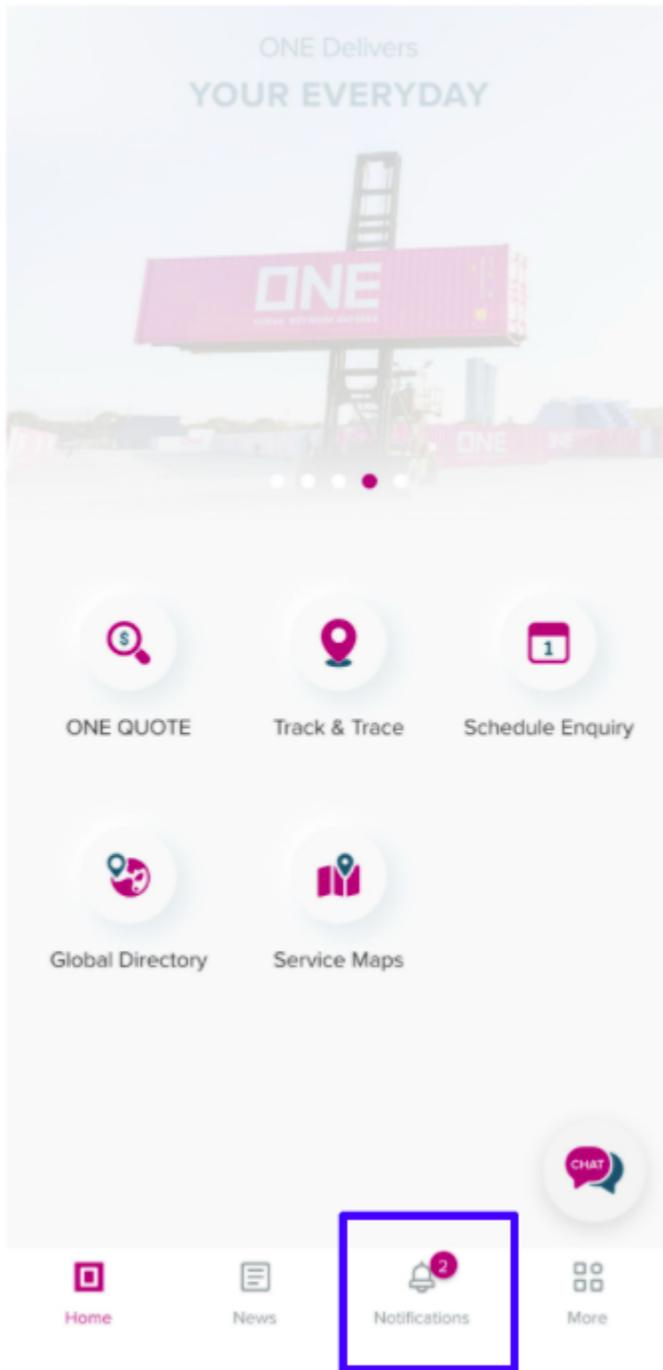


There are two ways to validate if a new notification is received:

1. Push Notification banner will prompt for every new Notification on User's device.



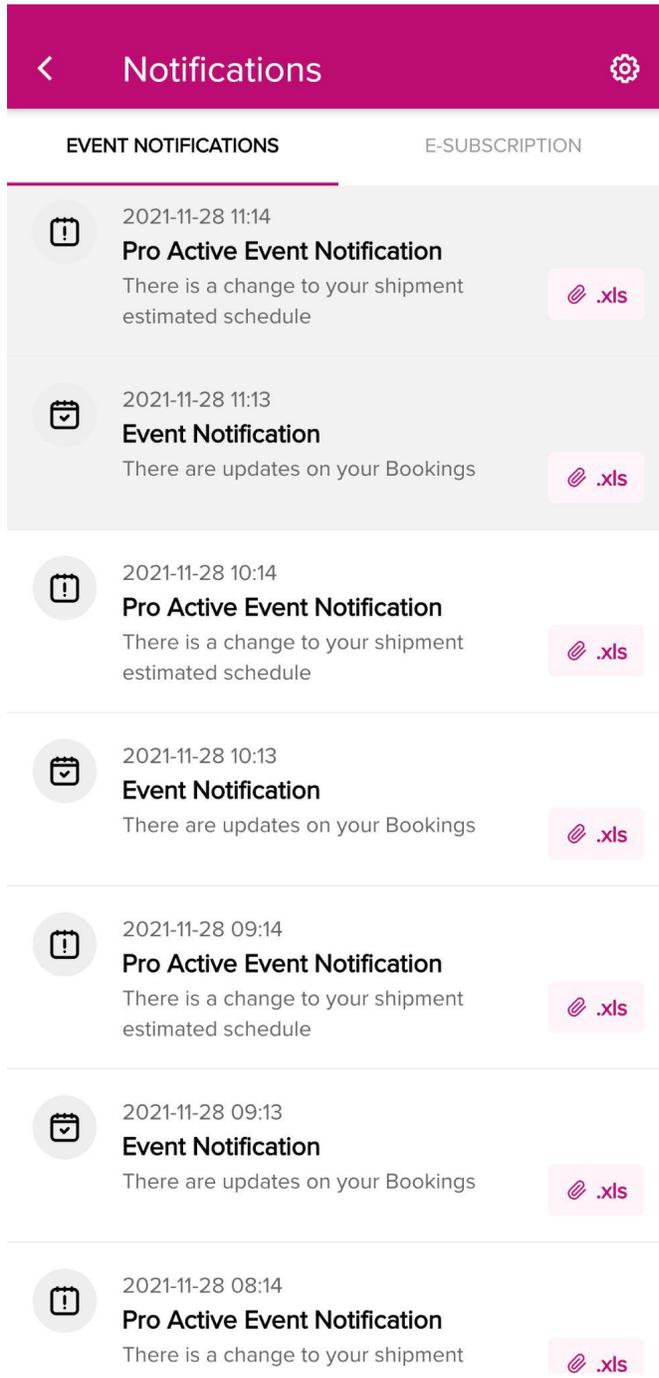
2. If User is currently active and is using the device, aside from the push from the push notification banner, the Notification icon will have animation and a red dot will appear on top of the bell icon.



### 7.3 Reading the Notifications

Users can check on the details of notification by visiting the Notification Page. The App will provide two tabs separating Event Notification and eSubscription.

All notifications will be based solely on the subscription done via our eCommerce platform ([https://ecomm.one-line.com/ecom/CUP\\_HOM\\_3009.do](https://ecomm.one-line.com/ecom/CUP_HOM_3009.do))





## Notifications



EVENT NOTIFICATIONS

E-SUBSCRIPTION



REPORTS · 2021-11-28 19:09

### Report

Report Name - The Report is now available for your review



ARRIVAL NOTICE · 2021-11-28 19:08

### Arrival Notice

SELAB( ) - The Arrival Notice is now available for your shipment



VISIBILITY · 2021-11-28 19:07

### Vessel Schedule Update

There is an update to your subscribed Vessel schedule



VESSEL · 2021-11-28 19:06

### Vessel Departure Notification

SGNAW( ) - There is a vessel departure note for your shipment



VISIBILITY · 2021-11-28 19:05

### Roll-over Notification

HPHB( ) - There is a change of Vessel for your booking



VESSEL · 2021-11-28 19:04

### No SI Received Notification

Please submit Shipping Instructions for your bookings



*\* If you have submitted, please ignore this ...*

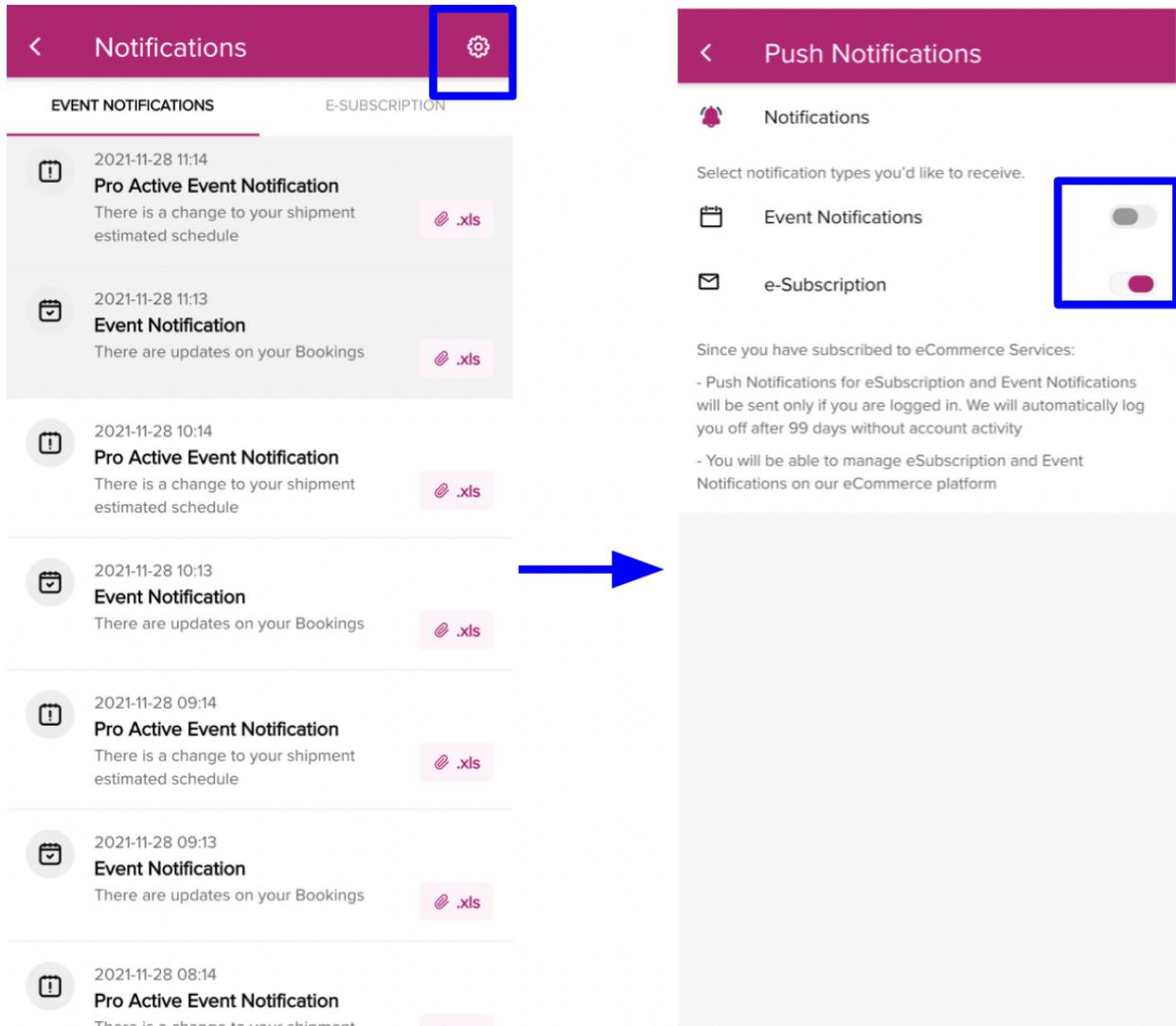


VGM · 2021-11-28 19:03

## 7.4 Turn off Notifications

Users cannot cancel or unsubscribe to the notification via Mobile application. This is only done on the eCommerce website ([https://ecomm.one-line.com/ecom/CUP\\_HOM\\_3009.do](https://ecomm.one-line.com/ecom/CUP_HOM_3009.do)).

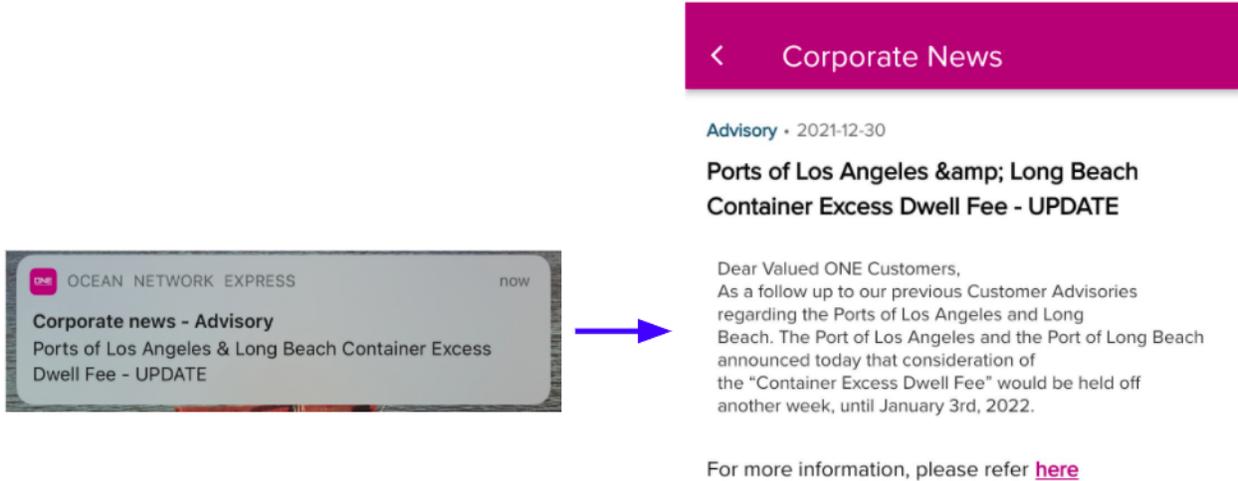
Users can turn off the push notification for the Event type via the Mobile App setting options. This will stop the alert via Notification Banner but Users will still be able to view all notifications via Notifications page.



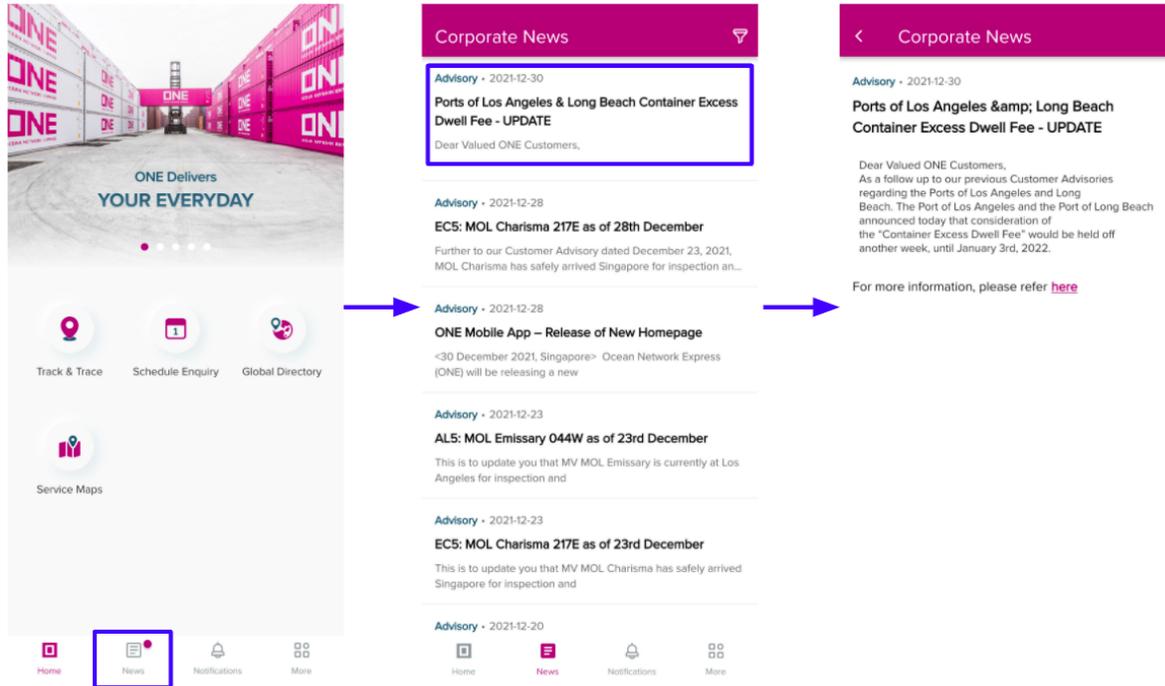
## 8 Corporate News

Corporate News provides users the ability to browse all News from ONE corporation same as eCom website ([www.one-line.com](http://www.one-line.com) > News > Corporate News). Users will be able to get updated when the News is published by the notification function on Mobile App.

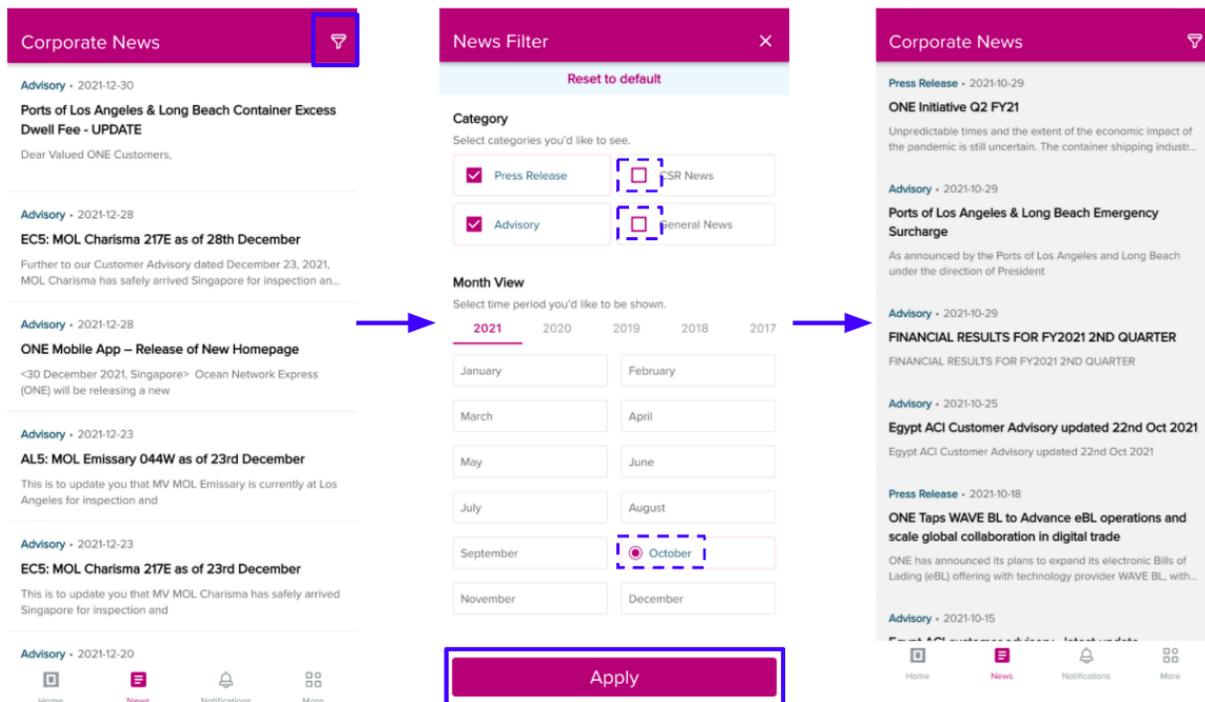
When there is news published, the system will automatically send a notification to users' devices. Users can read the News directly from tapping the notification.



News option on the Homepage will be also highlighted when news is published users haven't read it yet.

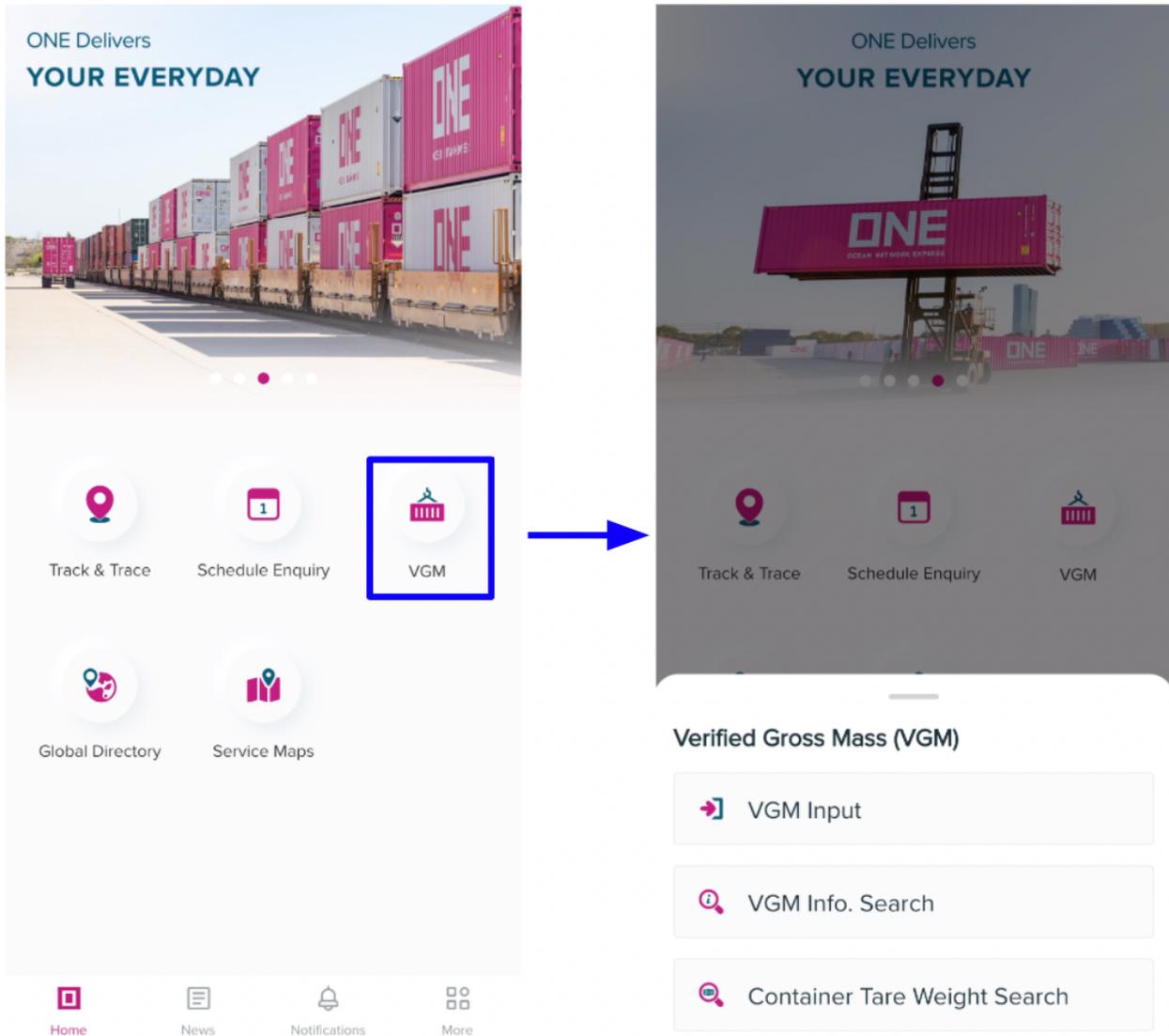


Users can use the Filter option to sort out the News Categories and the Month View for reading. By default, all the latest news within 30days are shown on the Corporate News list.



## 9 VGM

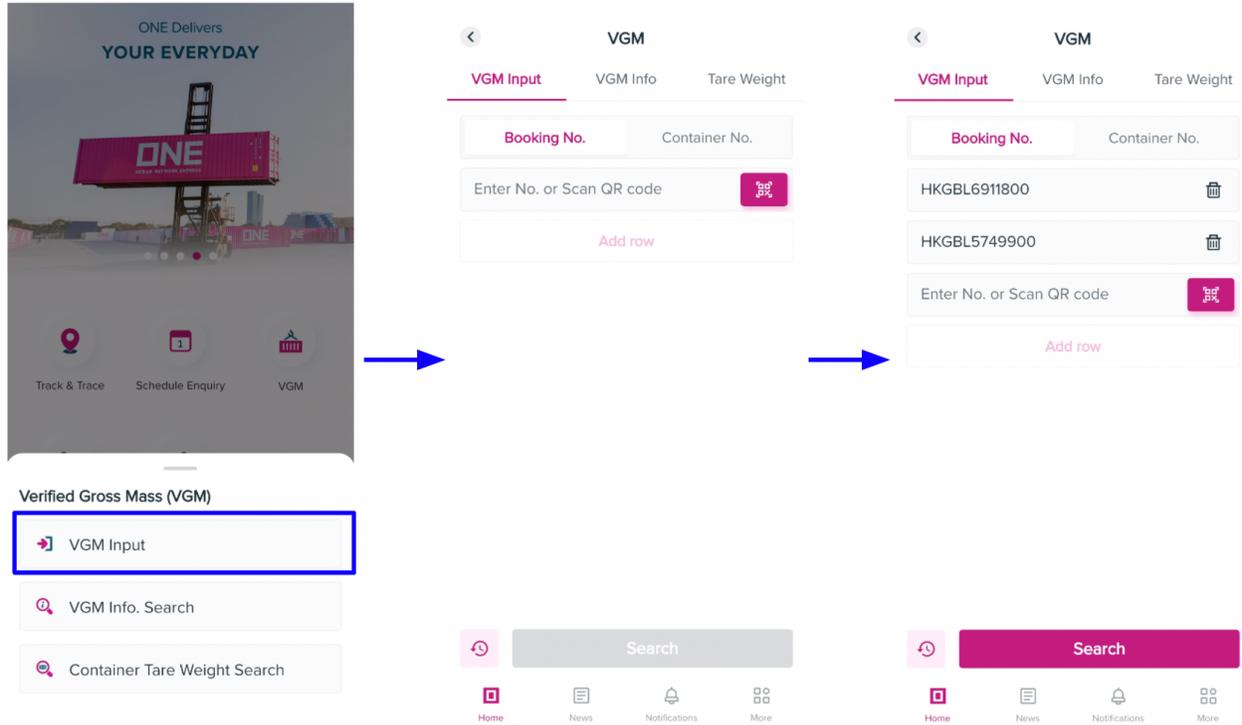
The VGM features provide users the ability to search and submit the VGM Information for their bookings/containers. On the Homepage, when selecting the VGM icon, three VGM options will be displayed on the bottom sheet. The VGM Input and VGM Info. Search requires login before the function will be opened while Container Tare Weight Search can be accessed even for non-login users.



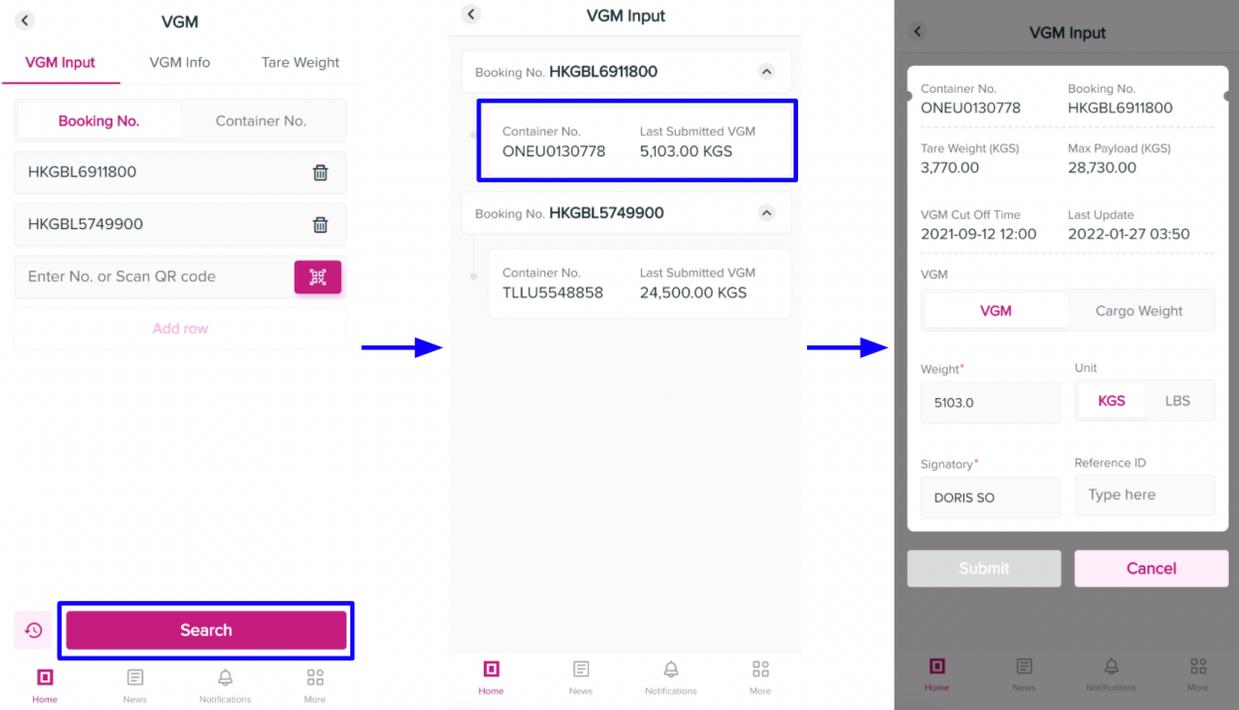
## 9.1 VGM Input

When users select the VGM Input, the system will display the VGM mainpage.

On the mainpage, users can input the Booking No. or Container No. manually or by scanning the QR code. By tapping the ADD ROW button, multiple entries for Bookings or Containers can be accommodated with a maximum 10 entries.



On the result list, tap any record to display the VGM Input pop-up. Users are able to submit VGM weight or Cargo Weight.



## On the VGM Input popup

1. The Weight and Signatory are mandatory fields.
2. Users are able to change the Weight Type between VGM and Cargo Weight for submission..
  - When selecting the Weight type as VGM, the weight must be within the range from "Tare Weight" to "Max Payload + Tare Weight".
    - VGM Weight > Tare Weight
    - VGM Weight =< Max Payload + Tare Weight
  - When selecting the Weight type is Cargo Weight, the inputted weight must be lesser or equal to the Max Payload.
3. When changing the Weight Unit to LBS, weight value will be converted to KGS at the backend.

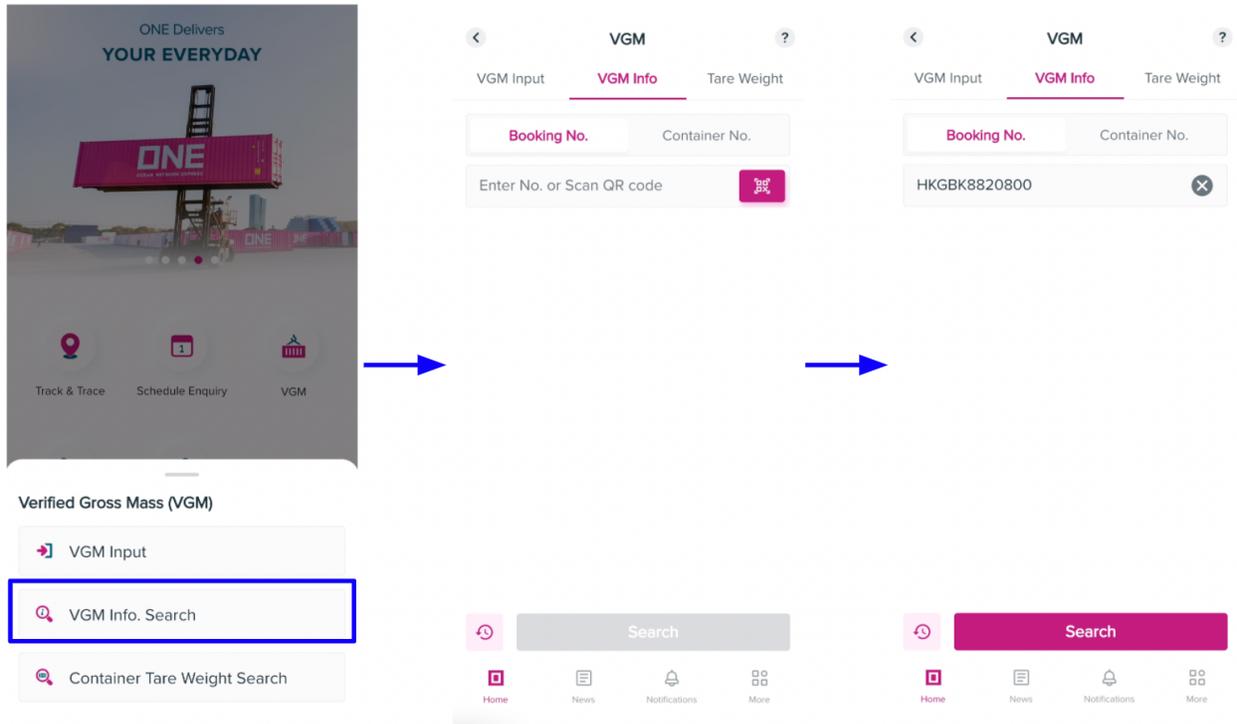
After all fields are updated correctly, the Submit button is enabled for the user to submit the VGM Info for the selected container.

The image displays two screenshots of the 'VGM Input' form. The left screenshot shows the form with the following fields: Container No. (ONEU0130778), Booking No. (HKGBL6911800), Tare Weight (LBS) (8,312.85), Max Payload (LBS) (63,349.65), VGM Cut Off Time (2021-09-12 12:00), Last Update (2022-01-27 03:50), VGM type (VGM selected), Weight\* (13230.00), Unit (LBS selected), Signatory\* (Demo), and Reference ID (Type here). The Submit button is highlighted with a blue box. The right screenshot shows the form with a blue dashed box around the container details (Container No. ONEU0130778, Last Submitted VGM 13,230.00 LBS) and a blue box around a success message at the bottom: 'VGM submitted successfully!'.

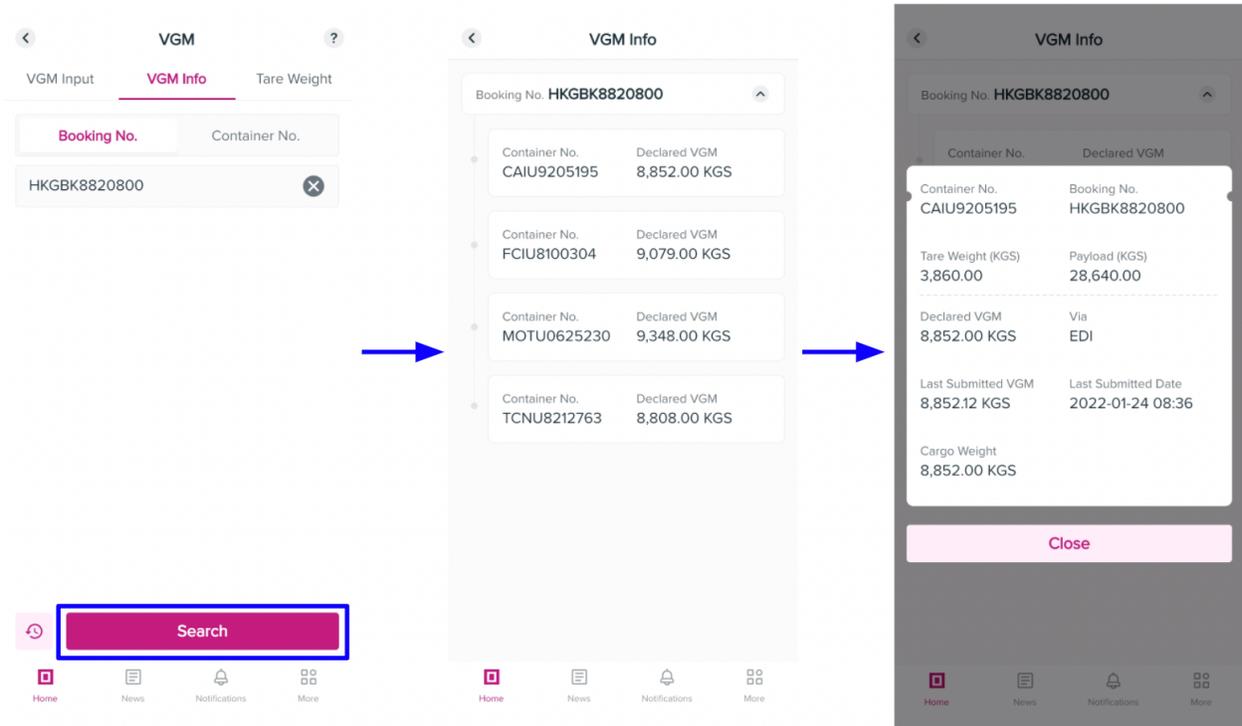
## 9.2 VGM Info

When users select the VGM Info, the system will display the VGM screen at the VGM Info tab.

On the VGM Info search screen, users can input the Bookings No. or Container No. manually or by scanning the QR Code for searching.

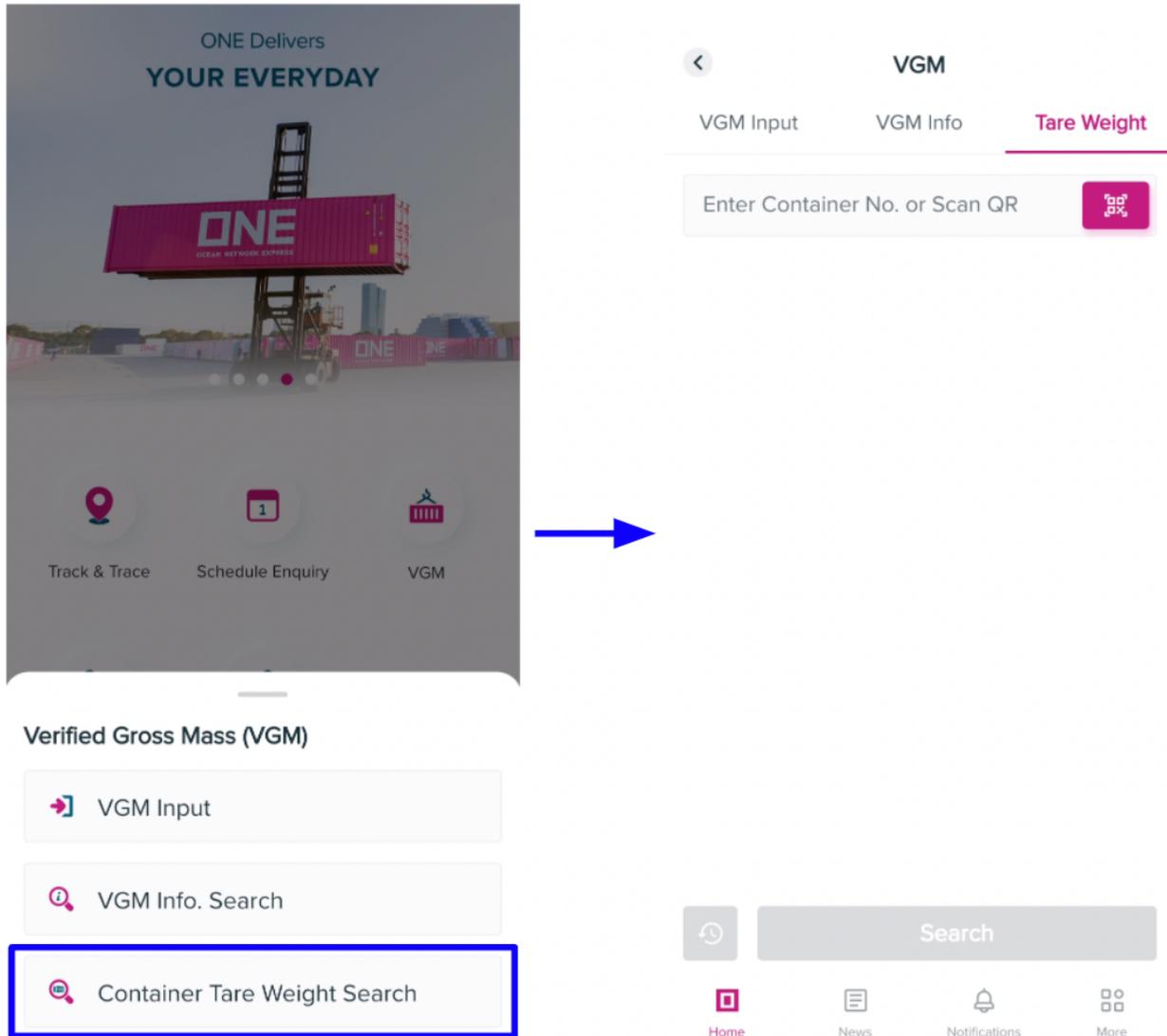


On the result list, users can select any found Container, system will display the latest VGM information of the selected Container on the VGM Info popup

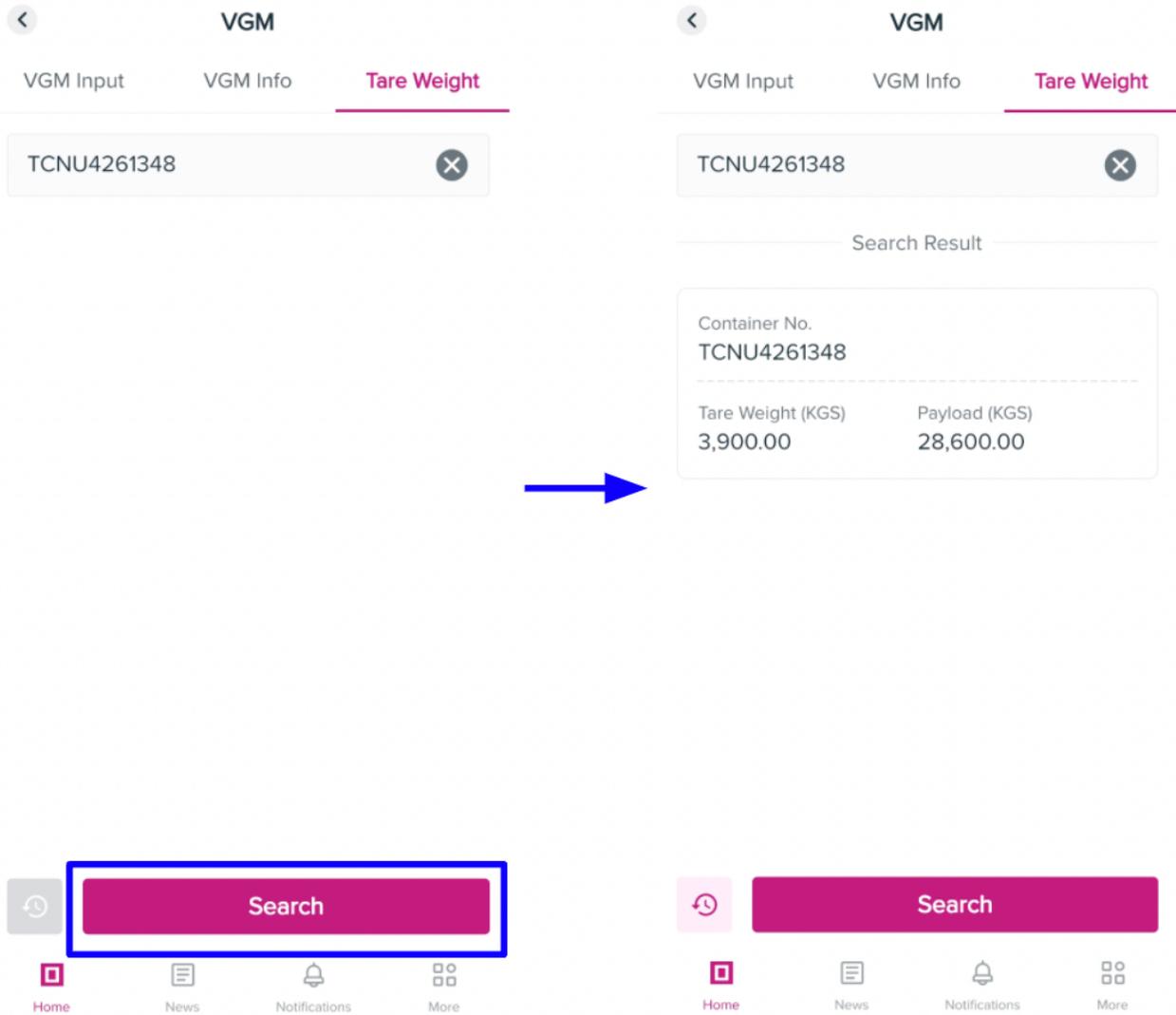


### 9.3 Container Tare Weight Search

On the Verified Gross Mass (VGM) bottom sheet, when users select the Container Tare Weight Search, the system will display the VGM screen at the Tare Weight tab.



On the Tare Weight search screen, users can perform searching by the Container number, the result will be displayed below with Tare Weight and Payload information.



## 10 Support Escalation

For any issues encountered during the use of this Application except for ONE QUOTE, users can select the chat intent *Mobile App Enquiry* where Leave a message form is provided to fill up details of errors encountered. Users will receive a notification once resolved.

In case the chat bubble is no longer visible, please take a screenshot of the error and log your issues in this [link](#).

Please select **Mobile Inquiry** in the dropdown category and update all necessary information for our Support team to investigate the issue and get back to you.

**CONTACT FORM**

Category	Select your category	Required
Subject	Select your category Jobs Inquiry Sales Inquiry General Inquiry eCommerce Inquiry <b>Mobile Inquiry</b>	Required
Comments		Required
Name		Required
Company		Required

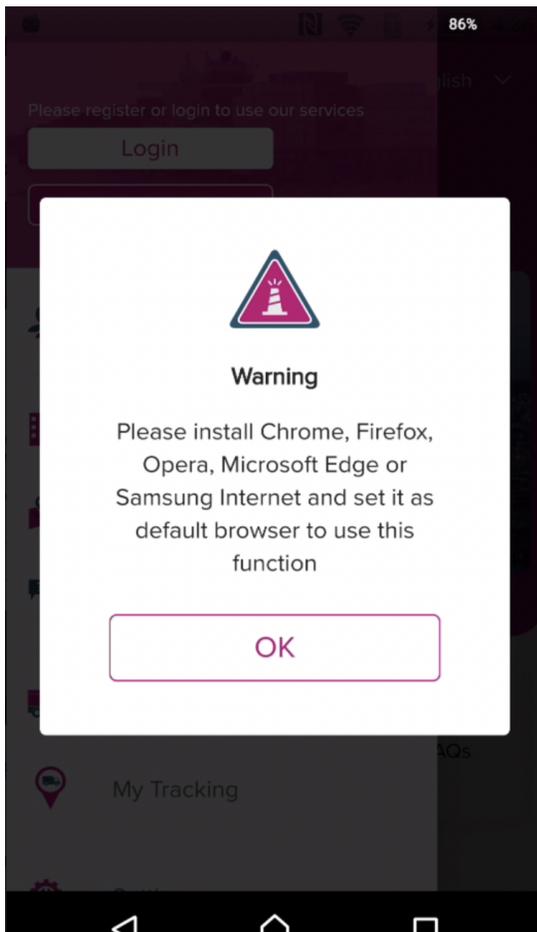
## Appendix

### Default browsers recommended on Android devices

Using an Android device and access to some features in the Mobile App will lead to the opening of an external browser (ie Login, ONE QUOTE..), the App checks your device's default browser before opening a web page .This is to make sure that the destination page will be compatible with your browser, and the suggested browsers are

- Chrome
- Firefox
- Opera
- Microsoft Edge
- Samsung Internet

If your default browser is not within the above list, Application will display the Warning popup.



To change your default browser on Android devices, please follow the below steps:

1. On your Android, open Settings .
2. Tap Apps & notifications.
3. At the bottom, tap Advanced.
4. Tap Default apps.
5. Tap Browsers option to change the browser.

