

23rd March 2023

Dear valued ONE customers and partners,

ONE Launches New Office in Kenya

It is with great pleasure to inform you that from the 1st April 2023, Ocean Network Express (ONE) will open their wholly owned office in Kenya: Ocean Network Express Kenya Ltd.

The new office located at Moi Avenue/ Cotts House, Mombasa, will handle Sales, Customer Services and Operations with a focus on regional cargo and transshipments from and to East Africa.

Please see the below link for more information:
<https://www.one-line.com/en/routes/current-services>

During the transition from the incumbent Agent to ONE Kenya, please refer to the Vessel Voyage Direction (VVD) List PDF for contact information regarding your booking service. After the 4th April, all our services calling at Mombasa will be managed by ONE Kenya.

In the coming days, ONE Kenya Sales Representatives will contact you directly to make their introductions and answer any questions you may have. ONE is excited to be expanding our services in Kenya/ East Africa and look forward to serving you from this new location in Mombasa.

Please feel free to contact us for any inquiries.

Office Details:

Ocean Network Express Kenya Ltd.
Moi Avenue/ Cotts House
P.O. Box 99212-80107
Mombasa, Kenya
Tel No: +254 41 800 0003 (Reception)

Contact Details:

Sales	KE.Sales@one-line.com	+254 418 000 021	Quotations/Service inquires
Customer Service	KE.CSV.exp@one-line.com	+254 418 000 022	Export Bookings & Documentation
	KE.CSV.imp@one-line.com		Import Documentation
Finance	KE.Finance@one-line.com	+254 418 000 023	Invoice Queries (Import/Export)
Operations	KE.OPS@one-line.com	+254 418 000 024	
	KE.EQC@one-line.com		
General Enquiries	KE.GA@one-line.com	+254 418 000 001	

Thank you for your patience and continued support during this period.

Yours faithfully,

Ocean Network Express Kenya Ltd.