

December 31st, 2020

**Dear Valued ONE Customers,**

As part of our eCommerce vision, Ocean Network Express (North America) Inc. is committed to delivering a higher level of service that surpasses industry standards via our eCommerce solutions. We are pleased that a significant number of our valued customers are already taking advantage of our eCommerce platforms resulting in mutually gained efficiencies, improved booking accuracy and faster processing times.

**As a reminder per the same advisory dated December 1st, 2020: Effective February 1, 2021**, Ocean Network Express (North America) Inc., will be revising our Manual Booking Fee for all **initial** export bookings made in the United States and Canada via email and **phone** as follows:

- USD \$35.00 per Booking

The Manual Booking Fee will not be assessed to bookings made via the below mentioned eBooking solutions:

- ONE eCommerce Website
- Direct EDI Connections
- Approved Third Party Portals (INTTRA / GT Nexus / CargoSmart)

In the interim, we encourage you to explore [ONE's](#) website. If you require additional support, we have a dedicated eCommerce team that will provide personalized training for the website. Click the below link to schedule your complimentary training.

**[ONE eCommerce Training](https://us.one-line.com/eCommerceTraining)** - <https://us.one-line.com/eCommerceTraining>

For further information and assistance, please contact your local sales representative.

We appreciate your business and thank you for choosing ONE!

**Sincerely,**

**Ocean Network Express (North America) Inc.**

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