

December 7th, 2021

eModal Temporary Outage

Dear Valued Customer,

Ocean Network Express was notified of a systems outage within the eModal (Import Demurrage) portal that could impact the ability of payment and container release. In a proactive effort to limit disturbance in collecting your cargo, Ocean Network Express has implemented the below process in which you can request a release to then be invoiced after outage. Container(s) will be investigated to see if they've been impacted by the outage.

Details needed for request:

- Email Address
- Company
- Contact Person
- Phone Number
- Container Number
- BL Number
- Terminal
- Requested Pick Up Date

Once a request has been submitted there is an estimated turn time of 2 hours. Please continue to check container availability via the terminal's website.

Process request here: <https://us.one-line.com/eModalOutage>

Should you have any questions regarding your cargo or need further assistance, please contact an ONE Import Customer Service Representative via <https://us.one-line.com/LiveChat> or call 1-844-413-6029.

We appreciate your business and thank you for choosing ONE.

Sincerely,
Ocean Network Express (North America) Inc.
