

April 9th, 2021

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 shipping instruction accuracy and faster processing times.

Effective June 1, 2021, Ocean Network Express (North America) Inc., will be implementing a Manual Documentation Fee (MDF) for all SI's submitted via email in the United States and Canada as follows:

- USD \$75.00 per initial SI submission

The Manual Documentation Fee will not be assessed to SI's submitted via the below mentioned eCommerce solutions:

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

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. Training can be provided via an online webex.

[Click here to schedule a training session.](#)

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

Sincerely,

Ocean Network Express (North America) Inc.
