

VIETNAM LIVE CHAT SERVICE IS NOW AVAILABLE

Effective date: 18/May/2020

Ocean Network Express Live Chat service is now available on our Vietnam local site.

We offer several options via our Live Chat service for some of the queries regarding Exports and Imports.

Customers can start chatting with our agents based on the options they have selected to receive quick responses.

Live Chat support hours are 8:00 AM - 5:30 PM (VNT) Monday - Friday.

Live Chat support will not be available during lunch hour 12:00 - 13:30 (VNT) Monday - Friday.

Category	Topic
Sales	Export - Request to check Local charge
	Export - Request to check demurrage/detention free time
	Export - Request to check contact points
	Import - Request to check Local charge
	Import - Request to check on Vessel schedule
	Import - Request to check demurrage/detention free time before cargo arrival
Customer Service	Export - Request to amend booking
	Export - Request to check on Vessel schedule
	Export - Request to check VGM
Export Documentation	Request to check BL status
Import Documentation	Import - Request to check Arrival Notice status
	Import - Request to check shipment status
Import free time	Import - Request to check demurrage/detention free time after cargo arrives at delivery place

Please click [here](#) and select the symbol  to start a chat with us today!

Sincerely yours,

Ocean Network Express (Vietnam) Co., Ltd.

