

18th July 2022

NEW COMMUNICATION CHANNEL

Dear Valued Customers,

Effective 01 Aug 2022, if you have any enquiries, please contact us via live chat on our website (<https://vn.one-line.com>) for quick response or email us at following email addresses on related topics

Hochiminh:

- Booking: vn.sgn.exp.cs@one-line.com
- Export Documentation: vn.sgn.export-release@one-line.com for bill release, free time or vn.sgn.exp.doc@one-line.com for other export documentation topics
- Import Documentation: vn.sgn.edo@one-line.com for cargo releasing or inbound free time and vn.sgn.imp.doc@one-line.com for other import documentation topics
- Accounting: vn.sgn.act@one-line.com

Hanoi / Haiphong:

- Booking: vn.han.exp.cs@one-line.com
- Export Documentation: vn.han.exp.doc@one-line.com
- Import Documentation: vn.hph.edo@one-line.com for cargo releasing or inbound freetime and vn.hph.imp.doc@one-line.com for other inbound documentation topics
- Accounting: vn.han.act@one-line.com for HAN and vn.hph.act@one-line.com for HPH

Danang/ Quinhon:

- Booking/ import documentation/accounting: vn.dad.cs@one-line.com
- Export Documentation: vn.sgn.exp.doc@one-line.com

All group emails, as well as the individual addresses which were used before will be discontinued.

With the improved way of communication, we look forward to better support your queries and improve your experience with ONE. Once again, we would like to take this opportunity to thank you for supporting ONE and we look forward to continuously serving your global transportation needs.

Sincerely,

Ocean Network Express (Vietnam) Co., Ltd