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## “LIVECHAT” SERVICE IS NOW AVAILABLE IN ONE LOCAL SITE

Ocean Network Express is delighted to introduce **LiveChat** in our Hong Kong & South China local site.

With just a few clicks, you can instantly chat with our customer service representatives and get the help you need.

Service Hour: Mon – Fri, 9:00 AM – 12:30 PM & 1:45 PM – 5:45 PM (HKT),  
excluding Hong Kong Public Holidays

Currently, our **LiveChat** mainly focuses on the following area:

### Export Customer Service

- Hong Kong & Guangdong Sailing Schedule
- Hong Kong & Guangdong Export Free Time

### Booking Inquiry



- Hong Kong & Guangdong Booking Acknowledgement
- Hong Kong & Guangdong Booking Track and Trace
- Hong Kong & Guangdong VGM Acknowledgement

### Import Customer Service

- Hong Kong & Guangdong Arrival Schedule
- Hong Kong & Guangdong Import Free Time



If you have any inquiries, please click the below icons and reach us through LiveChat!

**Live Chat Available...**

Chat hours (HKT): 9AM-5:45PM (Except 12:30PM-1:45PM), Mon-Fri  
Customer Service: **Booking Inquiry - Sailing Schedule - Arrival Schedule**  
**Import Free Time - Export Free Time**  
Visit: <https://hk.one-line.com>



### Need Help?

Click here and start  
chatting with us!