

# Hong Kong and Guangdong Guideline for Booking Submission and Amendment

## 香港、华南地区关于订舱的提交及更改指南

### Agenda

### 目录

1) Submit new booking at e-Commerce(ONE website) P.2

[如何在海洋网联的平台/网站提交新的订舱单 P.2](#)

2) Booking Amendment and General Enquiry P.7

[订舱的更改及各订舱信息的咨询 P.7](#)

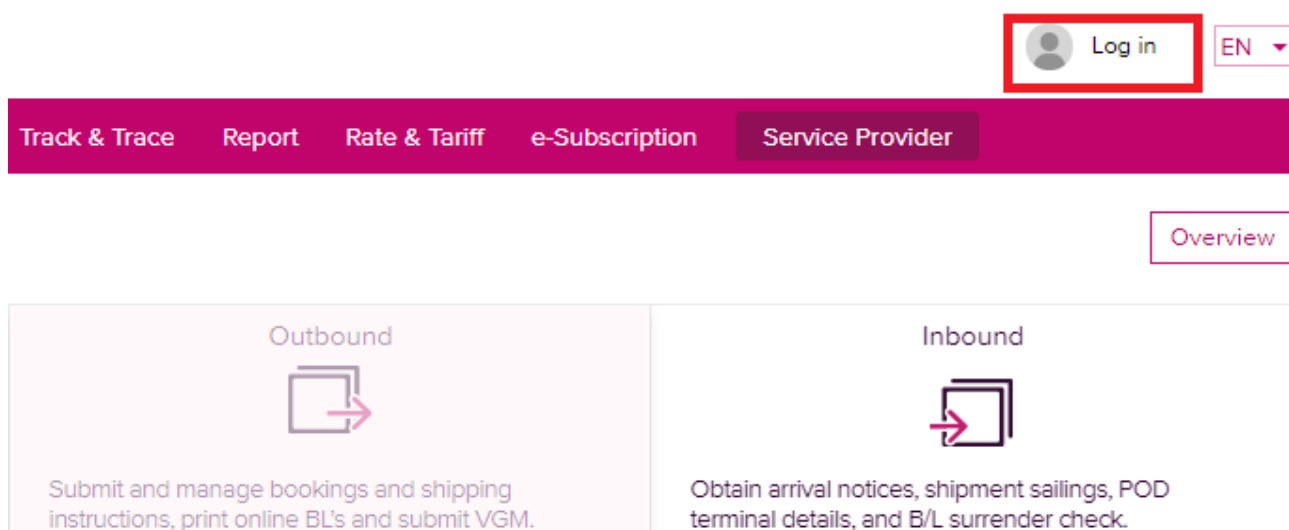
3) Our Contact P.8

[联系我们 P.8](#)

## 1) Submit new booking at e-Commerce (ONE website) 如何在海洋网联的平台/网站提交新的订舱单

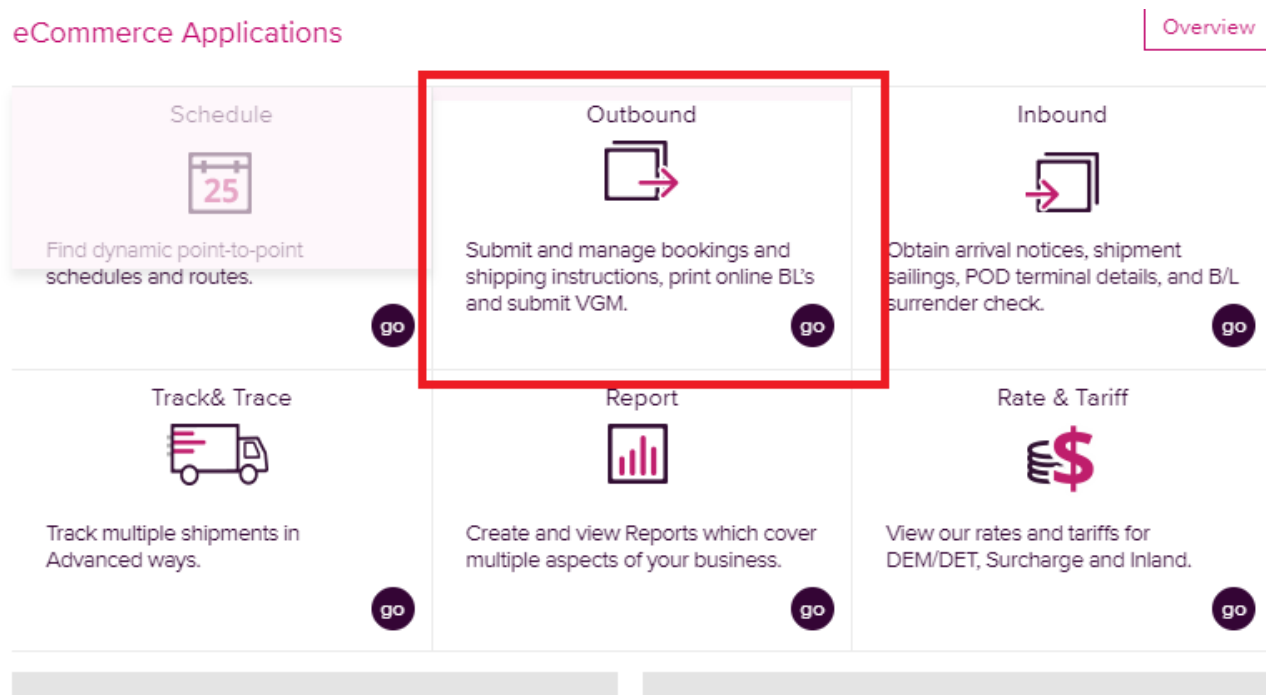
a) Press “Log in” to login at ONE website.

在海洋网联的官网点击“登入”进入系统



b) After logged in, click “Outbound”.


登录系统后，点击“出口事项”



c) For Customer Information, please check if all information are correct or not.

请核对并确保客户信息栏所需填写内容的正确性。

▶ Customer Information

|  |  |                      |                |                      |
|--|--|----------------------|----------------|----------------------|
| * Customer Information<br>(ID information)<br><a href="#">Edit My Profile</a><br> | Name   | <input type="text"/> | e-Mail Address | <input type="text"/> |
|  | Phone No.  | <input type="text"/> | Fax No.        | <input type="text"/> |
|  | Contract No.   | Select ▼             |                |                      |
| Address <input type="text"/>   |  |                      |                |                      |
| * Person placing Request   | <input checked="" type="radio"/> Shipper <input type="radio"/> Forwarder |                      |                |                      |
| * Shipper  | Company  | <input type="text"/> |                |                      |
|  | Address  | <input type="text"/> |                |                      |
| Freight Forwarder  | Company  | <input type="text"/> |                |                      |
|  | Address  | <input type="text"/> |                |                      |
| Consignee  | Company  | <input type="text"/> |                |                      |
|  | Address  | <input type="text"/> |                |                      |

d) For Location, please input shipments service type, port pair and booking office.

请于地点栏的必填位置选择服务模式 and 订舱公司，并完整填写各港口名。

▶ Location

|  |                         |      |  |                      |
|--|-------------------------|------|--|----------------------|
| * Service Type   | Origin                  | CY ▼ | Destination  | CY ▼                 |
| * Origin (Place of Receipt)                              | <input type="text"/>    |      | Discharging Port   | <input type="text"/> |
| * Loading Port<br>Same as above <input type="checkbox"/> | <input type="text"/>    |      | * Destination<br>(Place of Delivery)<br>Same as above <input type="checkbox"/> | <input type="text"/> |
| * Booking Office   | Select Booking Office ▼ |      |  |                      |

e) For Schedule, please click either Departure date or Vessel to book shipments with departure date.

船期信息的栏，既可以选择出发日期，也可以填入相应的船舶名称。

▶ Schedule

|  |            |
|--|------------|
| Departure Date <input checked="" type="radio"/> Vessel <input type="radio"/> | YYYY-MM-DD |
| Return Date  | YYYY-MM-DD |

f) For Pick up, please update as the cargo ready date.

提箱日期请根据货好时间选取。

▶ Pick Up

|              |            |         |
|--------------|------------|---------|
| Pick Up Date | 2018-01-24 | 00 : 00 |
|--------------|------------|---------|

g) For Container, please click “+” and enter the Container Type/Size/Qty.’

集装箱栏位，请点击 “+” 并填入集装箱箱型/尺寸/数量。

▶ Container

| * Type | * Size | * Quantity / Total | Quantity / S.O.C |
|--------|--------|--------------------|------------------|
|        |        |                    | Total            |

S.O.C: Shipper's Own Container

h) For Cargo, please click to search and input the commodity and also input the total estimated weight and choose the unit in KGS or LBS.

Please tick the box if you have to book Live Reefer or Special Cargo

关于货物栏位，请单击 搜索、输入商品名，填入货物的总预估货重，单位可选择

千克或磅。如需预订冷冻/冷藏货或特殊货，请在相应货物类别的方框内打勾注明。

▶ Cargo

|                          |                      |                                      |
|--------------------------|----------------------|--------------------------------------|
| * Commodity              | <input type="text"/> | <input type="button" value="P"/>     |
| * Total Estimated Weight | <input type="text"/> | KGS <input type="button" value="v"/> |

▶ Reefer Cargo

▶ Dangerous Cargo

▶ Awkward Cargo

i) Please input the contract number and also if you have any special instruction on the booking.

However for the times show on bottom right, choose the time(s) which you need to place how many booking(s).

请在此栏位填入合约号码，如您有其它特别的要求也可以于此注明。另外，请在栏位底部右下角选择您所需要订舱单的份数。

▶ Special Instruction on Booking

Do you want to make duplicate bookings for the same vessel?  
(Multiple booking request may take some time to complete. Please wait a moment.)

1 Times

▶ Special Instruction on Booking

Do you want to make duplicate bookings for the same vessel?  
 (Multiple booking request may take some time to complete. Please wait a moment.)

1 Times ▼  
 1 Times ▲

▶ e-Mail Notification

| Event                  | Subscribe  | Unsubscribe                      |
|------------------------|--|----------------------------------|
| Booking Upload         | <input checked="" type="radio"/> Recipients List | <input type="radio"/>            |
| Vessel Departure       | <input type="radio"/>                            | <input checked="" type="radio"/> |
| Vessel Advance / Delay | <input type="radio"/>                            | <input checked="" type="radio"/> |

The email notification for the booking will be sent to you when the selected event occurs.

- 2 Times
- 3 Times
- 4 Times
- 5 Times
- 6 Times
- 7 Times
- 8 Times
- 9 Times
- 10 Times
- 11 Times
- 12 Times
- 13 Times
- 14 Times
- 15 Times

j) Please review if you need to received email notification of which part and please click “Submit” to submit your booking.

请您查阅列表中的各项目并根据需要选择是否订阅此事项的电子邮件通知。如您已确认各项目填写无误，请点击“提交”按钮提交您的订舱。

▶ e-Mail Notification

| Event                  | Subscribe  | Unsubscribe                      |
|------------------------|--|----------------------------------|
| Booking Upload         | <input checked="" type="radio"/> Recipients List | <input type="radio"/>            |
| Vessel Departure       | <input type="radio"/>                            | <input checked="" type="radio"/> |
| Vessel Advance / Delay | <input type="radio"/>                            | <input checked="" type="radio"/> |

The email notification for the booking will be sent to you when the selected event occurs.

- k) After booking submitted, there will be a request number generated that you can check the booking status by using the reference number.

订舱提交后，您会收到系统生成的一个序列码，您可用此号码查询该舱单的状态。

### Booking Request Information

Your booking has been submitted with request number [REDACTED].

Your ONE Booking number will be sent to you via e-mail or fax (upon your preference) promptly. If you want to save this booking as a template, input template name and click save button.

Template

If you want to request a booking by copying the previous booking, please retrieve your previous booking request first.

## 2) Booking Amendment and General Enquiry 订舱的更改及订舱信息的咨询

For booking amendment and general enquiry, please approach our Customer Service Team as per Booking Office via respective email address.

关于订舱的更改以及订舱信息的各类问题，请联系各分公司、各航线的客户服务部人员。

| Booking office | Trade                         | Email address  |
|----------------|-------------------------------|--|
| Hong Kong      | USA and Canada                | <a href="mailto:HK.TP.CS@one-line.com">HK.TP.CS@one-line.com</a>     |
|                | Europe and Mediterranean      | <a href="mailto:HK.EU.CS@one-line.com">HK.EU.CS@one-line.com</a>     |
|                | Asia and Oceania              | <a href="mailto:HK.AO.CS@one-line.com">HK.AO.CS@one-line.com</a>     |
|                | Latin America and Africa      | <a href="mailto:HK.AFLA.CS@one-line.com">HK.AFLA.CS@one-line.com</a> |
|                | Live Reefer and Special Cargo | <a href="mailto:SX.RS.CS@one-line.com">SX.RS.CS@one-line.com</a>     |
| Shenzhen       | USA and Canada                | <a href="mailto:SX.TP.CS@one-line.com">SX.TP.CS@one-line.com</a>     |
|                | Europe and Mediterranean      | <a href="mailto:SX.EU.CS@one-line.com">SX.EU.CS@one-line.com</a>     |
|                | Asia and Oceania              | <a href="mailto:SX.AO.CS@one-line.com">SX.AO.CS@one-line.com</a>     |
|                | Latin America and Africa      | <a href="mailto:SX.AFLA.CS@one-line.com">SX.AFLA.CS@one-line.com</a> |
|                | Live Reefer and Special Cargo | <a href="mailto:SX.RS.CS@one-line.com">SX.RS.CS@one-line.com</a>     |
| Guangzhou      | USA and Canada                | <a href="mailto:GZ.TP.CS@one-line.com">GZ.TP.CS@one-line.com</a>     |
|                | Europe and Mediterranean      | <a href="mailto:GZ.EU.CS@one-line.com">GZ.EU.CS@one-line.com</a>     |
|                | Asia and Oceania              | <a href="mailto:GZ.AO.CS@one-line.com">GZ.AO.CS@one-line.com</a>     |
|                | Latin America and Africa      | <a href="mailto:GZ.AFLA.CS@one-line.com">GZ.AFLA.CS@one-line.com</a> |
|                | Live Reefer and Special Cargo | <a href="mailto:GZ.RS.CS@one-line.com">GZ.RS.CS@one-line.com</a>     |
| Zhongshan      | USA and Canada                | <a href="mailto:ZS.TP.CS@one-line.com">ZS.TP.CS@one-line.com</a>     |
|                | Europe and Mediterranean      | <a href="mailto:ZS.EU.CS@one-line.com">ZS.EU.CS@one-line.com</a>     |
|                | Asia and Oceania              | <a href="mailto:ZS.AO.CS@one-line.com">ZS.AO.CS@one-line.com</a>     |
|                | Latin America and Africa      | <a href="mailto:ZS.AFLA.CS@one-line.com">ZS.AFLA.CS@one-line.com</a> |
|                | Live Reefer and Special Cargo | <a href="mailto:ZS.RS.CS@one-line.com">ZS.RS.CS@one-line.com</a>     |



## 2) Our Contact

### 联系我们

Should you have any enquiry on booking submission and booking amendment, please feel free to call our Customer Service Hotlines for assistance.

如您有任何关于订舱疑问，请致电客户服务热线查询。

**Customer Service Hotline: (+852) 5808 6583**

**客户服务热线: (+852) 5808 6583**