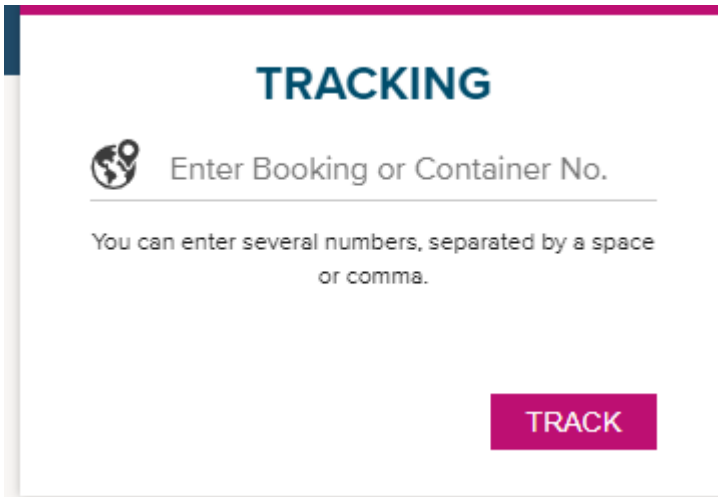


User Guide for checking ETA

1. Access <https://hk.one-line.com/?directly=1>
2. Input Booking or Container No. on Tracking Function and click 'Track'



3. Cargo Tracking details would be shown that including Actual and Estimation Event.

► Sailing Information

Vessel	Port of Loading	Departure Date	Port of Discharging	Arrival Time
MOL CELEBRATION 097W (MEET)	HOUSTON, TX, UNITED STATES	Actual 2024-09-13 14:09	HONG KONG, HONG KONG, CHINA	Coastal 2024-10-22 04:00

Coastal Coastal Schedule **Actual** Actual Schedule

► Cargo Tracking Details

Magenta color is the estimated schedule, which is subject to change

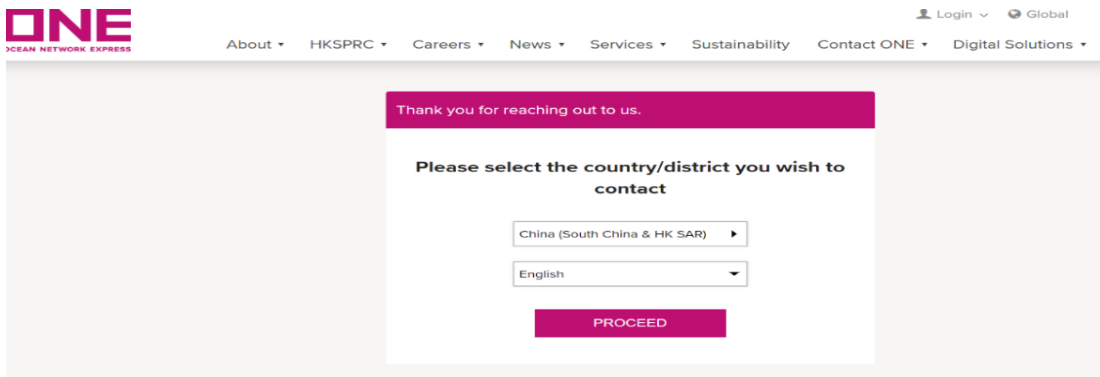
No.	Status	Location	Event Date
1	Empty Container Release to Shipper	LA PORTE, TX, UNITED STATES ITS-CONGLOBAL - LA PORTE (DEPOT)	Actual 2024-09-04 13:25
2	Gate In to Outbound Terminal	HOUSTON, TX, UNITED STATES BAYPORT CONTAINER TERMINAL	Actual 2024-09-05 15:25
3	Loaded on 'MOL CELEBRATION 097W' at Port of Loading MOL CELEBRATION 097W	HOUSTON, TX, UNITED STATES BAYPORT CONTAINER TERMINAL	Actual 2024-09-13 02:05
4	'MOL CELEBRATION 097W' Departure from Port of Loading MOL CELEBRATION 097W	HOUSTON, TX, UNITED STATES BAYPORT CONTAINER TERMINAL	Actual 2024-09-13 14:09
5	'MOL CELEBRATION 097W' Arrival at Port of Discharging MOL CELEBRATION 097W	HONG KONG, HONG KONG, CHINA HIT (HONGKONG INTERNATIONAL TERMINALS)	Estimate 2024-10-22 04:00
6	'MOL CELEBRATION 097W' POD Berthing Destination MOL CELEBRATION 097W	HONG KONG, HONG KONG, CHINA HIT (HONGKONG INTERNATIONAL TERMINALS)	Estimate 2024-10-22 06:00
7	Unloaded from 'MOL CELEBRATION 097W' at Port of Discharging MOL CELEBRATION 097W	HONG KONG, HONG KONG, CHINA HIT (HONGKONG INTERNATIONAL TERMINALS)	Estimate 2024-10-22 07:30
8	Gate Out from Inbound Terminal for Delivery to Consignee (or Port Shuttle)	HONG KONG, HONG KONG, CHINA HIT (HONGKONG INTERNATIONAL TERMINALS)	Estimate 2024-10-22 12:00
9	Empty Container Returned from Customer	HONG KONG, HONG KONG, CHINA	Estimate 2024-10-22 22:00

Estimate Estimated Schedule **Actual** Actual Schedule

Download

User Guide for Checking Arrival Notice

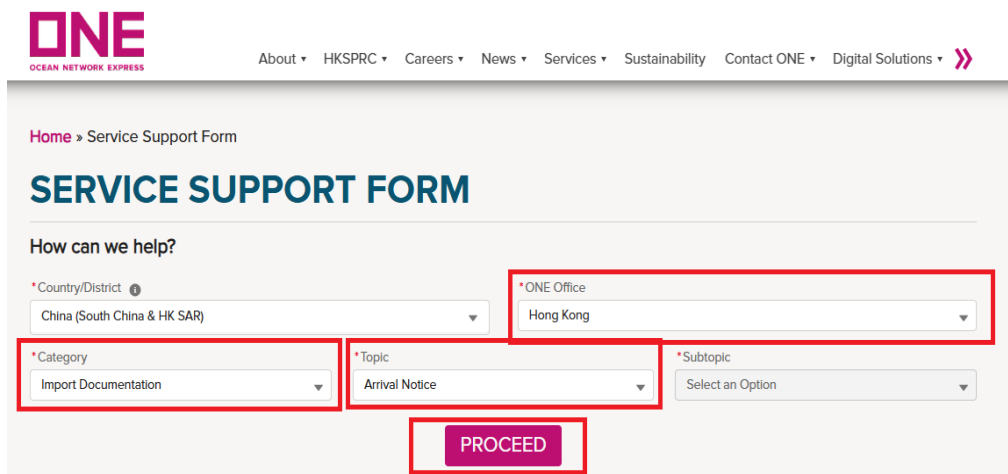
- Access <https://hk.one-line.com/contact-us>
- Select Language: **English or 簡體中文** and click **'PROCEED'**



The screenshot shows the ONE website's contact form. At the top left is the ONE logo. The navigation menu includes: About, HKSPRC, Careers, News, Services, Sustainability, Contact ONE, and Digital Solutions. On the right, there are links for Login and Global. The main content area features a pink message box that says "Thank you for reaching out to us." Below this is a white box with the heading "Please select the country/district you wish to contact". It contains two dropdown menus: the first is set to "China (South China & HK SAR)" and the second is set to "English". A pink "PROCEED" button is located at the bottom of the selection box.

Input How can we help?

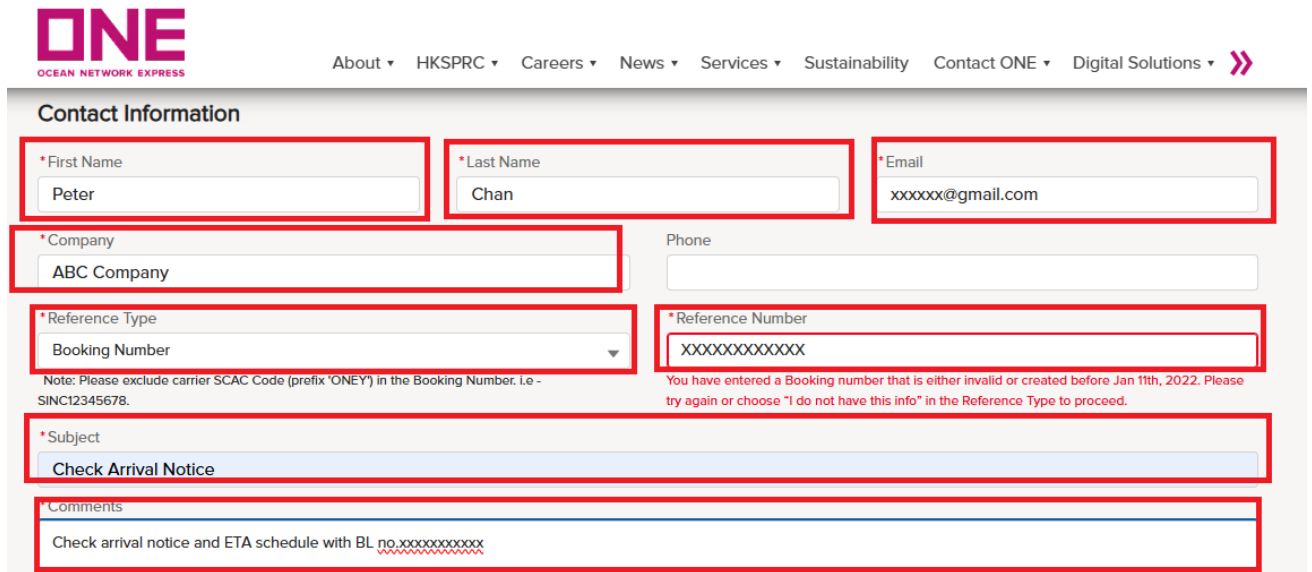
- Select the office at the column of **ONE OFFICE**.
 - Select the **'Import Documentation'** and **'Arrival Notice'** at the column of **Category** and **Topic**.
 - Click **PROCEED**



The screenshot shows the "SERVICE SUPPORT FORM" on the ONE website. The breadcrumb trail is "Home > Service Support Form". The form title is "SERVICE SUPPORT FORM". Under the heading "How can we help?", there are four dropdown menus and a button, all highlighted with red boxes. The first dropdown is labeled "*Country/District" and is set to "China (South China & HK SAR)". The second dropdown is labeled "*ONE Office" and is set to "Hong Kong". The third dropdown is labeled "*Category" and is set to "Import Documentation". The fourth dropdown is labeled "*Topic" and is set to "Arrival Notice". The fifth dropdown is labeled "*Subtopic" and is set to "Select an Option". A pink "PROCEED" button is located at the bottom center of the form.

Input Contact Information

- Input **'First Name', 'Last Name', 'Email' and 'Company'**.
- Select **'Booking Number'** and input **'Bill of Lading Number'** at the column of **Reference Type** and **Reference number**.
- Input **'Check Arrival Notice'** at the **Subject** column.
- Input the **Check arrival notice and ETA schedule with BL no.xxxxxxxxxx** at the **Comments** column.

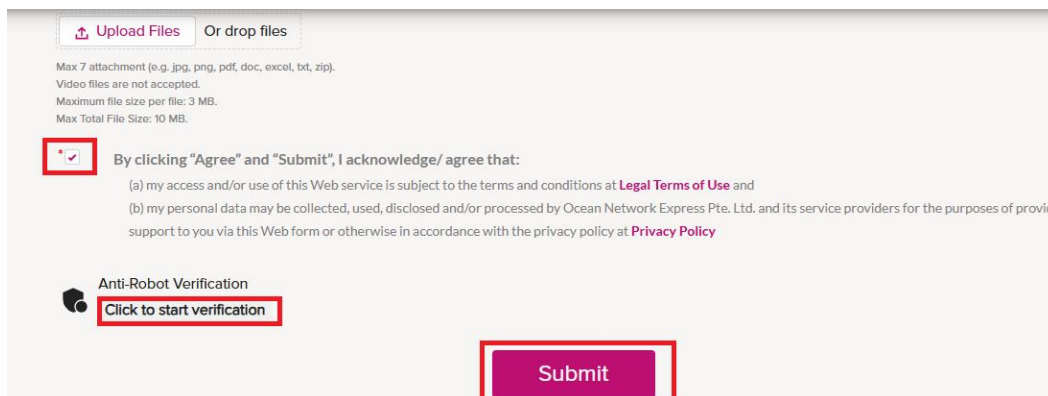


The screenshot shows the 'Contact Information' form with the following fields highlighted by red boxes:

- *First Name: Peter
- *Last Name: Chan
- *Email: xxxxx@gmail.com
- *Company: ABC Company
- Phone: (empty)
- *Reference Type: Booking Number
- *Reference Number: XXXXXXXXXXXX
- *Subject: Check Arrival Notice
- Comments: Check arrival notice and ETA schedule with BL no.xxxxxxxxxx

Additional text in the form includes a note about SCAC codes and a warning about the reference number being invalid or created before Jan 11th, 2022.

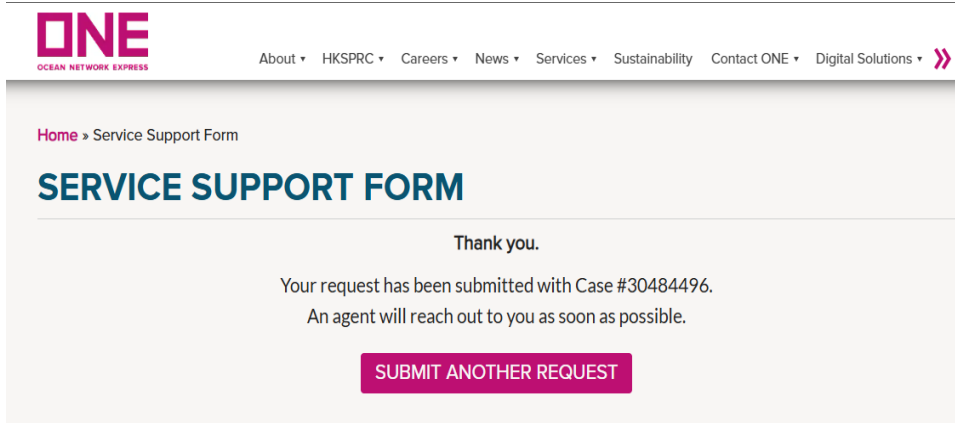
- If you have **many shipments with details file**, please upload files by click the **'Upload file'**.
- Tick the box of **'By clicking "Agree" and "Submit", I acknowledge/ agree that:'**
- Click **'Click to start verification'**
- Click **'Submit'**



The screenshot shows the bottom section of the form with the following elements:

- Upload Files | Or drop files
- Max 7 attachment (e.g. .jpg, .png, .pdf, .doc, .excel, .txt, .zip). Video files are not accepted. Maximum file size per file: 3 MB. Max Total File Size: 10 MB.
- By clicking "Agree" and "Submit", I acknowledge/ agree that:
 - (a) my access and/or use of this Web service is subject to the terms and conditions at [Legal Terms of Use](#) and
 - (b) my personal data may be collected, used, disclosed and/or processed by Ocean Network Express Pte. Ltd. and its service providers for the purposes of providing support to you via this Web form or otherwise in accordance with the privacy policy at [Privacy Policy](#)
- Anti-Robot Verification: Click to start verification
- Submit

- The screen would show your request has been submitted with **Case no.** (e.g. **Case#xxxxxxxx**) and you can click '**SUBMIT ANOTHER REQUEST**' if you need.



- **ONE CUSTOMER CARE AGENT** would response you by email with the subject of respective case no.

- **Our Contact**

Should you require further information, please visit ONE local website by clicking this link: <https://hk.one-line.com/?directly=1> or scanning the following QR code, then click the “Bubble” at the bottom of the right corner to contact ONE Import Customer Care Agent for assistance. Many thanks



Many thanks for your support.