

直接订舱升级解决方案

—项目介绍会

AS ONE, WE CAN.

ONE

OCEAN NETWORK EXPRESS

Feb, 2025

– 亿通操作界面功能升级

– ONE e-COMM功能介绍

– EBL推广介绍

– 结算服务

亿通操作界面功能升级

- 新增“账号”登入及开户流程
- “账号”方式登入的功能介绍
 - 操作菜单下的新增功能
 - 新建订舱
 - 订舱数据绑定
 - 放箱流程/发起EEIR
- 付款流程
- 正本提单领取
- 操作及系统切换进度表

- 入口网址为：

https://www.eptrade.cn/epb/login/scno_direct_bk.html

- 现有登入界面可分为

验证码登入：单票查询及操作订舱更改

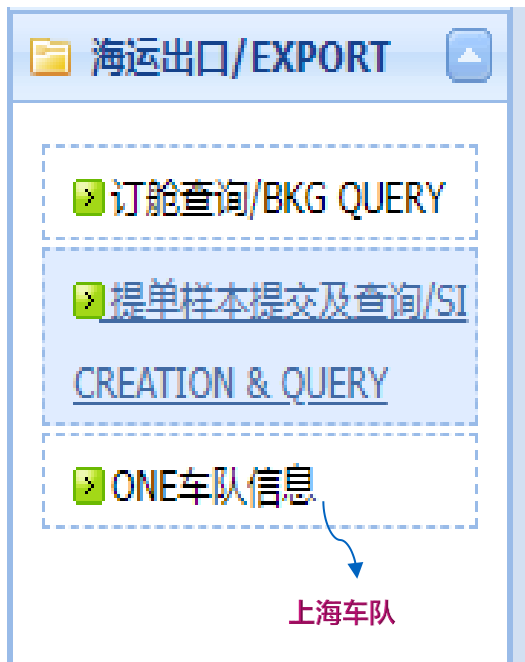
账号登入：账号下所有的订舱记录及更多操作功能

- 新客户申请“账号” 权限，需由ONE审批完成后
授权亿通进入开户流程 (提交完整公司信息及银行账户后预计3
个工作日内完成开户)



- “账号” 方式进入的功能介绍

验证码登入



Vs.

账号登入



- 通过账号登入建立的订舱，可全部显示在“订舱查询”的主页面

Vs

- 验证码方式进入只可显示单票订舱

导航菜单

海运出口/EXPORT

订舱查询/BKG
QUERY

预配舱单系统

打印通知单

VGM系统

提单样本提交及查询/SI
CREATION&QUERY

欢迎使用

订舱查询/BKG QUERY

运编号/订舱号

提单号

状态

全部

船名

航次

时间

客户运编号

查询

重置

订舱列表 BKG LIST

新增订舱

发送船公司/SUBMIT TO CARRIER

生成提单样本/SI CREATION

编辑/EDIT

批量指定车队

关联提单号

船公司确认情况查询/OPERATION LOG

查看变更历史/CHANGE LOG

预览/PREVIEW

☐	订舱号 BKG NO.	提单号 B/L NO.	客户运编号	船名 VESSEL	航次 VOYAGE	船公司 CARRIER	发送方 SENDER	接收方 RECEIVER	操作者帐号 OPERATOR I/C	状态 STATUS	订舱 CARRIER
☐	SHAE06113600	SHAE06113600		HYUNDAI EA	04SE	ONE	680965294	ONEY	CN594441	作废/Cancelled	SHAE
☐	SHAE06116900	SHAE06116900		GOOD PROSI	414S	ONE	680965294	ONEY	jay.gu@one-l	作废/Cancelled	SHAE
☐	ENPSHA3190285792			HYUNDAI EA	04SE	ONE	680965294	ONEY	CN594441	被拒绝/Rejected	SHAE

20

Page 1 of 1

Displaying 1 to 3 of 3 items

- 通过账号登入新建的订舱，不允许输入预配单号，完成提交时，LBS自动生成“唯一凭证号/Request#”作为数据交换的识别号；
- 订舱被ONE确认后，带回ONE系统生成的订舱号，填充入LBS此票订舱，并且订舱状态改为“已确认”，用户也可通过订舱时提交的邮箱获取订舱确认单

订舱号: ENPSHA0000000190

唯一凭证号/REQUEST NO.: ENPSHA0000000190

订舱号/BOOKING NO.: ENPSHA00000001

客户运编号: EO11540645153

提单号/BL NO.: ONEY

运费协议号/RATE FILING AGREEMENT: CY-CY

运费条款/FREIGHT TERMS: FREIGHT COLLECT

联系人邮箱/CONTACT E-MAIL ADDRESS: hbgu@easipass.com; ypan@easipass.com; 15821203623@qq.com



订舱号: SHAE00135400

唯一凭证号/REQUEST NO.: ENPSHA0000000201

订舱号/BOOKING NO.: SHAE00135400

客户运编号: ONEY

提单号/BL NO.: SHAE00135400

运费协议号/RATE FILING AGREEMENT: CY-CY

运费条款/FREIGHT TERMS: PREPAID

联系人邮箱/CONTACT E-MAIL ADDRESS: jay.gu@one-line.com

- 账号客户新建的订舱，按装货港调用船期信息，所以“订舱查询”的主页面下可显示不同港口的所有订舱；
- 订舱人于其他ONE通道提交的订舱，在订舱确认后，如订舱人=账号代码，可在“订舱查询”界面完成绑定，而后汇总显示在主页面；

导航菜单

海运出口/EXPORT

订舱查询/BKG QUERY

预配舱单系统

打印通知单

VGM系统

提单样本提交及查询/SI CREATION&QUERY

欢迎使用

订舱查询/BKG QUERY

运编号/订舱号

提单号

状态

全部

船名

航次

时间

客户运编号

查询

重置

订舱列表 BKG LIST

新增订舱

发送船公司/SUBMIT TO CARRIER

生成提单样本/SI CREATION

编辑/EDIT

批量指定车队

关联提单号

船公司确认情况查询/OPERATION LOG

查看变更历史/CHANGE LOG

预览/PREVIEW

订舱号 BKG NO.	提单号 B/L NO.	客户运编号	船名 VESSEL	航次 VOYAGE	船公司 CARRIER	发送方 SENDER	接收方 RECEIVER	操作者帐号 OPERATOR ID	状态 STATUS
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- “关联提单号”的操作步骤:

- 非亿通平台提交的订舱信息, 在ONE确认后可在“验证码登陆”界面查询到;
- 如客户在提交订舱时携带“订舱人”信息, 确认后的订舱带回LBS, 会直接填入“订舱人”到以下图标位置;

车队指定 NOMINATE TRUCK			
车队 TRUCK		选择/CHOOSE	
指定订舱人 NOMINATE BKG PARTY			
订舱人代码 BKG PARTY CODE		指定订舱人	
地点信息 PORT INFORMATION			
收货地 PORT OF RECEIPT	NANJING JIANG CNNKG	装货港 PORT OF LOADING	NANJING JIANG CNNKG
中转港 TRANSshipment PORT	中转港名称 中转港(CDS)	卸货港 PORT OF DISCHARGE	CAVENDISH VT USCVCX
交接地 PORT OF DELIVERY	Putre CLPUT	目的地还箱点 EMPTY DROP-OFF	CAVENDISH VT USCVCX

- 如需把“验证码登入”查询到的订舱绑定到“账号”下可见及操作, 在“账号”进入的“订舱查询”点击“关联提单号”, 输入正确信息, 后台校验订舱人一致后, 即可完成关联

网站导航 欢迎使用 订舱查询/BKG QUERY

海运出口/EXPORT

订舱查询/BKG QUERY

预配舱单系统

打印通知单

VGM系统

提单样本提交及查询/ST CREATION&QUERY

订舱列表 BKG LIST

新增订舱

船公司确认情况

订舱号 BKG NO.

NBOX00225E

SHAE000847

SH4000130A

SHAE000588

ENPSHA00000C

ENPSHA00000C

提单号

船名

航次

状态: 全部

时间

关联提单号

*订舱号

*合同号

绑定

关闭

接收方 RECEIVER	操作者帐号 OPERATOR ID	状态 STATUS
ONE	bwf	已发送给船公司/Sul
ONE	bwf	已同意/Confirm
ONE	ypan@easipa	已同意/Confirm
ONE	ENPSHA	已同意/Confirm
ONE	bwf	Pending
ONE	607209337	已发送给船公司/Sul

- 通过更改“订舱人”完成“关联提单号”：

- 提交“订舱人”更改请由“验证码登入”进入；
- 勾选“订舱查询”显示的订单号，使用“编辑”键，点击“指定订舱人”后，在弹出框输入订舱人代码；

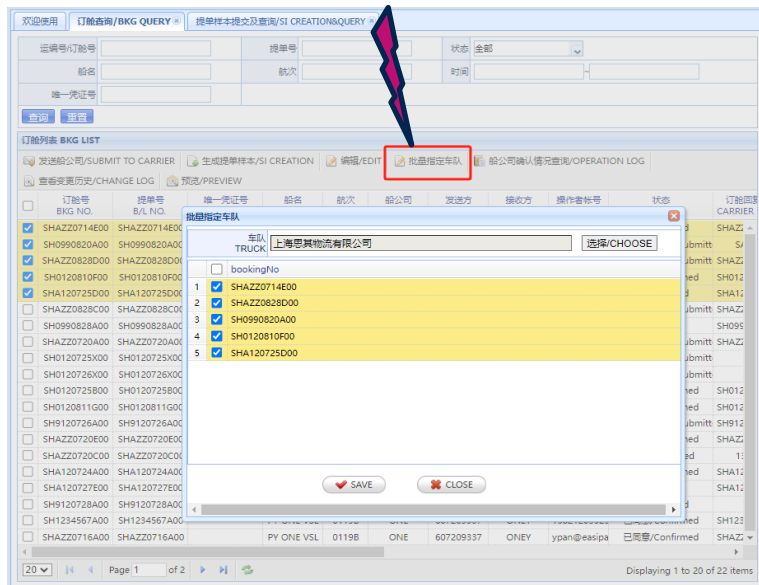


- 提交“指定订舱人”更改时，后台自动判断上海以外的订舱在“车队指定”是否有值，如两项均有值情况下，弹出提示：“指定订舱人”后，“车队指定”已有的数据将会清空，已打印的小票同时失效，请确认是否执行“，用户点击确认，车队指定被清空，可提交更改到船公司受理；点击关闭可撤回更改；
- 订舱人更改被ONE受理完成为“已同意”时，之前如已打印的小票被注销。并且在“账号登入”界面操作“关联提单号”
- 上海订舱单号，完成关联后，原有在“验证码登入”时完成的车队指定同步带入“账号登入”

- 在以下情况下，“关联提单号”不可执行：
 - 在“验证码登入”的单票订舱中携带的订舱人信息为空，或与“账号登陆”不一致时，如使用此功能键，系统弹出提示“订舱人与登陆账号验证失败，无法进行关联”；
 - 不同入口的订舱，不可做关联；即通过订舱代理或OQ订舱，无法通过“关联提单号”进行操作；
 - 如通过“验证码登入”后已完成了车队指定或放箱小票的生成，并且单号下的任何一个箱状态变更为“已提箱”后，无法再通过“关联提单号”进行操作；

- 放箱模式按提箱地分为2种：上海车队指定 / 上海以外堆场指定
 - 上海：使用功能键“批量指定车队”，系统核对起运港及装货港=SHANGHAI的“已确认”订舱后，仅被指定的车队可以搜索到单号并打印EIR通知单；
 - 其他口岸的订舱不可使用“批量指定车队”功能，需进入菜单下的“打印通知单”直接指定提箱堆场而后发起EIR通知单

车队指定 (上海)



堆场指定 (上海以外)



- 账号用户如跨区域订舱，需确保有能力符合当地港口的EEIR规范流程完成空箱提箱至重箱进港，ONE操作平台不提供再指定当地代理的服务

- ONE通过LBS收集客户的开票信息，按单号进入后按以下图示提交人民币及美金的账号及联络信息；

人民币发票信息 RMB TAX INFORMATION			
默认订舱人信息		修改订舱人信息	
付款人英文名称 PAYER NAME EN	订舱人代码 BOOKING PARTY CODE	付款人英文名称 PAYER NAME EN	订舱人代码 BOOKING PARTY CODE
付款人中文名称 PAYER NAME	纳税人识别号 TAX IDENTIFICATION NUMBER	付款人中文名称 PAYER NAME	纳税人识别号 TAX IDENTIFICATION NUMBER
纳税人联系电话 TAXPAYER CONTACT NUMBER	电子邮箱 (接收 电子发票) EMAIL ADDRESS	纳税人联系电话 TAXPAYER CONTACT NUMBER	电子邮箱 (接收 电子发票) EMAIL ADDRESS
银行名称 BANK NAME	银行帐号 BANK ACCOUNT NUMBER	银行名称 BANK NAME	银行帐号 BANK ACCOUNT NUMBER
纳税人地址 TAXPAYER ADDRESS		纳税人地址 TAXPAYER ADDRESS	
备注 REMARK		备注 REMARK	

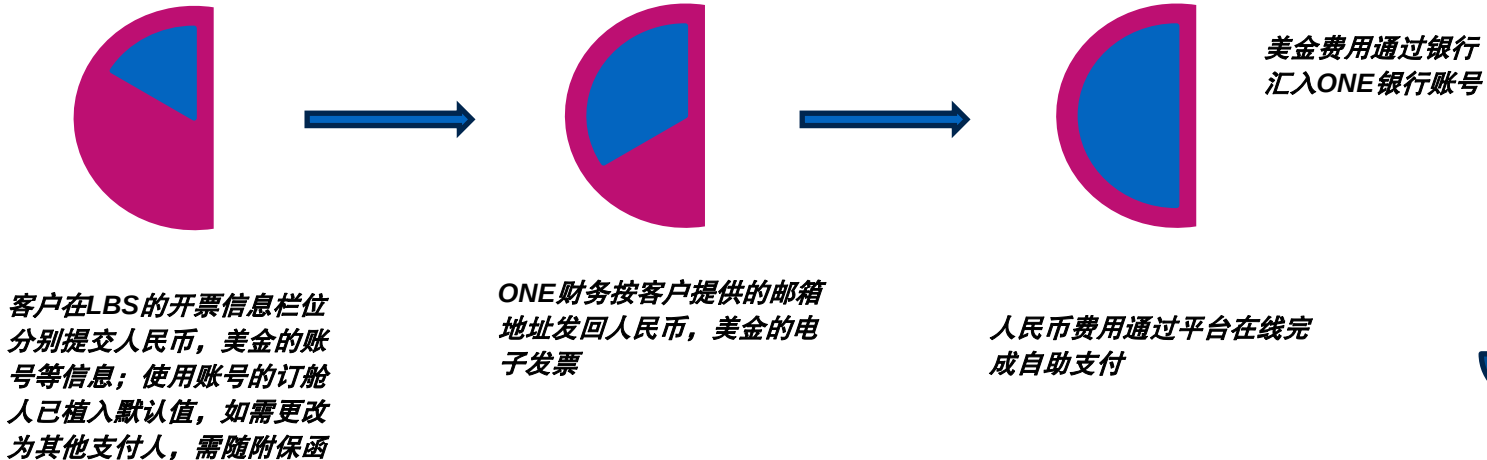
美元发票信息 USD TAX INFORMATION			
默认订舱人信息		修改订舱人信息	
付款人英文名称 PAYER NAME EN	订舱人代码 BOOKING PARTY CODE	付款人英文名称 PAYER NAME EN	订舱人代码 BOOKING PARTY CODE
付款人中文名称 PAYER NAME	纳税人识别号 TAX IDENTIFICATION NUMBER	付款人中文名称 PAYER NAME	纳税人识别号 TAX IDENTIFICATION NUMBER
纳税人联系电话 TAXPAYER CONTACT NUMBER	电子邮箱 (接收 电子发票) EMAIL ADDRESS	纳税人联系电话 TAXPAYER CONTACT NUMBER	电子邮箱 (接收 电子发票) EMAIL ADDRESS
银行名称 BANK NAME	银行帐号 BANK ACCOUNT NUMBER	银行名称 BANK NAME	银行帐号 BANK ACCOUNT NUMBER
纳税人地址 TAXPAYER ADDRESS		纳税人地址 TAXPAYER ADDRESS	
备注 REMARK		备注 REMARK	

- 由账号登入可查询到的订舱，人民币及美金账号已和订舱人完成捆绑，自动显示在发票信息栏的左侧位置并不允许修改

- 如订舱人委托第三方代为支付预付款项，则需要按ONE提供的格式提交保函，而后在右侧栏位填入详细的开票及联络人信息

发票信息 TAX INFORMATION	
开票人信息和订舱人不一致 ☐	上传保函 开票人信息和订舱人不一致需上传保函
提单项下的人民币及美金的预付款项默认由订舱人支付，如订舱人须委托第三方支付，请按附件格式完整填写“代理支付保函”(附件格式) 并盖章后完成上传。 The prepayment in RMB and US dollars under the bill of lading is paid by the booking party by default. If the booking agent needs to entrust another party to pay, please complete the "Agency Payment Guarantee" (XXX) and stamp it before completing the upload.	

- 支付流程如下



- 与ONE签订账期协议的用户，或付款到账的客户，可在船开后按以下不同方式领取正本提单
- 账号用户如之前已经向ONE提交过DA/SA，可继续沿用INTERNET-BL的方式远程打印正本提单；
- 如需前来ONE当地办公室领取正本提单，请在LBS完成领单预约，在完整填写ONE格式的“提单申领单”并加盖公章后，携带正本于预约时段到ONE当地办公室；

预约提单 APPOINTMENT TO OBL	
预约提单申领 Appointment to OBL pick-up	AM/PM v
不享有付款账期的客户，请确保此订舱的所有预付费用及时结清，所有订舱用户均需下载“提单申领单”   “附件格式”完整填写并盖章后，正本送至ONE当地公司才可领取提单。	
All the customers please download the "Bill of Lading Requisitioning Form" "xxx"   to fill in and seal it completely, and then submit the original to ONE local company to take back the bill of lading; For customers who do not have credit agreement with ONE(China), please ensure that all prepaid fees for this shipment are settled before ONE can release the bill of lading.	

- 客户也可选择ONE签约的不同电子提单服务平台，以e-BL的方式进行全程的提单流转（操作方案见后续相关介绍）

操作及系统切换时间表



2/26~~

- ONE对外培训
- 操作手册可在ONE的网站查看并下载



2/26~~

- 转为直接订舱的客户可以开始向ONE提交申请新通道的账户
- 如继续使用亿通平台发送订舱的用户在申请新账户同时可直接对接亿通进行EDI格式调整
- 用户在2024年度合同期内，亿通的代理订舱通道和直接订舱通道均可使用



3/31

- 代理合同终止日，ONE已发放未使用的预配订单号被注销，不可再使用
- 亿通已有的代理通道将在现有订舱完成提单后择期关闭

ONE e-COMM功能介绍

eCommerce – Quick Booking

令人激动的更新:体验我们全新升级的订舱流程!(优先体验)

尊敬的客户:

感谢您一直以来的支持,并选择海洋网联船务(“ONE”)作为您的订舱需求。在ONE,我们不断致力于与您一起提升您的航程质量,今天是标志着我们追求的一个非凡的里程碑。

ONE很高兴地宣布推出我们的经过改善的加强版订舱流程- **ONE QUICK BOOKING**。从2023年11月开始,您将是第一批探索加强版订舱流程的人。这一改进将使您的订舱体验更顺畅、更快捷、更个性化。你的时间很重要,这个升级的流程就是为了反映这一点。以下是在新的订舱体验中等待你的体验:

ONE QUICK BOOKING

- 您的旅程,我们的承诺
- 更便捷的订舱流程

优势:

智能推荐
系统自动推荐您常用的路线和详细信息,选择更加简单!

简化导航
更流畅,提供更直观步骤的全新界面,引导您轻松完成预订!

多端友好
跨设备一致性,无论您使用的是电脑、平板还是智能手机,在任何设备上都能让您享受一致、流畅的体验!

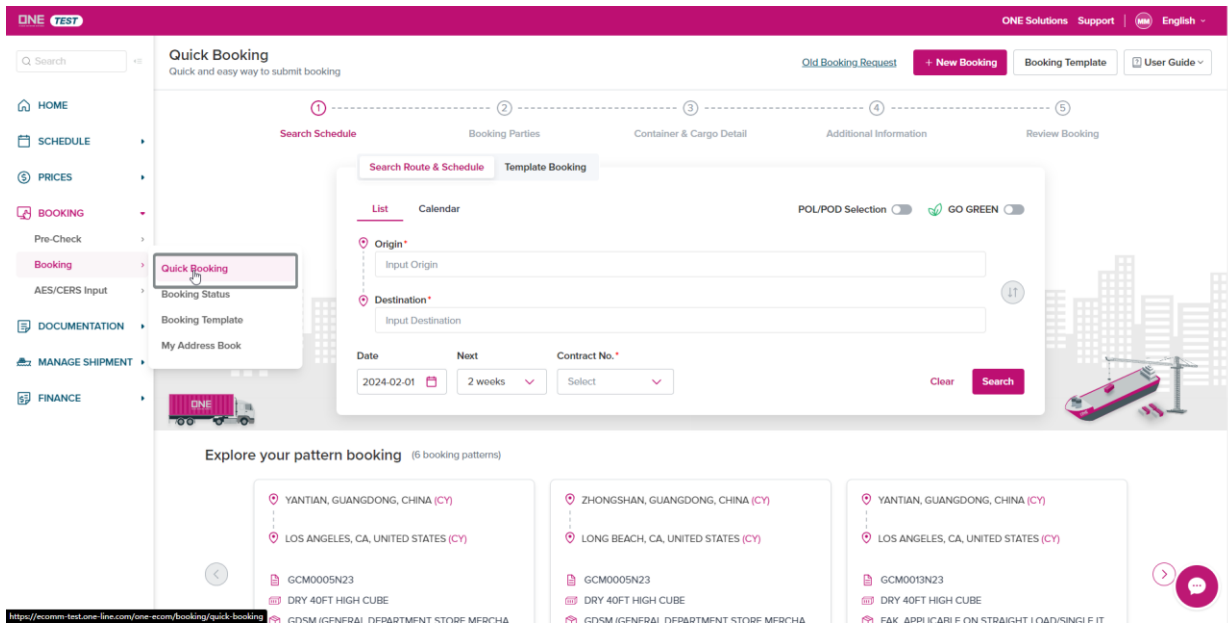


要体验ONE未来的订舱模式,只需在**ONE eCommerce**登录您的账户,开始这段激动人心的旅程。

Quick Booking

ONE eCommerce网站即将于2024年3月25日推出全新升级的订舱界面,届时用户将可使用新版面进行订舱,目前现阶段已邀请部分客户体验,以下是 Quick Booking 的订舱步骤概览:

左侧菜单栏 -> BOOKING -> Booking -> Quick Booking



Quick Booking

Quick Booking 订舱界面将分为5个步骤，右上角“Old Booking Request”可回到旧订舱版面

步骤1: 船期搜索 -> **步骤2:** 订舱客户信息填写 -> **步骤3:** 箱货信息填写 -> **步骤4:** 补充信息填写 -> **步骤5:** 订舱信息复核并提交

The screenshot displays the ONE Quick Booking web interface. The top navigation bar includes the ONE logo, a 'TEST' label, and links for 'ONE Solutions', 'Support', and 'English'. A search bar is located on the left. The main content area is titled 'Quick Booking' with the subtitle 'Quick and easy way to submit booking'. It features a progress bar with five steps: 1. Search Schedule (highlighted with a red box), 2. Booking Parties, 3. Container & Cargo Detail, 4. Additional Information, and 5. Review Booking. Below the progress bar, there are two tabs: 'Search Route & Schedule' (active) and 'Template Booking'. The 'Search Route & Schedule' tab contains a 'List' and 'Calendar' view selector, a 'POL/POD Selection' toggle, and a 'GO GREEN' toggle. The main form fields include 'Origin' (Input Origin), 'Destination' (Input Destination), 'Date' (2024-02-01), 'Next' (2 weeks), and 'Contract No.' (Select). A 'Search' button is at the bottom right of the form. Below the form, there is a section titled 'Explore your pattern booking (6 booking patterns)' with three cards showing shipping routes and details.

ONE TEST

ONE Solutions Support English

Search

Quick Booking

Quick and easy way to submit booking

Old Booking Request + New Booking Booking Template User Guide

1 Search Schedule 2 Booking Parties 3 Container & Cargo Detail 4 Additional Information 5 Review Booking

Search Route & Schedule Template Booking

List Calendar

POL/POD Selection GO GREEN

Origin* Input Origin

Destination* Input Destination

Date Next Contract No.*

2024-02-01 2 weeks Select

Clear Search

Explore your pattern booking (6 booking patterns)

YANTIAN, GUANGDONG, CHINA (CY)

LOS ANGELES, CA, UNITED STATES (CY)

GCM0005N23

DRY 40FT HIGH CUBE

GYSM (GENERA) DEPARTMENT STORE MERCHA

ZHONGSHAN, GUANGDONG, CHINA (CY)

LONG BEACH, CA, UNITED STATES (CY)

GCM0005N23

DRY 40FT HIGH CUBE

GYSM (GENERA) DEPARTMENT STORE MERCHA

YANTIAN, GUANGDONG, CHINA (CY)

LOS ANGELES, CA, UNITED STATES (CY)

GCM0013N23

DRY 40FT HIGH CUBE

FAK APPLICABLE ON STRAIGHT LOAD/SING F IT

Quick Booking

步骤1: 船期搜索

用户可通过“List”和“Calendar”的模式进行船期的搜索

- “List”即船期以清单的形式排列
- “Calendar”即船期以日期表的形式排列

1. 请确保港口名称通过下拉框的形式进行选择
2. 港口名称最后有提示 CY 或 DOOR
3. Contract No. 可进行选择或者自主填写
 - 出现红色惊叹号标志标识该Contract No.在ONE系统中并未检索到, 请复核; 如果确认正常, 仍可继续下一步
4. “GO GREEN”按钮开启, 可提供碳排放的估算
5. 底部模块栏为之前检索的历史信息, 可点击快速创建
6. 如已创建好订舱模板, 右上角可点击“Booking Template”选择模板进行快速订舱
7. 右上角“User Guide”提供用户操作指南, 可通过PDF或者视频的形式进行查阅

The screenshot displays the ONE Quick Booking web interface. The top navigation bar includes the ONE logo, 'TEST' status, and links for 'ONE Solutions', 'Support', and 'English'. The main header area contains a search bar, 'Quick Booking' title, and buttons for 'Old Booking Request', '+ New Booking', 'Booking Template', and 'User Guide'. A progress bar indicates five steps: 1. Search Schedule, 2. Booking Parties, 3. Container & Cargo Detail, 4. Additional Information, and 5. Review Booking. The 'Search Schedule' step is active, showing a 'Search Route & Schedule' form. This form has tabs for 'List' and 'Calendar'. It includes fields for 'Origin' (SHANGHAI, SHANGHAI, CHINA (CY)), 'Destination' (ROTTERDAM, NETHERLANDS (CY)), 'Date' (2024-02-01), 'Next' (4 weeks), and 'Contract No.' (Others, ABCD). There are also checkboxes for 'POL/POD Selection' and 'GO GREEN'. A 'Search' button is at the bottom right of the form. Below the form, a section titled 'Explore your pattern booking' shows six booking patterns with details like origin, destination, container type, and cargo description. The left sidebar contains navigation links: HOME, SCHEDULE, PRICES, BOOKING (with sub-links for Pre-Check, Booking, and AES/CERS Input), DOCUMENTATION, MANAGE SHIPMENT, and FINANCE. The bottom right corner features a chat icon.

Quick Booking

步骤1：船期搜索

点击“Search”将来到船期清单页面，用户可查询并选择所需的信息

1. 左侧栏提供筛选模块，可进行进一步的船期筛选
2. “BOOK NOW” 确认船期进入下一板块
3. “Display Detail” 可查看中转信息等

ONE TEST

ONE Solutions | Support | EN English

Quick Booking

Quick and easy way to submit booking

[Old Booking Request](#) [+ New Booking](#) [Booking Template](#) [User Guide](#)

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Booking

AES/CERS Input

1 Search Schedule

2 Booking Parties

3 Container & Cargo Detail

4 Additional Information

5 Review Booking

← Previous page

Contract No.: ABCD

Total: 8 results

Sort by Earliest Departure

From SHANGHAI, SHANGHAI, CHINA (CY)
To ROTTERDAM, NETHERLANDS (CY)

2024-02-01 4 weeks Apply

Filter By

POL (Port of Loading)

SHANGHAI, SHANGHAI, CHINA

POD (Port of Discharge)

ANTWERP, BELGIUM

ROTTERDAM, NETHERLANDS

Booking Status

All

Book Now

Transit Mode

Unable to locate intended vessel?

Show

44 DAY(S)

Origin 2024-02-02

Destination 2024-03-17

DIRECT

Vessel Voyage/ Service Lane

AL JMEIYAH 027W FE2

Cut off

POL SHANGHAI, SHANGHAI

POD ROTTERDAM

BOOK NOW

Display Detail

43 DAY(S)

Origin 2024-02-07

Destination 2024-03-21

DIRECT

Vessel Voyage/ Service Lane

AL ZUBARA 024W FE2

Cut off

POL SHANGHAI, SHANGHAI

POD ROTTERDAM

BOOK NOW

Display Detail

30 DAY(S)

Origin 2024-02-09

Destination 2024-03-10

DIRECT

Vessel Voyage/ Service Lane

HMM ALGECIRAS 014W FE4

Cut off

POL SHANGHAI, SHANGHAI

POD ROTTERDAM

BOOK NOW

Display Detail

Quick Booking

步骤2: 订舱客户信息填写

点击“BOOK NOW”将来到公司信息填写板块

1. 左侧栏提供上一板块船期信息供参考
2. “Email Recipient” 可自行修改或添加邮箱，默认邮箱为该账号的绑定邮箱；邮箱可接收 BRN（订舱确认通知书）
3. 点击底部“Add New Booking Parties”可添加收货人，代理
4. 用户可通过我的地址簿进行选择公司信息
 - 我的地址簿 提供用户在此之前订舱成功后的公司录入信息（包括发货人，收货人，代理等）；如未有订舱，则地址簿中是无法检索到，需手工输入新信息
5. 如该公司信息之前未使用过，可输入新信息
 - 在手工填写信息后，会出现提示 “The company information is not in your “My Address Book “，确认信息正确则仍可以继续下一步操作

ONE TEST

ONE Solutions Support English

Quick Booking

Quick and easy way to submit booking

[Old Booking Request](#)[+ New Booking](#)[Booking Template](#)[User Guide](#)

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Pre-Check

Booking

AES/CERS Input

1

2

3

4

5

Search Schedule

Booking Parties

Container & Cargo Detail

Additional Information

Review Booking

Booking Summary

Origin

SHANGHAI, SHANGHAI, CHINA (CY)

POL

SHANGHAI, SHANGHAI

POD

ROTTERDAM

Destination

ROTTERDAM, NETHERLANDS (CY)

Contract No.

ABCD

Vessel/ Voyage

AL JMELYAH 027W

Departure on

2024-02-02

Arrival on

2024-03-17

Cut off

Booking Requester

Company Name

UPS SCS (CHINA) LIMITED SHENZHEN BRANCH

Email Recipient

mandi.martinez@one-line.com

Manage Email

Address

(2nd Fl/Fei Chi Centre)No.420,Dong Hai Road,The 16th District,Hinterland Of Yantian International Container Port Shenzhen China

Tel

86

Fax

86

Shipper

Same as booking requester

Company Name

UPS SCS (CHINA) LIMITED SHENZHEN BRANCH

Address

Freight Forwarder

Jong Hai Road,The 16th District,Hinterland Of Yantian International Container Port Shenzhen China

Consignee

+ Add New Booking Parties

Previous

Quick Booking

步骤3：箱货信息填写

点击“NEXT”将来到箱信息填写板块

1. 左侧栏提供之前板块的信息供参考
2. 如果有多个集装箱，可点击“Add New”进行添加，并选择正确的箱尺寸和箱属性
3. 如有特殊箱型，在选择箱型后可进一步选择和填写，如危险品等

ONE TEST

ONE Solutions Support English

Q Search

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VGM

BL Processing

MANAGE SHIPMENT

FINANCE

Quick Booking

Quick and easy way to submit booking

Old Booking Request + New Booking Booking Template User Guide

Search Schedule Booking Parties Container & Cargo Detail Additional Information Review Booking

Booking Summary

Origin
SHANGHAI, SHANGHAI, CHINA (CY)

POL
SHANGHAI, SHANGHAI

POD
ROTTERDAM

Destination
ROTTERDAM, NETHERLANDS (CY)

Contract No.
ABCD

Vessel/ Voyage
AL JMELIYAH 02ZW

Departure on
2024-02-02

Arrival on
2024-03-17

Cut off

Booking Requester
UPS SCS (CHINA) LIMITED SHENZHEN BRANCH

Commodity *

Input and select commodity

Mandatory Field.

Container

Total Container: 1 + Add New

Weight-related surcharges such as HEA (Heavy Weight Surcharge) may be applicable. Please click and check the condition (Link) before proceeding your booking.

Total Estimated Gross Weight *

KGS

Return Date

Select Date

Mandatory Field, can not be zero or blank.

Type *

Select

Size *

Select

Total Unit Quantity *

1

S.O.C

0

Mandatory Field.

Previous Next

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Quick Booking

步骤4: 补充信息填写

点击 “NEXT” 将来到补充信息填写

1. 直订舱用户，请勿在Manual Booking Number栏位进行填写；关单号将在递交后自动生成
2. 请选择正确的 Booking Office；
 - 如过下拉框中未有正确的Booking Office，请联系客服进行填写；初始Booking Office依照用户在注册时选择的Office
3. 如发货人为NVOCC，则MOT栏位为必填项
 - MOT No.会根据账号信息自动关联

ONE TEST

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Quick Booking

Quick and easy way to submit booking

[Old Booking Request](#) **+ New Booking** [Booking Template](#) [User Guide](#)

1

2

3

4

5

Search Schedule

Booking Parties

Container & Cargo Detail

Additional Information

Review Booking

Booking Summary

Origin

SHANGHAI, SHANGHAI, CHINA (CY)

POL

SHANGHAI, SHANGHAI

POD

ROTTERDAM

Destination

ROTTERDAM, NETHERLANDS (CY)

Contract No.

ABCD

Vessel/ Voyage

AL JMELIYAH 027W

Departure on

2024-02-02

Arrival on

2024-03-17

Cut off

Booking Requester

UPS SCS (CHINA) LIMITED SHENZHEN BRANCH

Additional Information

Manual Booking Number

Input Manual Booking Number

Booking Office *

Ocean Network Express (East Asia) Ltd. - Hong Kong

Ocean Network Express (East Asia) Ltd. - Hong Kong

MOC-NV00083

Invoice Ref. No.

Input Invoice Ref. No.

Booking Shipper Ref. No.

Input Booking Shipper Ref. No.

Booking Freight Forwarder Ref. No.

Input Booking Freight Forwarder Ref. No.

S/I Shipper Ref. No.

Input S/I Shipper Ref. No.

S/I Freight Forwarder No.

Quick Booking

步骤5: 订舱信息复核并提交

点击“NEXT”将来到递交订舱板块

1. 如有之前的信息需要调整, 可在该板块下点击“Edit”进行即时调整
2. 如有多个Booking需要订舱, 可通过“Multiple Bookings”功能进行批量订舱
 - 默认基本信息需要完成一致, 才可以使用批量订舱功能
 - 支持不同船期的选择
3. 确认信息无误, 点击“Submit”进行递交

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Q Search

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Container & Cargo Details

Commodity

FURNITURE

Equipment Type/ Quantity

DRY 40FT High Cube x 1

Additional Information

Multiple Bookings

Total Multiple Bookings: N/A

Will allow duplicate bookings with either same or future schedule.
(Multiple booking requests may take some time to complete. Please wait a moment.)

Email Notification Subscription

☐ Vessel Departure (1st Vessel only)

☐ Vessel Advance/ Delay

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

Save as Template

Previous

Submit

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Multiple Bookings

Please note that aside from the selected departure date and vessel, all booking details will remain the same.

Select the bookings and duplicate (maximum 100)

1

Duplicate

Manage Reference No.

Total: 1 Master Booking & 1 Duplicate

Remove

Booking	POL/ Vessel Departure	POD	Vessel/ Service Lane
Booking #1	SHANGHAI, SHANGHAI 2024-02-02	ROTTERDAM	AL_JMELIYAH 027W FE2
Booking #2	SHANGHAI, SHANGHAI 2024-02-07	ROTTERDAM	AL_ZUBARA 024W FE2

Search Vessel

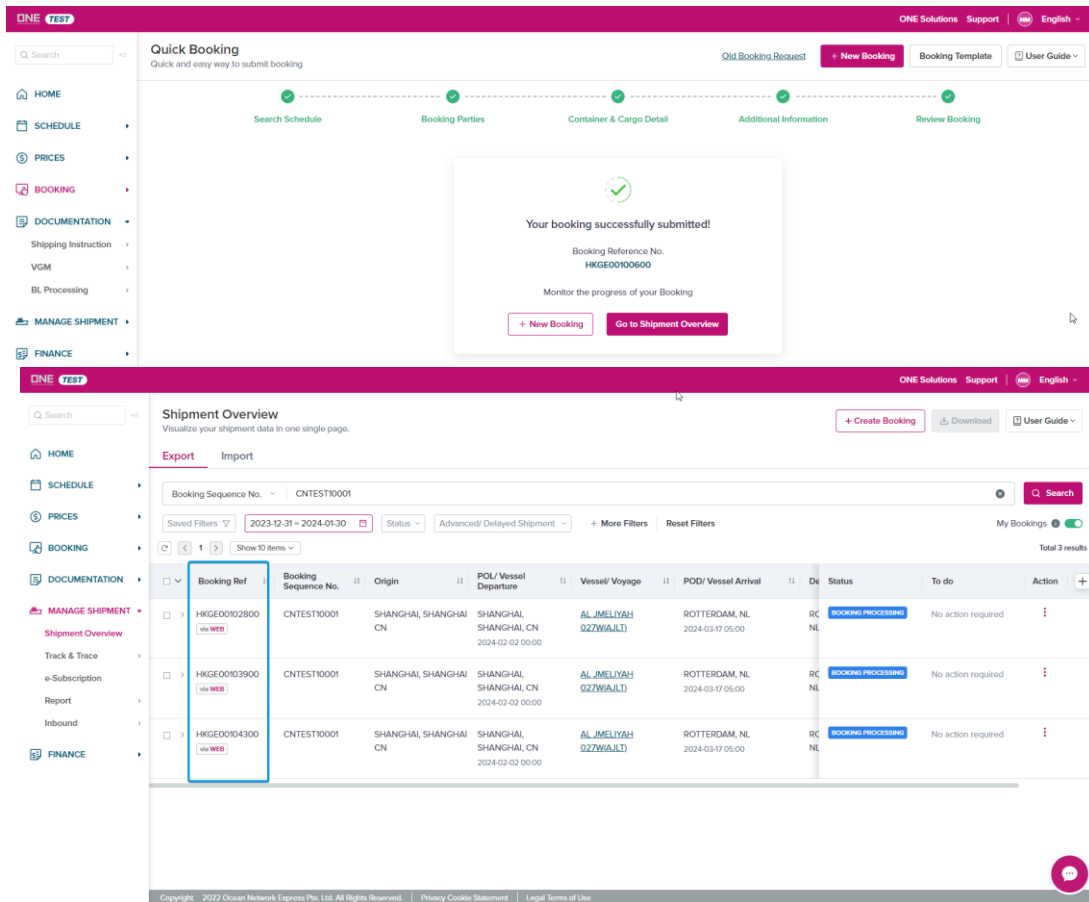
Quick Booking

情况1：用户只递交了一票订舱

- 订舱完成后，用户将看到 **Booking Reference No.** 号码，该号码即为关单号
- 点击“Go to Shipment Overview”前往该界面可查询到 Booking Reference No.（关单号）；Booking Sequence 为空

情况2：用户使用“Multiple Shipment”进行批量递交

- 订舱完成后，用户将看到 **Booking Sequence No.** 号码，该号码非关单号，由账号ID+数字组成
- 点击“Go to Shipment Overview”前往该界面可查询到 Booking Reference No.（关单号）



The image shows two screenshots of the ONE eCommerce interface. The top screenshot is the 'Quick Booking' page, which displays a success message: 'Your booking successfully submitted!' with a booking reference number 'HKGE0000600'. The bottom screenshot is the 'Shipment Overview' page, which shows a table of bookings. The table has columns for Booking Ref, Booking Sequence No., Origin, POL/Vessel Departure, Vessel/Voyage, POD/Vessel Arrival, and Status. The first row is highlighted with a blue box, showing a booking reference 'HKGE0002800' and a booking sequence number 'CNTEST10001'.

Quick Booking Interface:

- Navigation: HOME, SCHEDULE, PRICES, BOOKING, DOCUMENTATION, MANAGE SHIPMENT, FINANCE.
- Buttons: Old Booking Request, New Booking, Booking Template, User Guide.
- Progress: Search Schedule, Booking Parties, Container & Cargo Detail, Additional Information, Review Booking.
- Message: Your booking successfully submitted! Booking Reference No. HKGE0000600. Monitor the progress of your Booking. Buttons: + New Booking, Go to Shipment Overview.

Shipment Overview Interface:

- Navigation: HOME, SCHEDULE, PRICES, BOOKING, DOCUMENTATION, MANAGE SHIPMENT, FINANCE.
- Buttons: Create Booking, Download, User Guide.
- Filters: Booking Sequence No. (CNTEST10001), Saved Filters, 2023-12-31 ~ 2024-01-30, Status, Advanced/Delayed Shipment, More Filters, Reset Filters.
- Table:

Booking Ref	Booking Sequence No.	Origin	POL/Vessel Departure	Vessel/Voyage	POD/Vessel Arrival	Status	To do	Action
HKGE0002800 view WEB	CNTEST10001	SHANGHAI, SHANGHAI CN	SHANGHAI, SHANGHAI CN 2024-02-02 00:00	AL JEMELIAH 02ZWAJLT	ROTTERDAM, NL 2024-03-17 05:00	BOOKING PROCESSING	No action required	
HKGE0003900 view WEB	CNTEST10001	SHANGHAI, SHANGHAI CN	SHANGHAI, SHANGHAI CN 2024-02-02 00:00	AL JEMELIAH 02ZWAJLT	ROTTERDAM, NL 2024-03-17 05:00	BOOKING PROCESSING	No action required	
HKGE0004300 view WEB	CNTEST10001	SHANGHAI, SHANGHAI CN	SHANGHAI, SHANGHAI CN 2024-02-02 00:00	AL JEMELIAH 02ZWAJLT	ROTTERDAM, NL 2024-03-17 05:00	BOOKING PROCESSING	No action required	

eCommerce – Booking (Old Version)

Booking

旧版面的Booking目前仍可以正常使用，将逐步过渡到新版面 Quick Booking；与Quick Booking 所需要填写的内容，是一致的要求

左侧菜单栏 -> BOOKING -> Booking -> Booking

ONE TEST

ONE Solutions Support English

Q Search

428

HOME

SCHEDULE

PRICES

BOOKING

Pre-Check

Booking

AES/CERS Input

DOCUMENTATION

MANAGE SHIPMENT

FINANCE

BOOKING > Booking > Booking Request

Booking Request

Video Guide User Guide

When making your booking selections, please note the new highlights:
Pink : elements available in your contract with Ocean Network Express
Yellow : selected element was not found in your contract and has broken the validation link
Please reference the User Guide for more information.

Manual Booking Number

Quick Booking

Template

Select Name

Edit

Copy Previous Booking

Apply

Customer Information(Alphanumeric Character(s) Only)

Customer Information (ID Information)

Edit My Profile

CN133040

P

Name

Mandi, Martinez

e-Mail Address

mandi.martinez@one-line.com

Edit

Phone No.

86--

Fax No.

86--

Contract No.

Select

Address

(2nd Fl,Fei Chi Centre)No.420,Dong Hai Road,The 16th District,Hinterland Of Yantian International Container

Named Account

Select Named Account

* Please select "Unable to Find Named Account or Not Applicable", if appropriate.
If you are unable to find Name Account, please input the name into "Special instruction on booking."

Person placing Request

Shipper

Forwarder

eBooking Party

Company

UPS SCS (CHINA) LIMITED SHENZHEN BRANCH

Shipper

Address

(2nd Fl,Fei Chi Centre)No.420,Dong Hai Road,The 16th District,Hinterland Of Yantian International Container Port Shenzhen China

Freight Forwarder

Select * if require to submit specific information

Consignee

Select * if require to submit specific information

Location

Service Type

Origin

CY

Destination

CY

Origin (Place of Receipt)

Please input a location

Discharging Port

Please input a location

Loading Port

Please input a location

Destination (Place of Delivery)

Please input a location

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Booking

1. Manual Booking Number

- 直订舱用户，请勿在Manual Booking Number栏位进行填写；关单号将在递交后自动生成

2. Template / Copy Previous Booking

- 提供快速创建订舱方便用户依据之前的订舱信息进行创建

3. Customer Information

- E-Mail Address – 用户可自行修改或添加邮箱，默认邮箱为该账号的绑定邮箱；邮箱可接收BRN（订舱确认通知书）

4. Shipper / Forwarder / Consignee 用户可通过我的地址簿进行选择公司信息

- 我的地址簿 提供用户在此之前订舱成功后的公司录入信息（包括发货人，收货人，代理等）；如未有订舱，则地址簿中是无法检索到，需手工输入新信息

5. 如该公司信息之前未使用过，请在我的地址簿窗口中点击“New”，即可输入新信息

- 在手工填写信息后，会出现提示“Validation Required.”，确认信息正确则仍可以继续下一步操作

BOOKING > Booking > Booking Request

Booking Request [Video Guide](#) [User Guide](#)

When making your booking selections, please note the new highlights:
Pink: elements available in your contract with Ocean Network Express
Yellow: selected element was not found in your contract and has broken the validation link
Please reference the User Guide for more information.

Manual Booking Number

Quick Booking

Template

Customer Information(Alphanumeric Character(s) Only)

Customer Information (ID information)

Name e-Mail Address

Phone No. Fax No. Contract No.

Address

Named Account

* Please select "Unable to Find Named Account or Not Applicable", if appropriate.
If you are unable to find Name Account, please input the name into "Special instruction on booking."

Person placing Request

☒ Shipper ☐ Forwarder ☐ eBooking Party

Shipper

Company

Address

Freight Forwarder

* if require to submit specific information

Consignee

* if require to submit specific information

Location

Service Type

Origin Destination

Origin (Place of Receipt)

Discharging Port

Loading Port

Destination (Place of Delivery)

Booking

1. Location

- 请确保港口名称通过下拉框的形式进行选择

2. Booking Office

- 请选择正确的Office
- 如过下拉框中未有正确的Booking Office, 请联系客服进行填写; 初始Booking Office依照用户在注册时选择的Office

3. Schedule

- 用户须在Departure Data和Vessel的栏位中, 选择Vessel, 并根据“List”或“Calander”进行船期的选择

4. Manage Schedule

- 用户可通过该功能进行批量订舱, 基础信息须完全一致
- 船期可支持对应不同

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ONE Solutions Support English

Q Search

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Location

Service Type

Origin CY Destination CY

Origin (Place of Receipt)

Please input a location Discharging Port Please input a location

Loading Port

Same as above Please input a location Destination (Place of Delivery) Same as above Please input a location

Booking Office

Ocean Network Express (East Asia) Ltd. - Hong Kong

Schedule

Departure Date Vessel

2024-02-01

Return Date

YYYYMMDD

Manage Schedule

Will allow duplicate bookings with either same or future schedule. (Multiple booking requests may take some time to complete. Please wait a moment.)

Manage

Pick Up

Pick Up Date

YYYYMMDD :00 :00

Remark: Requested pick up date will be subject to Carrier's final confirmation.

Container

Type	Size	Quantity / Total	S.O.C	Quantity / S.O.C
Total: 0				

Vessel Schedule Inquiry - List

From: SHANGHAI, SHANGHAI, CHINA

To: ROTTERDAM, NETHERLANDS

Period

2024-01-30 ~ 2024-03-30

Priority

All

Vessel

Search

Total: 16

Inland Cut Off Time	Port Cut Off Time	Loading Port	Vessel	Lane	Departure Date
2024-01-30 17:00 (Tue)	2024-01-30 17:00 (Tue)	SHANGHAI, SHANGHAI	AL JMEILYAH 027W	FE2	2024-02-02 00:00
2024-02-04 17:00 (Sun)	2024-02-04 17:00 (Sun)	SHANGHAI, SHANGHAI	AL ZUBARA 024W	FE2	2024-02-07 03:00
2024-02-06 17:00 (Tue)	2024-02-06 17:00 (Tue)	SHANGHAI, SHANGHAI	HMM ALGECIRAS 014W	FE4	2024-02-09 02:00
2024-02-07 17:00 (Wed)	2024-02-07 17:00 (Wed)	SHANGHAI, SHANGHAI	HMM ROTTERDAM 013W	FE4	2024-02-10 02:00
2024-02-08 17:00 (Thu)	2024-02-08 17:00 (Thu)	SHANGHAI, SHANGHAI	HMM COPENHAGEN 013W	FE4	2024-02-10 21:00
2024-02-11 17:00 (Sun)	2024-02-11 17:00 (Sun)	SHANGHAI, SHANGHAI	BARZAN 024W	FE2	2024-02-14 03:00

Prev. Week

Next Week

Detail

Select

Close

Booking

1. Container

- 如有多种箱型尺寸，请点击“+”进行添加

2. Cargo

- Commodity，请点击放大镜进行检索和选择
- 如有特种箱型，请勾选对应的种类，并填写正确信息

3. Special Instruction on Booking

- 订舱备注，如没有特殊要求，不需要填写

ONE **TEST**

ONE Solutions Support English

Q Search

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MANAGE SHIPMENT

FINANCE

Container

Type

Size

Quantity / Total

S.O.C

Quantity / S.O.C

dry		1		0
-----	--	---	--	---

S.O.C : Shipper's Own Container - Check SOC box and indicate quantity.

Cargo(Alphanumeric Character(s) Only)

Commodity

Total Estimated Weight

KGS

Weight related surcharges such as HEA (Heavy Weight Surcharge) may be applicable. Please click and check the condition before proceeding your booking.

Reefer Cargo

Additional Reefer Details

Dangerous Cargo

Awkward Cargo

Special Instruction on Booking(Alphanumeric Character(s) Only)

Multiple Reference Numbers

Do you have unique Reference Numbers for your duplicate bookings? Only available if additional bookings have been added under Manage Schedule.

No

Reference No(Alphanumeric Character(s) Only)

Invoice Ref. No.

Manage Reference No.

Booking

1. 确认所有信息完成后，点击 “Submit” 递交
2. “Save As Template” 保存为模板（非递交）

ONE TEST

ONE Solutions | Support | English

Q Search

<>

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FINANCE

Additional Reefer Details

Dangerous Cargo

Avioward Cargo

Special Instruction on Booking(Alphanumeric Character(s) Only)

Multiple Reference Numbers

Do you have unique Reference Numbers for your duplicate bookings?

Only available if additional bookings have been added under Manage Schedule.

No

Reference No.(Alphanumeric Character(s) Only)

Manage Reference No.

Invoice Ref. No.

BKG SH Ref. No.

BKG FF Ref. No.

S/I SH Ref. No.

S/I FF No.

e-Mail Notification

Event	Subscribe	Unsubscribe
Vessel Departure	☐	☐
Vessel Advance / Delay	☐	☐

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

Clear

Submit

Save as Template

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ONE

Booking

- 递交订舱完成后，用户可留在 Booking Status版面或，点击“Go to Shipment Overview”查看订舱关单号

情况1：用户只递交了一票订舱

- Request No. = Booking No. = 关单号
- Booking Sequence No. 为空

情况2：用户使用“Manage Schedule”进行批量订舱

- Request No. = Booking No. = 关单号
- Booking Sequence No. 作为订舱的参考号，该号码非关单号，由账号ID+数字组成

ONE TEST

BOOKING > Booking > Booking Status

Booking Status

Request Date: 2024-01-30 ~ 2024-01-30 Today 1Week 30Days 10Weeks

Status: All Via: Web

Request No.: e-Booking Party: All

Contract No.: Select

Origin (Place of Receipt): Destination (Place of Delivery):

Search

Request Status	Request No	Booking No	BKG Seq No	Split	Via	Contract No.	Request Date	Booking Date	Vessel
Processing	HKGE0006500	HKGE0006500	CNTEST10002	N	Web	DUM000000	2024-01-30 15:17		HMM COPELAY
Processing	HKGE0007600	HKGE0007600	CNTEST10002	N	Web	DUM000000	2024-01-30 15:17		AL ZUBARA 02
Processing	HKGE0006400	HKGE0006400		N	Web	DUM000000	2024-01-30 15:11	2024-01-30 15:11	HMM ALGECIR
Processing	HKGE0002800	HKGE0002800	CNTEST10001	N	Web	DUM000000	2024-01-30 14:43		AL JMEILYAH 0
Processing	HKGE0003900	HKGE0003900	CNTEST10001	N	Web	DUM000000	2024-01-30 14:43		AL JMEILYAH 0
Processing	HKGE0004300	HKGE0004300	CNTEST10001	N	Web	DUM000000	2024-01-30 14:43		AL JMEILYAH 0

1 | Per Page 50

Book Again Booking Receipt Notice Edit Cancel Download Download All

If estimated departure date is changed, system will highlight the date and time as follows.
(Advance : Blue, Delay : Red)

WAVE功能—提单发放

1. WAVE EBL简介
2. WAVE 申请流程
3. WAVE EBL 流转流程
4. WAVE材料清单及明细

- 什么是WAVE EBL?:

Wave 是一个无纸化数字提单平台，提单签发通过上传该平台的方式实现。无需打印纸质提单。签发Wave BLL 后，ONE 将不会再签发IBL（即客人在我们官方网站上打印提单）。

ONE eBL

What is an eBL?
An electronic Bill of Lading is the same as a Master Bill of Lading, but in digital format. It presents the 3 attributes - contract of carriage, document of title and evidence of receipt.

How does it work?
Covering the bill of lading and other trade documents, the eBL product digitizes the issuance, transfer and signature activities. All parties must join the same network and the document chain is fully executed via the platform - from issuance to surrender.

How does it benefit you?

 Simple ✓ Paperless process and less manual handling ✓ Online platform available for seamless access ✓ Simplified document chain with streamlined approach	 Swift ✓ eBL available to our customers within minutes ✓ Faster document chain, within days ✓ Enable faster document verification for issuance, endorsement and surrender	 Secure ✓ Mitigated risk of document fraud or loss ✓ BL encrypted by blockchain technology ✓ Secure environment with backend contact verification
---	--	--

- 使用EBL在启运港与目的港是否产生费用?:

费用问题请与WAVE官方客服联系确认。

- 具体步骤如下：

1. 请告知WAVE Bill的使用范围即启运港和目的港。
2. 针对申请的启运港及目的港，我司确认是否能使用WAVE Bill。
3. 如果您尚未申请WAVE ID，请填下下面这里链接里面的信息，会有WAVE的客服联系您注册ID. <https://www.one-line.com/en/advanced-page/ebi> (

如您已有Shipper/cnee/fwdr/booker contact card,可忽略WAVE 注册。)

4. 申请注册完成后，请和我司交换WAVE contact card (shipper/cnee/fwdr/booker)

—目的港收货人也需要和我司目的港交换Contact card

1. 完成信息交换后，如已有确认的WAVE Bill提单号，请告知第一票WAVE Bill的预计日期（告知仅测试或正式启用）。



- WAVE 只支持记名OBL.

6. 如您通过非我司官网E-COM递交ESI,请在Remarks 栏中标注” Request EBL via Wave”

如您通过我司官网E-COM 递交ESI ,请勾选EBL 及Wave.

ecom-test.one-line.com/ecom/CLIP_HOM_3212.do

TOTAL

Please input HS Code , HTS Code or NCM Code if the cargo is applicable to below condition
 * HTS Code : US (T/S, Foreign cargo remaining on board, Return cargo)
 * HS Code : EU, Japan, Syria, Iran (Inbound, T/S, Freight remaining on board, Return cargo), PORT KLANG(Port of Discharging), Singapore, India
 * HS Code (United Arab Emirates): Please input 8-digit HS code for imports and transshipments into UAE
 * NCM Code: Brazil (Inbound, T/S, Freight remaining on board, Return cargo)

B/L Information

B/L Type ☒ Original B/L ☐ B/L Surrender ☐ Sea Waybill

Freight Term ☒ Prepaid ☐ Collect

Remark DER# 800E2365 80...

B/L Issue / Release

Please tick eBL box below if you would like to issue / release your B/L as an eBL, and indicate your eBL provider.

eBL ☒ eBL Provider **waveBL**

B/L Split Information

It is possible to split B/L by issuing multiple B/L. If this B/L is for B/L split, please select "Split"

Type of B/L ☒ B/L Submission (Or Amendment) ☐ Split

* Sequence : If this B/L is the last submission and wish to complete the split, please select "Last" if not, please select "Continue"
 * Count of B/Ls : If you know the total count of B/Ls you wish to create, please input the number

Clear Submit Temporary Save Save as Template

- 如果您即是shipper又是我司订舱人（非ONE QUOTE 订舱）：



- 如果您是shipper但通过我司订舱人（非ONE QUOTE 订舱）：



- 如需提单直接签发给SHIPPER，在得到订舱人书面授权后，我司会直接将提单签发至shipper.
- 如果您是付款买单客户，Wave BL 将在收到费用后签发。
- 如果您是我司信用期客户，Wave BL 会在船开后签发。

- 如果您是Shipper 且通过ONE QUOTE 订舱



- 如果您是付款买单客户，Wave BL 将在收到费用后签发。
- 如果您是我司信用期客户，Wave BL 会在船开后签发。
- ONE QUOTE 提单默认签发给SHIPPER**

• Wave 提单签发页面

Sample 1 (Booker ≠ Shipper)

TEST

New Envelope

Subject: ONE1234567890

Recipient: ABCDEFQ

Documents:

Issue eBL

Document Type To

Shipper

Consignee

Finish

On behalf of consignee

Issuer surrenderee by default, you can add extra surrenderees

Surrendered

CN SHA Export (YOU)

NA Import

Back Next

Sample 2 (Booker = Shipper)

TEST

New Envelope

Subject: ONE1234567890

Recipient: Customer ABC / Shipper

Documents:

Issue eBL

Document Type To

Shipper

Consignee

Finish

On behalf of consignee

Issuer surrenderee by default, you can add extra surrenderees

Surrendered

CN SHA Export (YOU)

NA Import

Back Next

- 假如您即是shipper又是我司订舱人，则在WAVE上发起**Request Amendment**（修改操作请参考底部链接）退回原提单至ONE启运港Office，我司会在收到改单申请后完成提单更改并重新签发WAVE Bill。
- 假如您是shipper但通过订舱人订舱，需提交提单更改至订舱人，订舱人会先把原提单发送给您。您收到原提单后，在WAVE上发起**Request Amendment**（修改操作请参考底部链接）退回原提单至ONE启运港Office，我司会在收到改单申请后完成提单更改并重新签发WAVE Bill。
- 假如您是订舱人但不是SHIPPER，无法在在WAVE上发起**Request Amendment**，需订舱人会把原提单发送给Shipper。Shipper 收到原提单后，在WAVE上发起**Request Amendment**（修改操作请参考底部链接）退回原提单至ONE启运港Office，我司会在收到改单申请后完成提单更改并重新签发WAVE Bill。

<https://support.wavebl.com/hc/zh-cn>

附录：材料清单及明细

Check List Customer Wave
Shipper Contact Card
Consignee Contact Card
Forwarder/Booker Contact Card
Register Shipper WAVE ID
Register Forwarder/Booker WAVE ID
Shippment Information
POL (Location or country)
POD/DEL (Location or country)
Shipper Title Name
Consignee Title Name
Forwarder/Booker Title Name
Target Date of First Bill
ONE
内部流程审核 (Approve Process)
内部系统设置 (System Setup)
审核通过后与客户交换Contact Card(Contact Card Exchange)

注：此快速指引适用于启运港为华中华北区域即基港为上海，宁波，天津，大连，青岛，长江沿岸及相关内陆。

线上CHAT/ONE公众号CHAT推介

- 业务联系方式
- ONE Chat介绍
- ONE Chat操作步骤
- 操作中的注意事项

目前，客户和ONE客服之间的日常业务沟通有以下3种渠道：

- Email 邮件往来
- Chat 线上对话
- Web 线上留言

主页各业务部门的联系方法 <https://ch.one-line.com/zh-hans/standard-page/one-china-local-contacts>



关于我们 ▾ 中国 ▾ Careers ▾ 新闻中心 ▾ 业务介绍

首页 » ONE 中国业务部门联系方式

ONE 中国业务部门联系方式

ONE 中国业务部门联系方式

+ 上海

+ 天津

+ 青岛

+ 大连

+ 宁波

+ 其他

ONE 中国业务部门联系方式

+ 上海

+ 天津

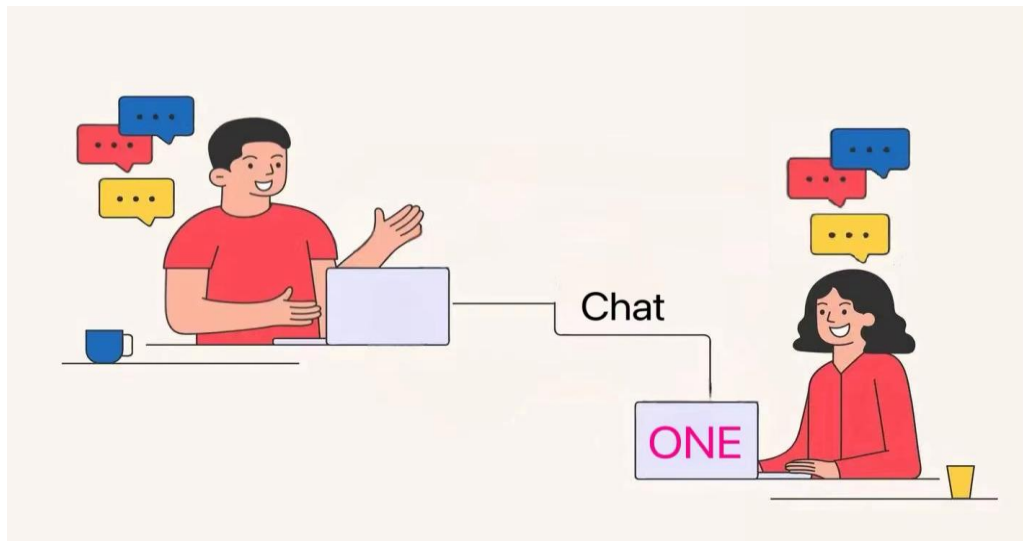
× 青岛

客户服务组	客服联系邮件	业务范围
青岛出口订舱组	cn.tao.cs.exp.bkgcca@one-line.com	订舱受理及咨询；特种箱（DG,OOG,Reefer,GOH...）申请；订舱更改均需由亿通平台线上提交、订舱更改的争议或咨询等对外通知、船期表更新以及其他相关咨询 ONE QUOTE直客订舱业务咨询； ONE QUOTE直客订舱
青岛出口单证组	cn.tao.cs.exp.doccca@one-line.com	提单样本信息咨询、目的地24小时舱单问题； VGM申报及跟DGD资料更新及校验； 超期用箱费查询； 中转港变更及相关签单后提单更改； 提单遗失； 改港等 签单查询，以及货物装载驶离后其它相关业务的咨询等 电放， 船证明； 非青岛出口货物的第三地签单、换单、电放 ONE QUOTE直客订舱单证及付费等事宜
青岛出口单证中心	ncn ofs.expsi@one-line.com	SI发送； 签单前SI问题查询、更改

+ 大连

+ 宁波

为拓展ONE与各级客户的沟通渠道，我司官网自2023年5月起已正式启动线上对话功能，各项日常业务均可通过Chat和我司沟通并实时获取我们及时的回复和帮助，以此减少日常邮件往来可能的滞后。



步骤1：访问ONE China主页：<https://ch.one-line.com> 点击右下角悬浮按钮进入对话窗口

The screenshot shows the ONE China website interface. At the top, there is a navigation bar with the ONE logo, a search icon, and links for Login, Global, and 中国. Below the navigation bar, there is a main banner celebrating the 5th Anniversary with the text "CELEBRATING 5 YEARS AS ONE" and a message thanking customers, partners, and employees. The banner also features an image of a container ship.

Below the banner, there are three main sections: "ONE eCommerce LOGIN", "TRACKING", and "SCHEDULE". The "ONE eCommerce LOGIN" section has buttons for LOGIN and REGISTER, and a link for "Forgot Your User ID / Password?". The "TRACKING" section has a form to enter a booking or container number and a TRACK button. The "SCHEDULE" section has a form to input origin, destination, and date, and a SEARCH button.

On the right side of the page, there is a live chat window titled "Welcome to LiveChat". It has a language selector (English/Chinese) and a START TO CHAT button. At the bottom right, there is a floating button labeled "Chat with an Expert" with a blue arrow pointing to it.

步骤2: *备注的为必填或必选项, 填入或选择相关信息, 开始对话

CHAT

Welcome to ONE Support! Please fill in the form below to start the chat.

- 1 First Name *
Tina
- 2 Last Name *
Shen
- 3 Email *
tina.shen@one-line.com
- 4 Country/District *
China (Central & North Area)
- 5 Office *
Shanghai
- 6 Reference Type *
Booking Number
Note: Please exclude carrier SCAC Code (prefix 'ONEV') in the Booking Number. i.e - SINC12345678.
- 7 Reference Number *
- 8 ☒ Send me my chat transcript.
- 9 ☒ By clicking "Agree" and "Start the chat", 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

Please fill in required fields.

- 1 First Name
- 2 Last Name
- 3 Email 请务必输入准确的邮箱, 否则将收不到后续关于此chat的邮件
- 4 Country/District 如华中华北出运的货, 请选择China (Central & North Area)
- 5 Office 请选择接货地所属的ONE分公司
- 6 Reference Type 如选择“订舱号”、“约号”或“箱号”, 则在下方出现的“Reference Number”框里填入相关信息, 如选择“我没有此信息”则不会出现“Reference Number”输入框
- 7 Reference Number 输入准确的“订舱号”、“约号”或“箱号”
- 8 Send me chat transcript: 如需要保存聊天记录, 请勾选此选项, 聊天结束后会将完整的聊天记录通过邮件发送到您上述填写的邮箱
- 9 By clicking “Agree” and “Start the chat”, I acknowledge/agree that 勾选此选项表示我已阅读以下的使用条款和隐私政策, 并开始对话

聊天

欢迎来到ONE! 在开始聊天前, 请填写以下表格

名字 *
david

姓氏 *
zhu

电子邮件 *
david.zhu@one-line.com

国家/区域 *
China (Central & North Area)

ONE分公司 *
Shanghai

引用类型 *
我没有这些资讯

☒ 需要将对话记录以电子邮件的方式送回

☒ 本人已详细并同意以下法律条款及隐私政策:

(a) 使用本网站服务时, 遵守所列的法律条款及约束条件。
(b) 同意且接受本网站收集及记录用户信息, 以提供定制化内容, 优化您的使用体验, 更多关于隐私保护资讯, 请详阅我们的隐私政策。

开始对话

Reference Type *
-----Choose-----

☒ -----Choose-----

Booking Number

Contract Number

Container Number

I do not have this info

步骤3: 请选择您所查询的问题类别, 或选择最下方“所有类别”即可回到主菜单显示所有类别

The image shows three sequential screenshots of the ONE SUPPORT chat interface, illustrating the steps to return to the main menu by selecting a category.

Screenshot 1 (Left): The chat window shows a greeting from Tina Shen and a list of popular topics. The 'All Categories' option at the bottom of the list is highlighted with a blue box. A red arrow points from this box to the 'All Categories' option in the second screenshot.

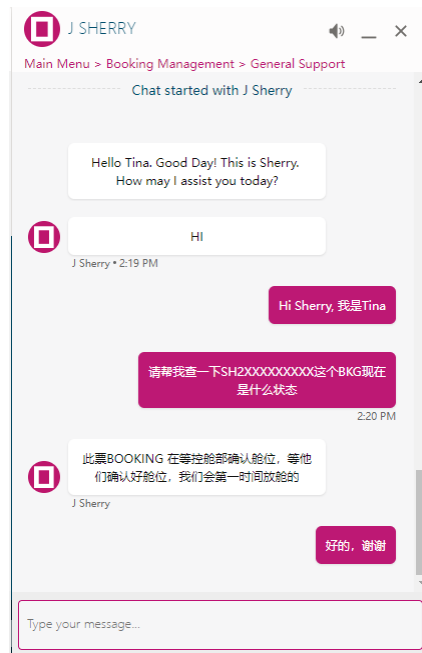
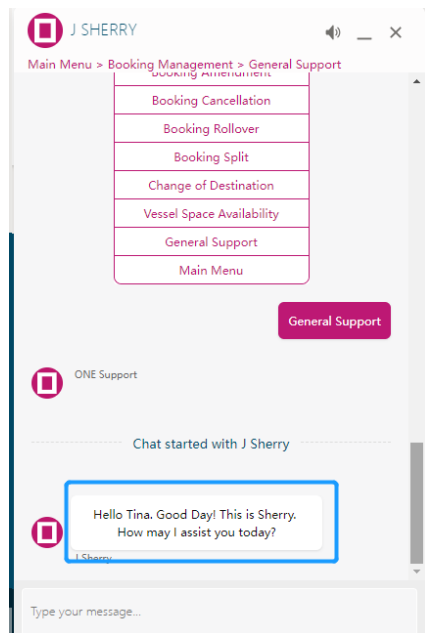
Screenshot 2 (Middle): The chat window displays a list of categories under the 'Main Menu' header. The categories are: Account / Contract Inquiry, Booking Management, Claims, Container Management, Disputes, Ecom Tech Support, Export Documentation, Import Documentation, Inland Transportation, Invoice & Charges, Last Free Day / Demurrage & Detention, Mobile App Enquiry, ONE Finance Support, ONE QUOTE Support, Rates & Quotation Inquiry, Reefer & Special Commodity Management, and Track & Trace.

Screenshot 3 (Right): The chat window displays a list of categories under the '主菜单' (Main Menu) header. The categories are: 客户/合约咨询, 订舱管理, 索赔, 货柜管理, 其他争议, 电子商务技术支持, 出口单证, 进口单证, 内陆运输, 账单和费用, 免费用箱/滞箱费, 手机APP咨询, 财务支持, ONE QUOTE线上订舱咨询, 费率 and 报价查询, 冷冻和特殊货品管理, 货物追踪, and 船期和截单时间.

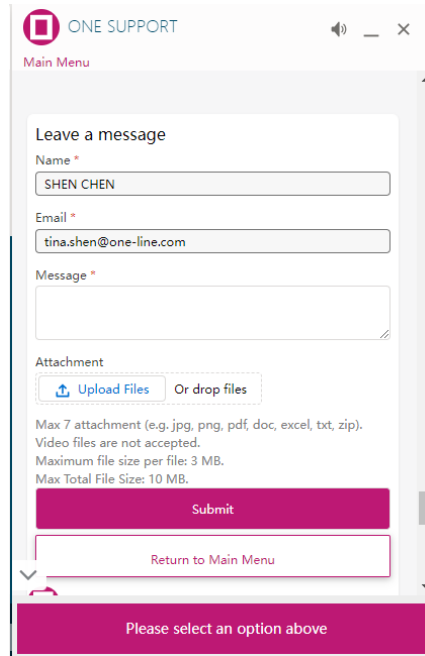
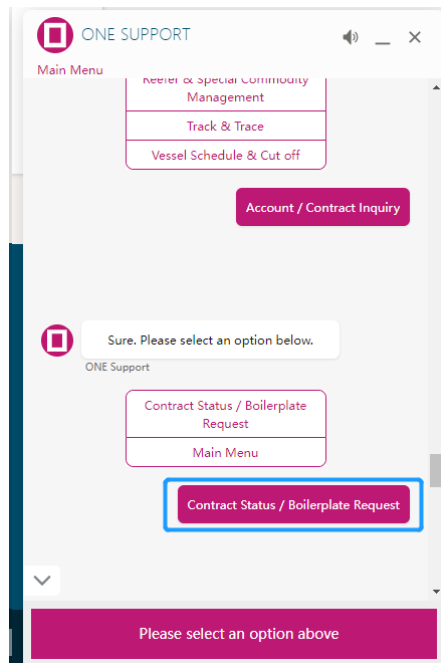
At the bottom of each screenshot, there is a red bar with the text: 'Please select an option above'.

步骤4：点击菜单里的选项，您的询问将会由 ①线上客服受理 ②线上留言 ③自助服务。

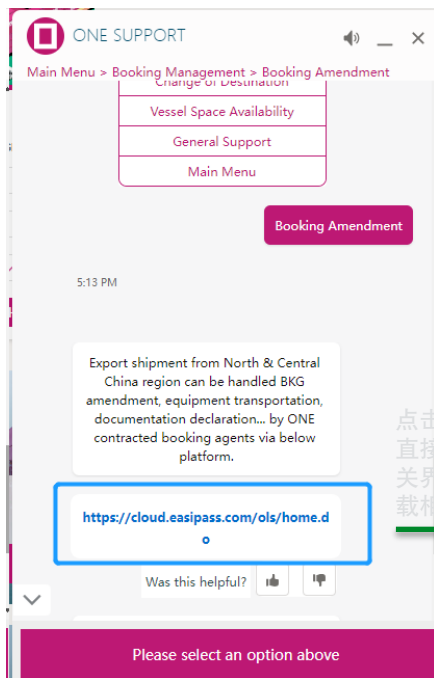
① 线上客服受理：由ONE客服线上及时回复您的询问



② 线上留言：非工作时间，您的留言将转为邮件发送至我司相关部门，收到邮件后我们将会处理并回复您



③ 自助服务：选择所查询的选项后系统自动弹出链接，点击该链接直接获取您想查询的信息，或直接跳转到相关操作界面



点击该链接可直接跳转至相关界面，或下载相关资料



线上客服受理项目：

主菜单选项	子菜单选项
Booking Management	Vessel Space Availability
	General Support
Container Management	Equipment Availability
	Long Stay
	Missing Seal / Additional Seal
	Return Shipment
	Full Container Gate-in
	Equipment Malfunction / Damage
	Temperature Mismatch
Reefer & Special Commodity Management	Dangerous Goods Support
	Reefer Support
	Shipper's Own Container Support
	Out of Gauge Support
	Break Bulk Support
	Flexitank Support
Vessel Schedule & Cut off	General Support
	VGM Status
ONE QUOTE Support	Sales Inquiry
	Booking Inquiry

主菜单选项	子菜单选项
Export Documentation	Exports – Change of Destination
	Re-Export Docs
	Retain on Board
	Advance Manifest Submission (AMS)
	Container Linkage
	Shipping Instruction / BL
	Support on SI Cut-Off
	Transshipment
	BL Amendments
	General Support
Inland Transportation	Exports
Claims	Cargo Damage
	Survey
	General Support – Claims
Invoice & Charges	Payment Status
	Penalty
	Surcharge Breakdown
Ecom Tech Support	

线上留言项目：

主菜单选项	子菜单选项
Invoice & Charges	E-Payment
	Invoice Request
	Payment Receipt
	Invoice Amendment
	Exchange Rate
	Payment Method
Account / Contract Inquiry	Contract Status / Boilerplate Request
Rates & Quotation Inquiry	ONE Contact Details
ONE QUOTE Support	Rate Inquiry

自助服务项目：

主菜单选项	子菜单选项
Booking Management	Booking Amendment
	Booking Cancellation
	Booking Rollover
	Booking Split
	Change of Destination
Container Management	CY Opening Schedule
	Empty Pick-Up
	Empty Return
Track & Trace	
Vessel Schedule & Cut off	Cut-Off info. [Doc / VGM / Port / Inland]
	Vessel Call Changes / Info etc
Disputes	
ONE QUOTE Support	Dentention & Demurrage Inquiry
	Booking Amendment
	Booking Cancellation
	User Guide
	FAQ

步骤5：结束自助服务后请按提示选择是否已解答您的问题/返回上一菜单/返回主菜单/线上留言
如选择“线上留言”，请在留言框里输入您需要询问的内容并发送，系统将会提示生成了一个新的Case#，稍后我司相关同事将通过邮件回复您，邮件的主题为此Case#

ONE SUPPORT

Main Menu > Booking Management > Booking Amendment platform.

<https://cloud.easipass.com/ols/home.d>

Was this helpful?

Please let us know if it resolves your issues by selecting one of the following options

ONE Support

Yes
Previous Menu
Return to Main Menu
Leave a Message

Leave a Message

Please select an option above

ONE SUPPORT

Main Menu > Booking Management > Booking Amendment

Leave a message

Name *
Tina Shen

Email *
tina.shen@one-line.com

Message *

Please fill in required fields.

Attachment
 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.
Maximum Total File Size: 10 MB.

Submit

Return to Main Menu

Please select an option above

ONE SUPPORT

Main Menu > Vessel Schedule & Cut off > Cut-Off Info. [Doc / VGM / Port / Inland]

Maximum file size per file: 3 MB.
Max Total File Size: 10 MB.

Submit

Return to Main Menu

ONE Support

Your message is submitted

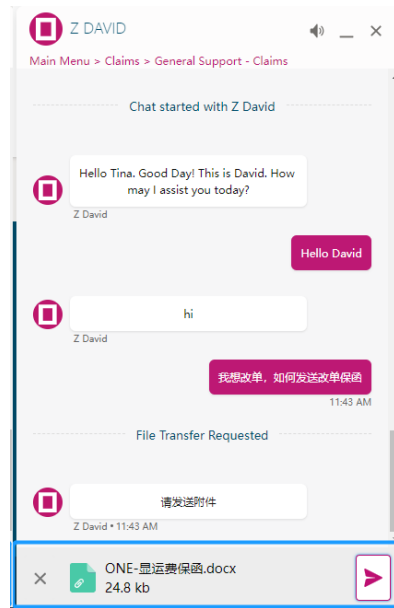
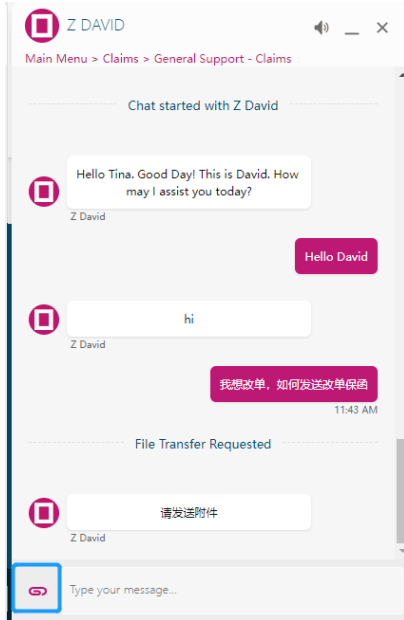
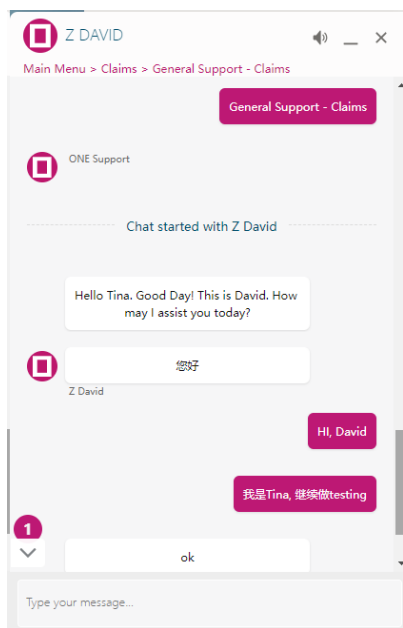
Thank you for submitting your request.
Case#15072861 has been created and our Customer Care Agent will respond to you shortly.

We will close the chat now! Bye!

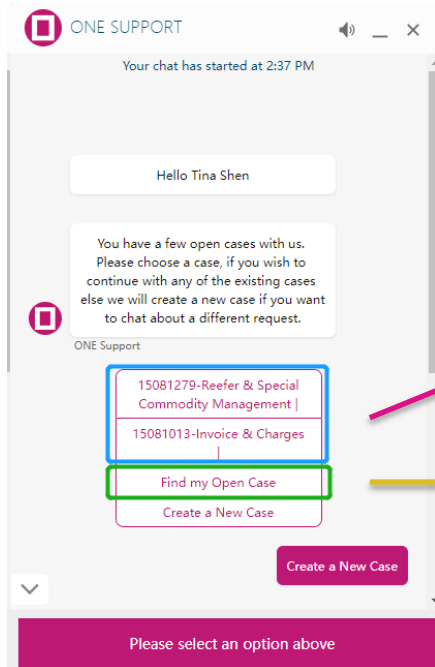
ONE Support

Please select an option above

步骤6: 如您选择的问题类别由线上客服受理, 直接在对话框与客服线上对话。如需要发送附件, 请告知客服, 客服将发送“File Transfer Request”, 待对话框左下角出现  图标后, 可点击此图标选择附件并发送

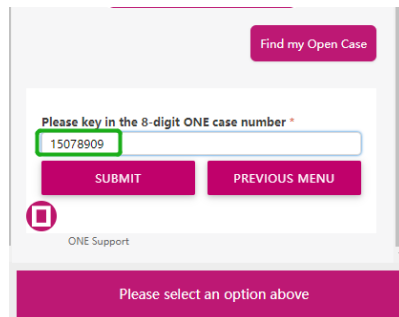


步骤7：如对话尚未结束且退出，待重新进入对话后将提示“您与我们有尚未处理完成的案件，如果您希望继续处理未完成的案件，请点选案件号码；如果您有新的询问，我们将建立一个新案件”



方法1：点选之前尚未完成的案件号码，继续对话

方法2：“我未处理完成的案件列表” – 输入案件号码，可快速搜寻未完成的案件



步骤8：完成线上对话后，请务必选择“Confirm End Chat”以结束此对话，并按照系统提示就此次对话给予评分及填写问卷调查，感谢您的支持

 Z DAVID
Main Menu > Claims > General Support - Claims

END CHAT?

Click "Confirm End Chat" to proceed to end the chat, or "Go Back" to continue chatting.

Confirm End Chat

Go Back

 Post-Chat

★

Thank you for using OCEAN NETWORK EXPRESS Live Chat.
We would like to hear from you to serve you better.
This will take just a minute.
We hope you have a Good Day Ahead!

Hide Transcript

||Main Menu||3||ONE QUOTE Support||ONE QUOTE - Booking Inquiry||
{intentL4DisplayName} G Jay
(2023/10/24 11:55:02): G Jay
(2023/10/24 11:55:02): Hello Chris. Good Day!
This is Jay. How may I assist you today? G Jay
(2023/10/24 11:55:09): hi Chris
(2023/10/24 11:55:22): 我需要发送附件

Send me my chat transcript.

☒ Yes
☐ No

How would you rate this chat? *

 POST-CHAT

待结束此次对话。\\nir no any other issues, I will close the chat, thanks. Z David
(2023/10/24 11:46:41): 请务必在结束对话后对此次服务进行评分。 \\nPlease rate our service and click on the button to share your feedback.

Is this the first time you have chatted with us about this case?

☐ Yes
☒ No

Was the case resolved during the chat?

☒ Yes
☐ No

Thank you for the rating! You can leave a comment in the box below:

How likely are you to Ship with ONE?

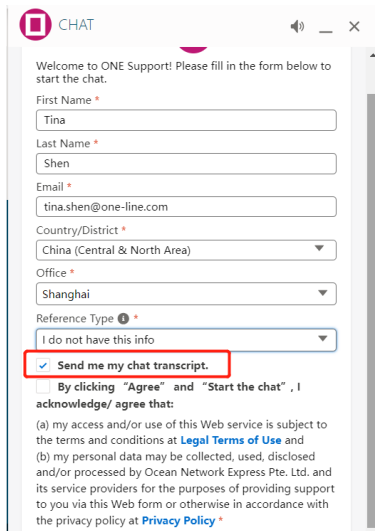
Not at all Likely Extremely Likely

0 1 2 3 4 5 6 7 8 9 10

Submit

- 1: 线上客服忙线中或是非工作时间, 请使用线上留言功能, 客服人员会用电子邮件尽快回复您。
- 2: 对话开始前, 请务必填写准确的邮箱地址, 以确保收到后续关于此次对话的记录或是客服人员的回复邮件。
- 3: 如需保存对话记录, 请在对话开始前的信息填写框里, 或是在退出对话框后勾选“Send me my chat transcript”, 之后您将会收到完整的对话记录, 包括对话中线上客服发送给您的附件。

对话开始前
在信息
填写栏里
勾选



CHAT

Welcome to ONE Support! Please fill in the form below to start the chat.

First Name *
Tina

Last Name *
Shen

Email *
tina.shen@one-line.com

Country/District *
China (Central & North Area)

Office *
Shanghai

Reference Type *
I do not have this info

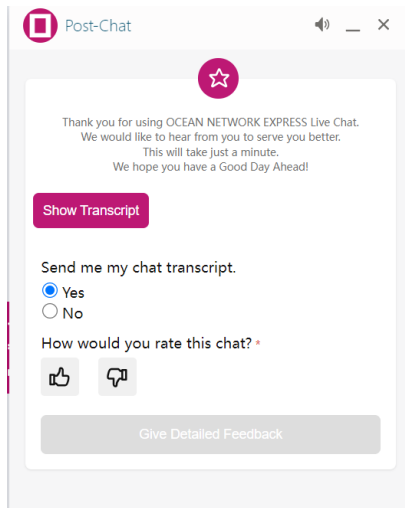
☒ Send me my chat transcript.

☐ By clicking "Agree" and "Start the chat", 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](#)

或者

对话结束后
勾选



Post-Chat

Thank you for using OCEAN NETWORK EXPRESS Live Chat.
We would like to hear from you to serve you better.
This will take just a minute.
We hope you have a Good Day Ahead!

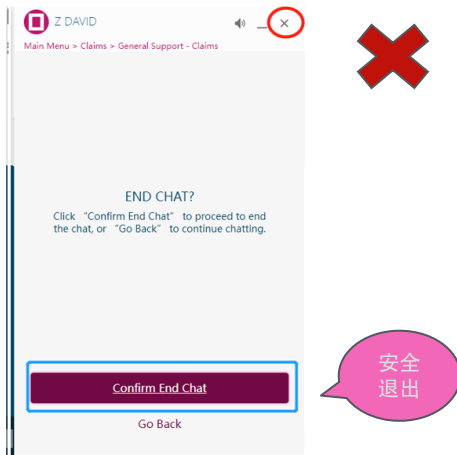
Show Transcript

Send me my chat transcript.
☒ Yes
☐ No

How would you rate this chat? *

Give Detailed Feedback

4: 退出对话框后, 请务必选择 **Confirm End Chat** 结束此次对话。如直接点击右上方的X关闭窗口视为不安全退出, 请勿采取此方式



5: 结束对话后, 请给与我们评分及参与调查问卷, 我们期待您的宝贵意见

6：如先前勾选过“Send me my chat transcript”，之后您将会收到完整的对话记录，包括对话中线上客服发送给您的附件。

n

No Reply

发送至我 ▾

2023年11月29日 09:42 (1天前)

🌐 中文 ▾

> 英语 ▾

翻译邮件

ONE

OCEAN NETWORK EXPRESS

对话记录

名字: david

姓氏: zhu

电子邮件: david.zhu@one-line.com

国家/区域: CN

ONE分公司: SHABB

类别: Export Documentation

引用类型: I do not have this info

把我的聊天记录发给我: Yes

☒ 通过点击“同意”及“提交”，我确认/同意：

(a) 使用本网站服务时，遵守所列的法律条款及约束条件。

(b) 同意且接受本网站收集及记录用户信息，以提供定制化内容，优化您的使用体验，更多关于隐私保护资讯，请详阅我们的隐私权政策。



THANKS