

【服务】ONE 上海线上客服已启用!

2020-05-11

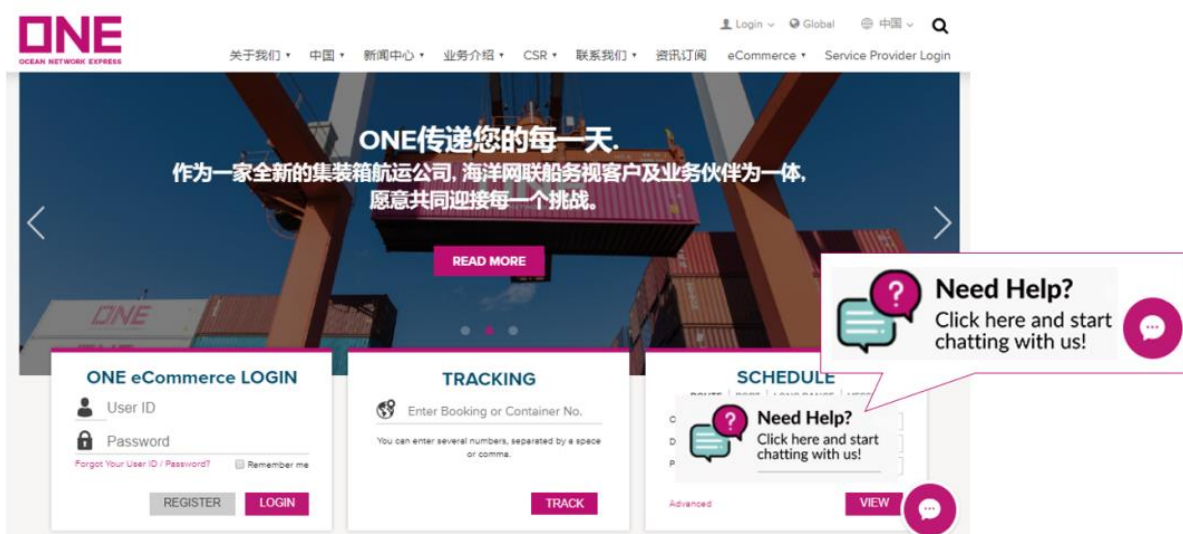
ONE

ONE 海洋网联中国官方号

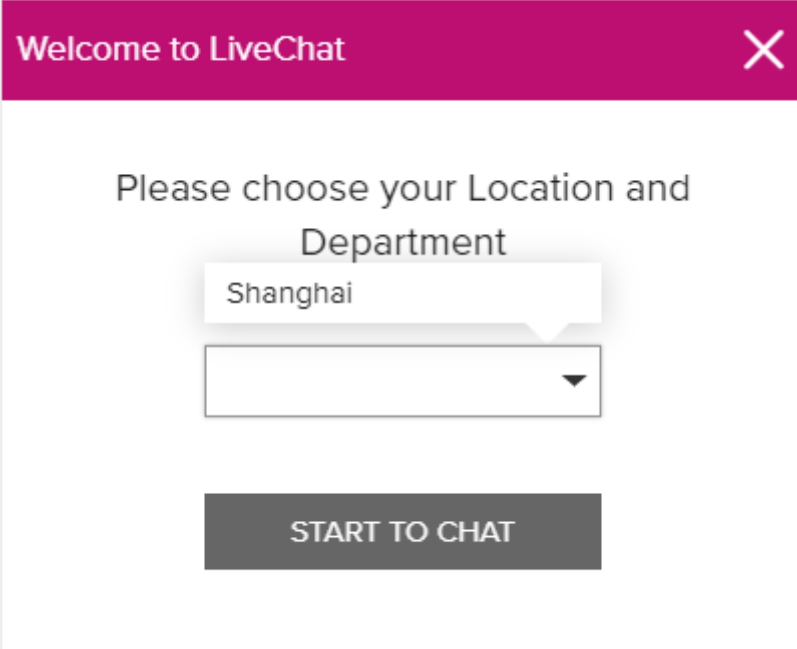
海洋网联船务 (Ocean Network Express, 简称 ONE) 继在中国香港特别行政区、广州和深圳之后, 近日在上海也正式启用了线上客服查询功能 (LiveChat) 。
通过 LiveChat, 您可以查询进出口船期及单证事宜, 出口订舱、进口滞箱费等。
只需在网页上轻点几下, 便可以即时与我们的客服专员对话, 让您得到及时的服务与帮助。

具体操作步骤如下:

步骤 1: 登录 ONE 中文主页: ch.one-line.com/zh-hans, 点击右下角悬浮按钮进入问询窗口。




步骤 2: 选择问询业务城市（目前仅支持上海，后续开通城市将会持续更新），点击“开始聊天(START TO CHAT)”



The image shows a dialog box titled "Welcome to LiveChat" with a close button (X) in the top right corner. The main text inside the dialog reads "Please choose your Location and Department". Below this text, there are two dropdown menus. The first dropdown menu is currently set to "Shanghai". The second dropdown menu is empty and has a downward-pointing arrow on its right side. At the bottom of the dialog, there is a dark grey button with the text "START TO CHAT" in white capital letters.

步骤 3: 进入以下问询窗口：

... Welcome to LiveChat



Please fill in the form below before starting the chat.

What can I help you with today? *

-- choose --


Name: *

E-mail: *

Company Name: *

Service Contract Number:

eCommerce UserID:

Powered by  LiveChat

请如实填写以下内容：
问询项目（必选）：

What can I help you with today? *

-- choose --

-- choose --

- Import - Request to check BL release status (SW/OBL) (online)
- Import - Request for inquiry on Freight and surcharges (online)
- Import - Request for inquiry on husbanding agency (online)
- Import - Request to check on Vessel ETD (online)
- Import - Request to check for Detention free time (online)
- Import - Request to check for Detention charges (online)
- Export - Request to check on Vessel Schedule (online)
- Export - Request for booking issue (online)
- Export - Request to check for BL status (online)
- Export - Request for BL Amendment inquiry (online)
- Export - Request to check for Counter issue (online)

您的姓名，电邮及公司名称（必填）

Name: *

Please fill in required fields.

E-mail: *

Company Name: *

请提供约号/注册信息（选填）

Service Contract Number:

eCommerce UserID:

I agree for my personal data, provided via chat, to be processed by Livechat Inc. for the purposes of providing support via chat. I agree for my personal data to be processed for the time needed to carry out the service. *

Agree

Start the chat

勾选“同意(Agree)”，点击“开始聊天(Start the chat)”，就可以与我们的客服专员开启对话。

后台客服专员会实时回答大家的问询。如遇后台繁忙，敬请耐心等待或稍后登入。

服务时间：周一至周五上午 9 点至下午 5 点 30 分（中午 12 点至 1 点除外）

注：目前问询项目仅限以下内容：

Import - Request to check BL release status (SW/OBL)	进口单证状态查询
Import - Request for inquiry on Freight and surcharges	进口费用查询
Import - Request for inquiry on husbanding agency	进口代理查询
Import - Request to check on Vessel ETD	进口船期查询
Import - Request to check for Detention free time	进口滞箱时间查询
Import - Request to check for Detention charges	进口滞箱费查询
Export - Request to check on Vessel Schedule	出口船期查询
Export - Request for booking issue	出口订舱查询
Export - Request to check for BL status	出口提单查询
Export - Request for BL Amendment inquiry	出口改单查询
Export - Request to check for Counter issue	出口柜台业务查询

非以上业务范围请接洽相关业务人员

感谢您对 ONE 的一贯支持！