ONE Mobile App — Starter Pack
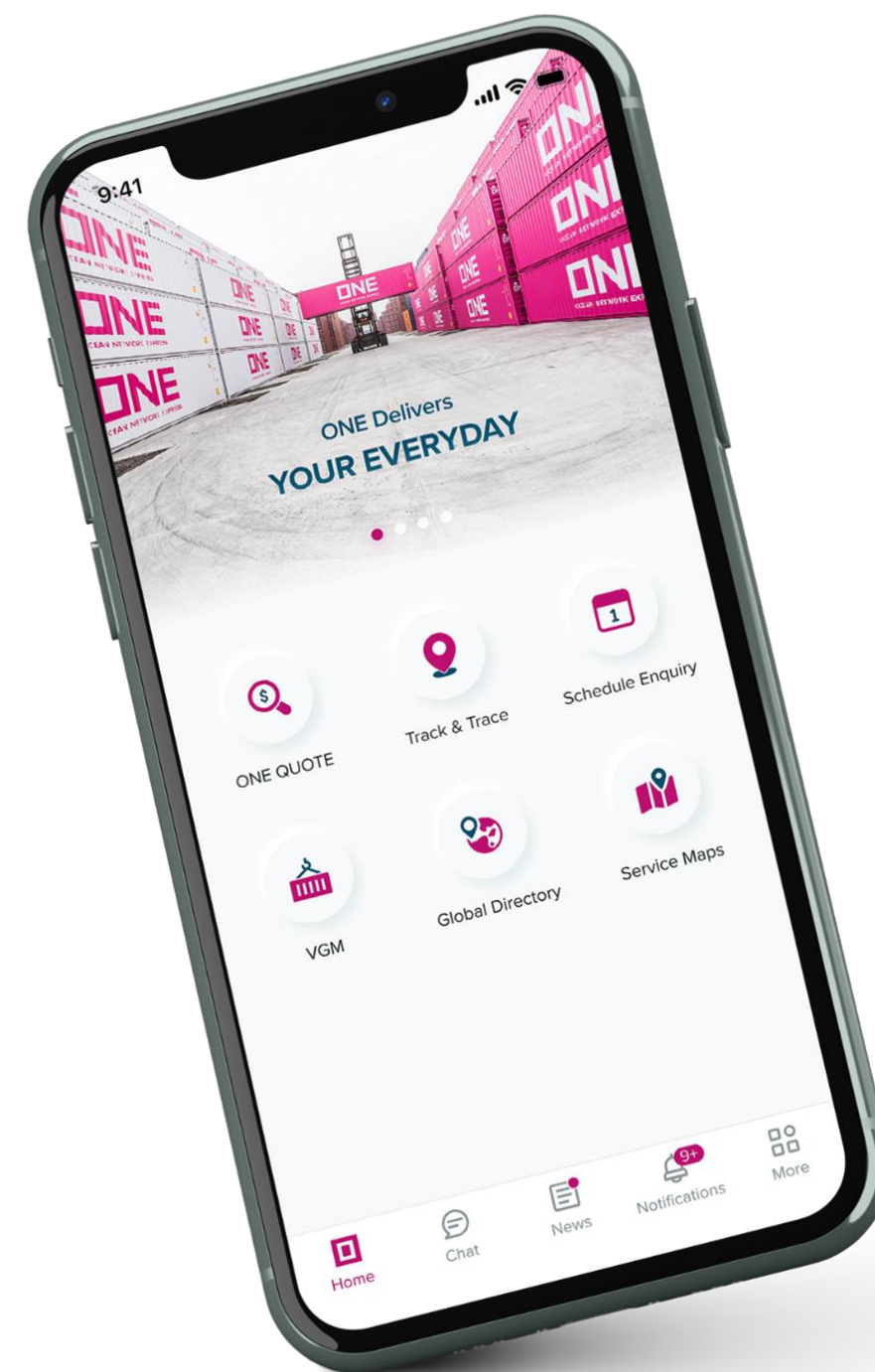
AS ONE, WE CAN.

ONE
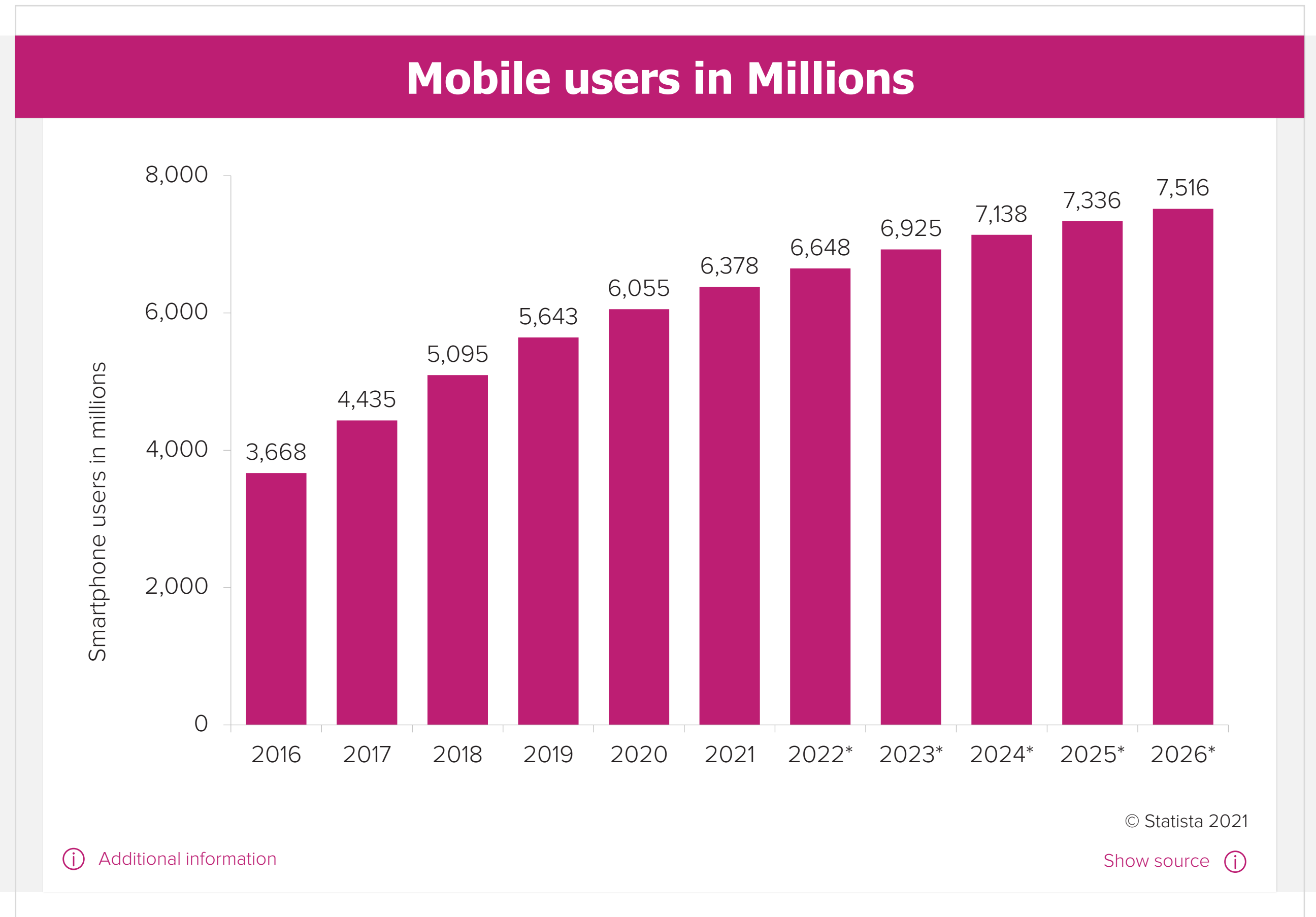OCEAN NETWORK EXPRESS

Nov 2021

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Why ONE Needs a Mobile App

In today's world, it's difficult for a consumer to stay connected to our services utilising solely static devices. That's where mobile devices shine, because they can connect any organization's services on the go, no matter where they are or when they are used.

The graph below shows how mobile devices outweigh desktop and other static devices, emphasizing the value of having a mobile app as a business channel.

In the past decade, mobile app usage has exploded all around the world. By the end of 2021, there were about 6.3 billion smartphone users worldwide, and an estimated 1.4 billion smartphones were sold in that year alone.

Globally, 68.1% of all website visits in 2020 came from mobile devices—an increase from 63.3% in 2019. Desktops drove 28.9% of visits, while 3.1% of visitors came from tablets.

Mobile users in Millions

Smartphone users in millions

Year	Value
2016	3,668
2017	4,435
2018	5,095
2019	5,643
2020	6,055
2021	6,378
2022*	6,648
2023*	6,925
2024*	7,138
2025*	7,336
2026*	7,516

© Statista 2021

Additional information

Show source

Advantages of Mobile App

On May 31 2021, Ocean Network Express introduced the first edition of its mobile app, with the goal of empowering our clients to do various transactions online and providing easy-to-use mobile services where information is always at their fingertips.
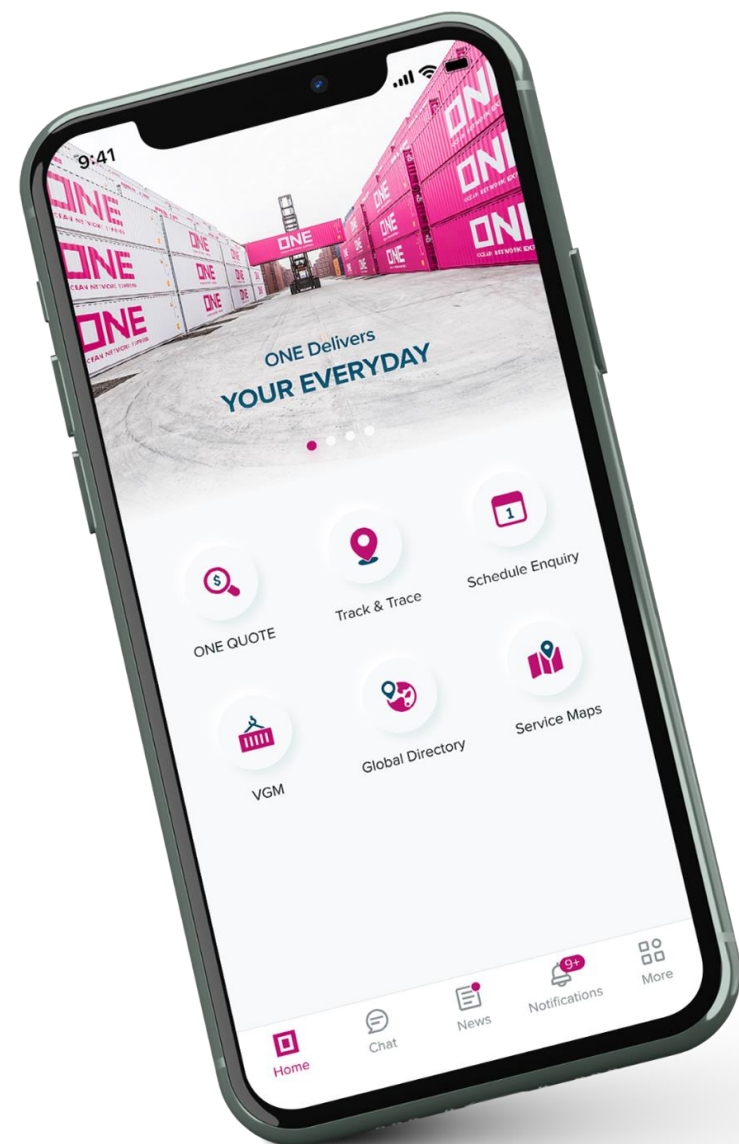
Advantages of Mobile App

Accessibility of services: Mobile app allows customers to access ONE services at ease anywhere, anytime

Improve Customer Engagement: Customer engagement improved by allowing mobile access of track & trace ONE Quote features.

Increase Awareness of ONE services: As an additional channel mobile app will increase brand awareness on new customers.

Additional Customer Support: Live chat connectivity in mobile app allow customers to contact live agents or send an enquiry via their mobile devices

Mobile App Features

Current version of ONE Mobile App includes the following features

- ONE QUOTE
- Track & Trace
- Schedule Enquiry
- LIVE CHAT
- Service Map
- VGM
- Global Directory
- FAQs and User Guide
- Corporate News
- Notifications

ONE Delivers
YOUR EVERYDAY

ONE QUOTE · Track & Trace · Schedule Enquiry
VGM · Global Directory · Service Maps

Home · Chat · News · Notifications · More
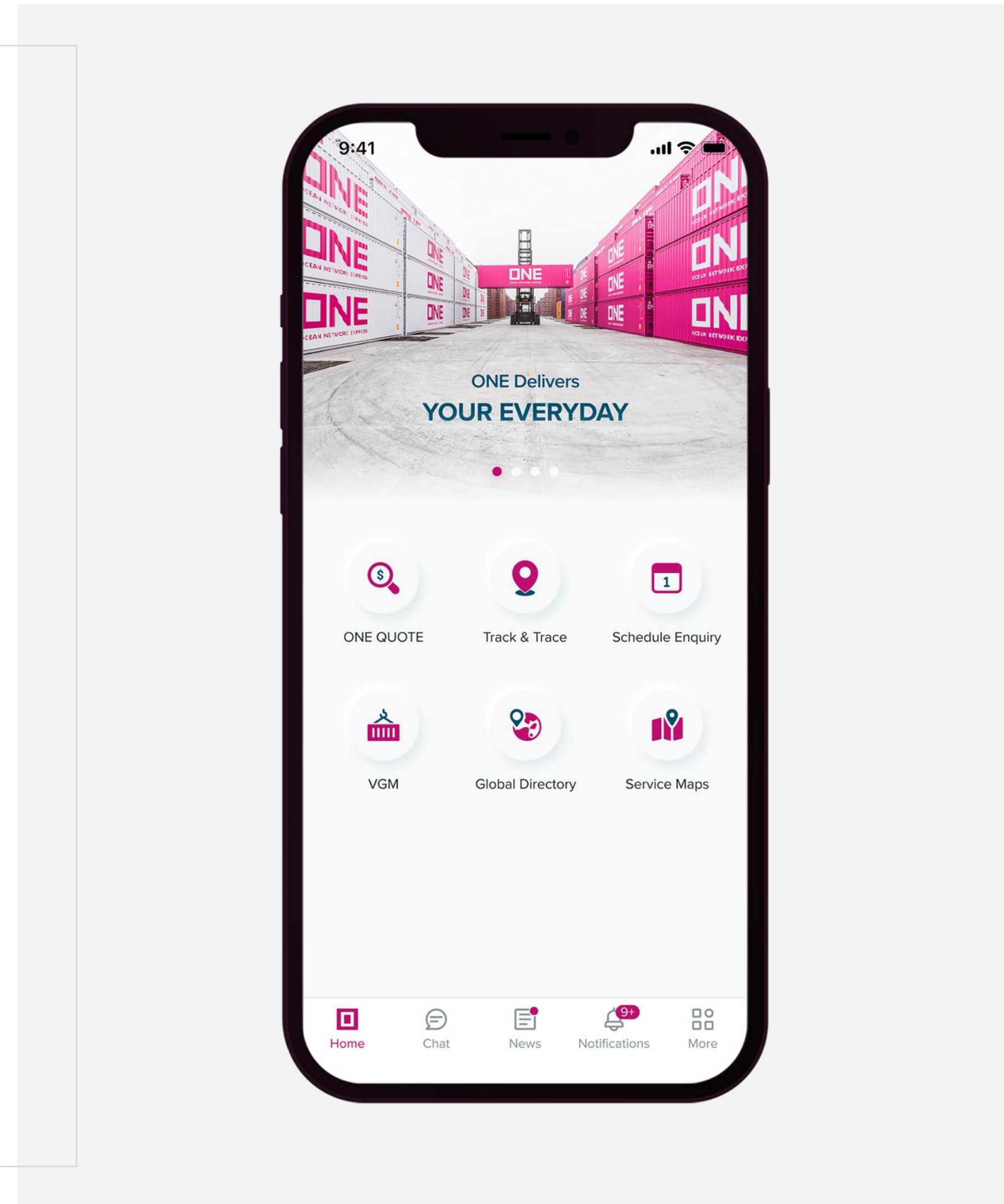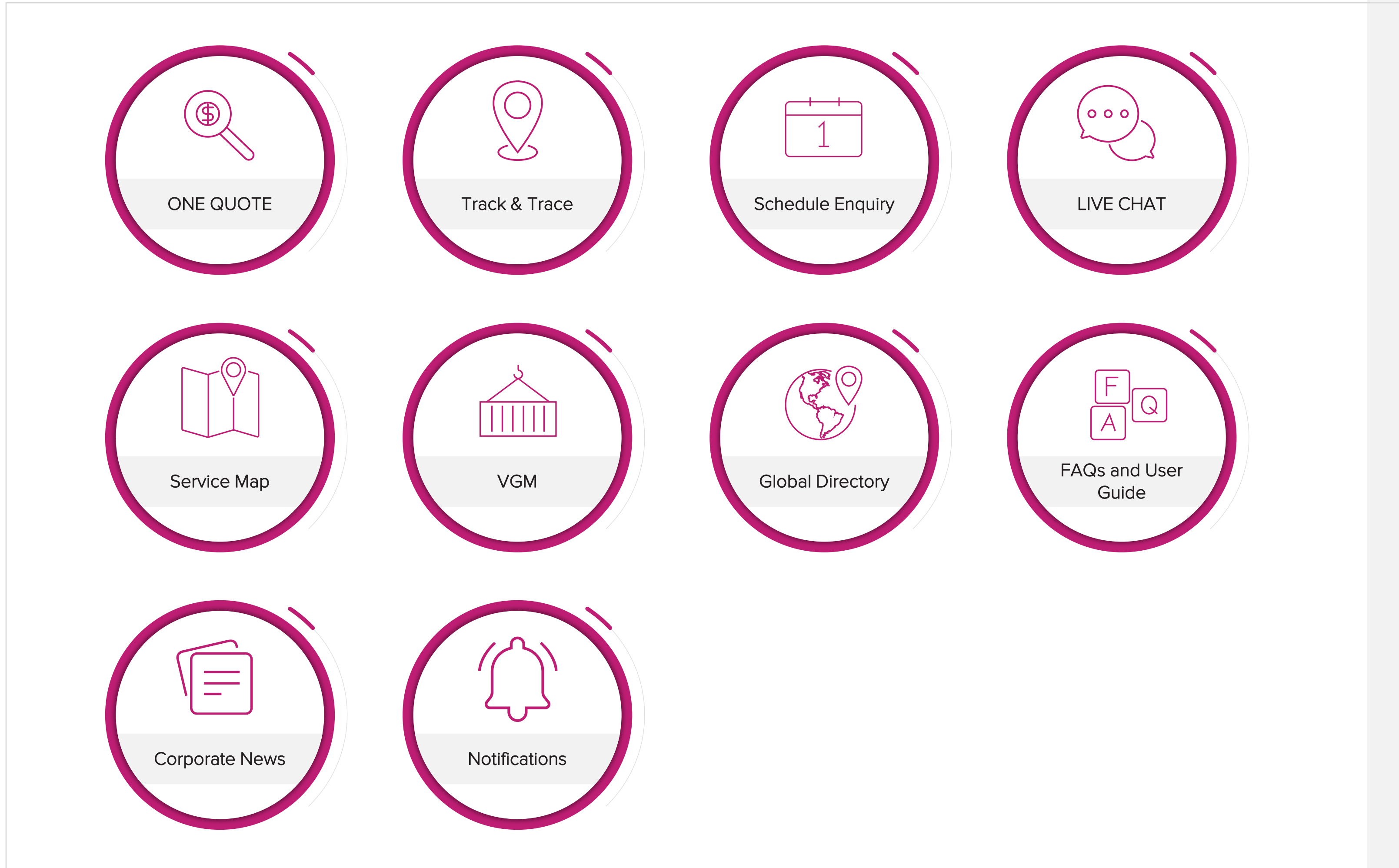
Through "**ONE QUOTE**", customers can receive an instant quotation and place bookings anytime, anywhere!

The speed and flexibility of the system will provide shippers with an efficient and streamlined business experience in today's dynamic marketplace. The ONE QUOTE functionalities are keep expanding with advanced features.
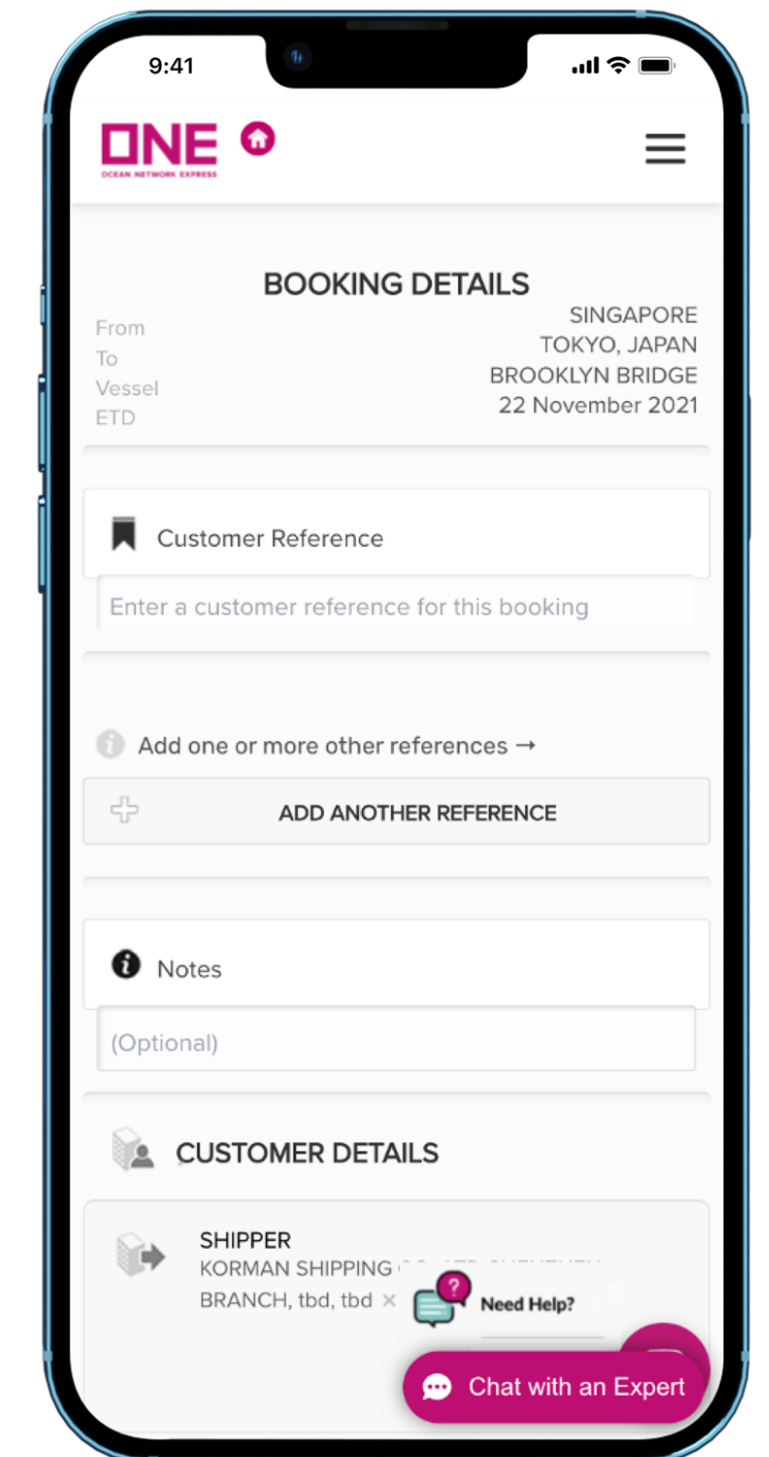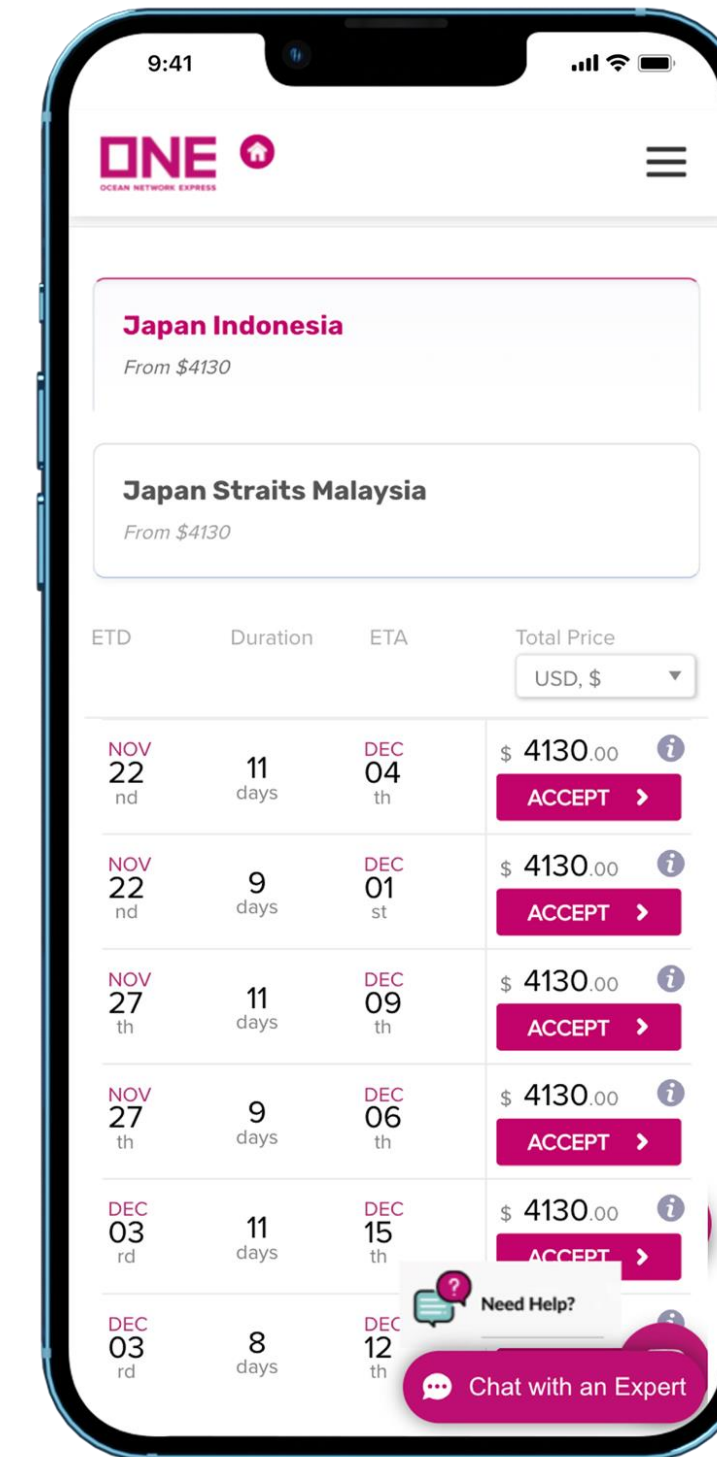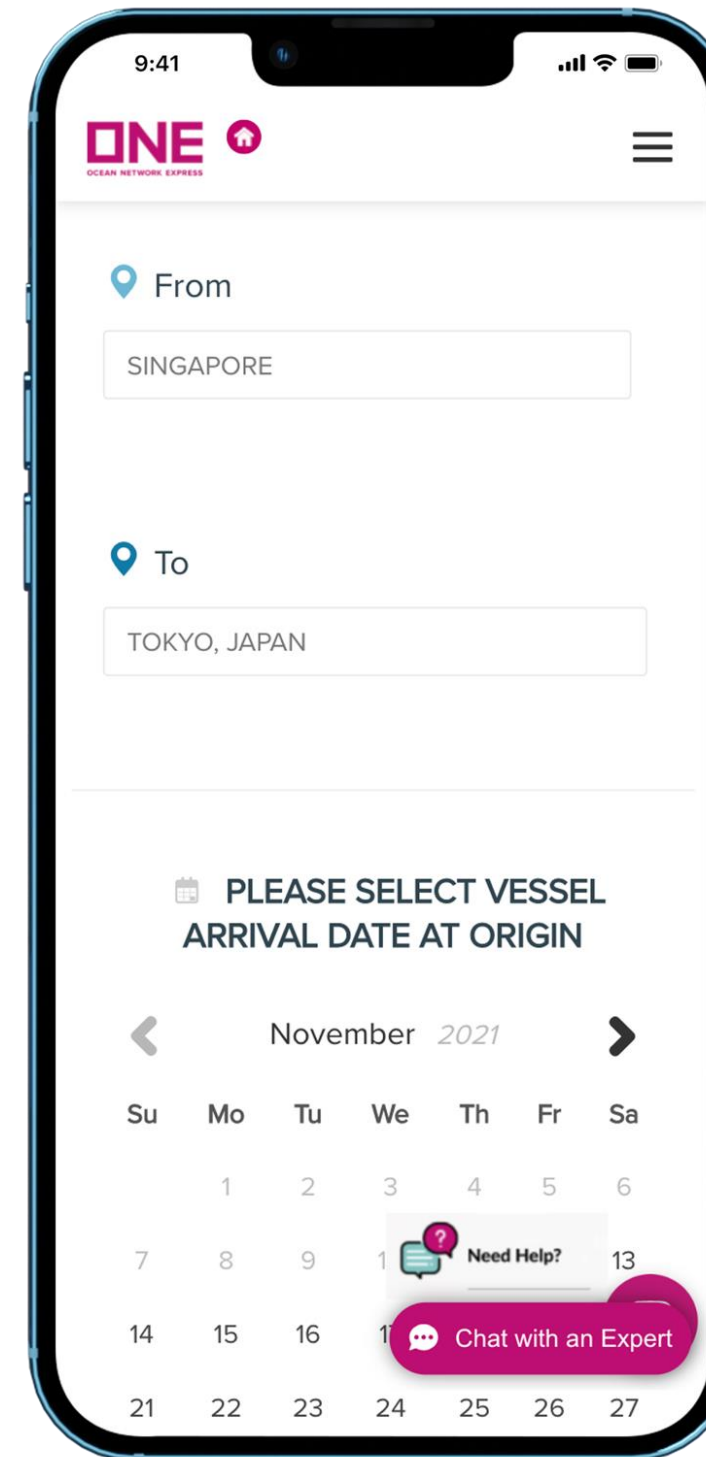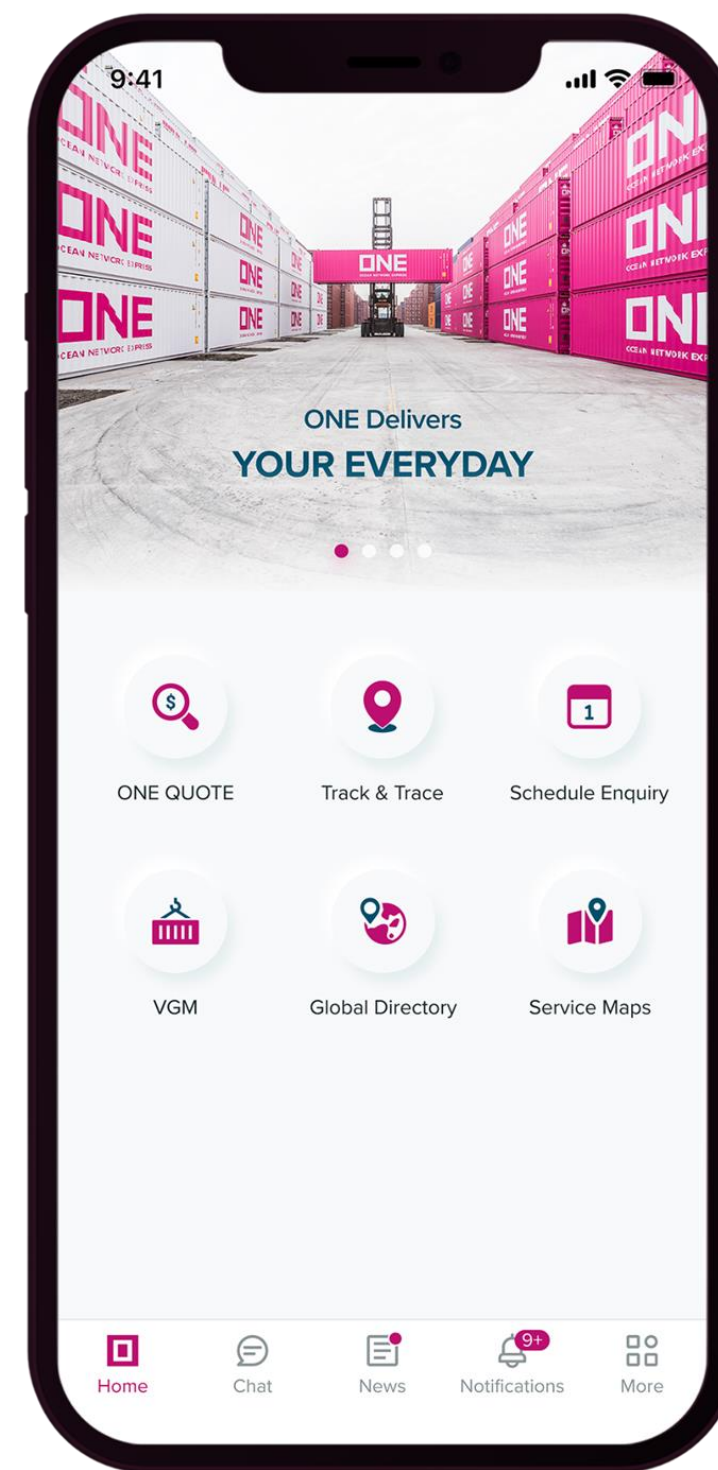
Customers can track numerous shipments by B/L, Booking, or Container number using "**TRACK & TRACE**" View the shipment's current position as well as a history of previous shipments.

View the event status of all your loaded shipments in the Visibility Summary, and store your shipments to My tracking for convenient tracking.

Active Shipments defaulted within 2 weeks from current date can be further customized using the filter option and arriving & departing shipments can be extended to a maximum of one month view.
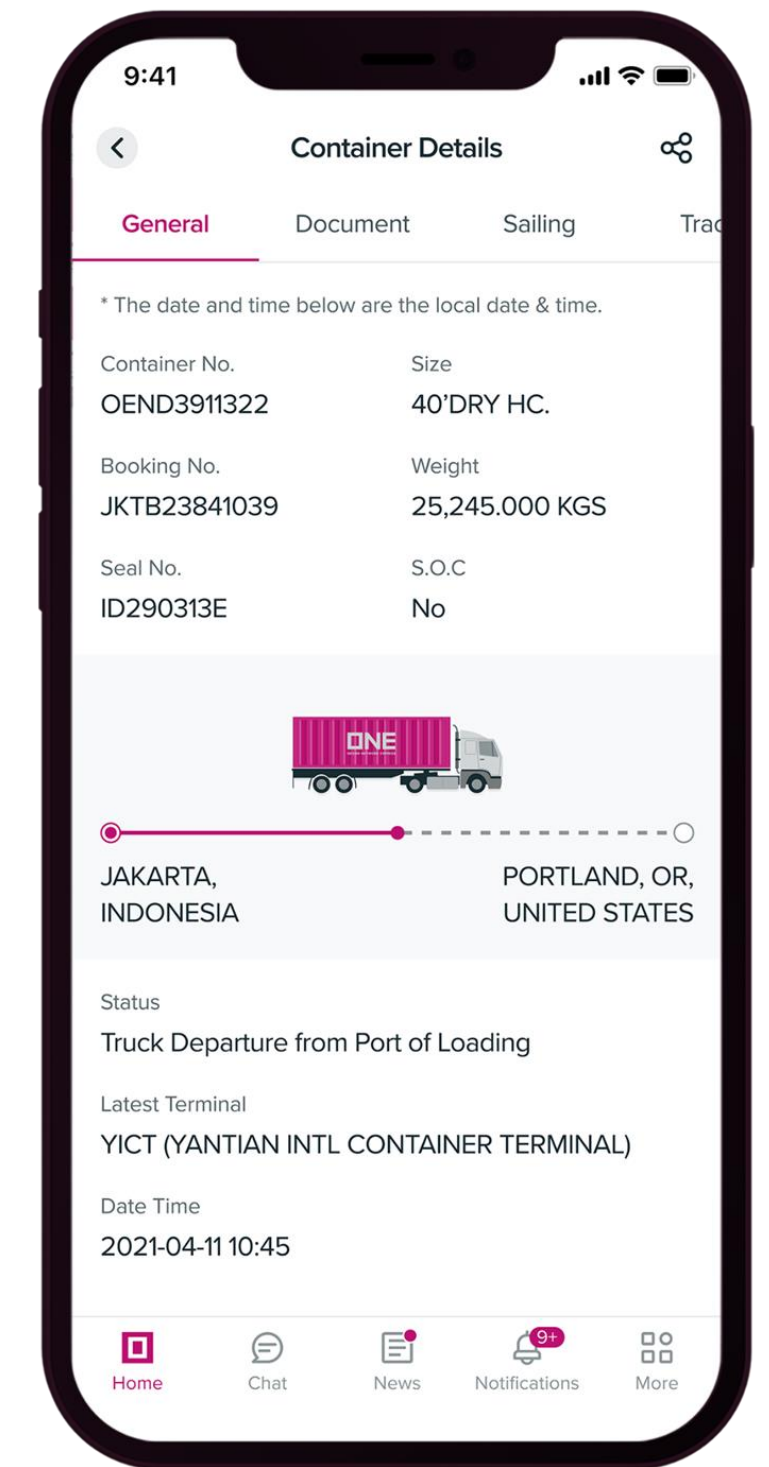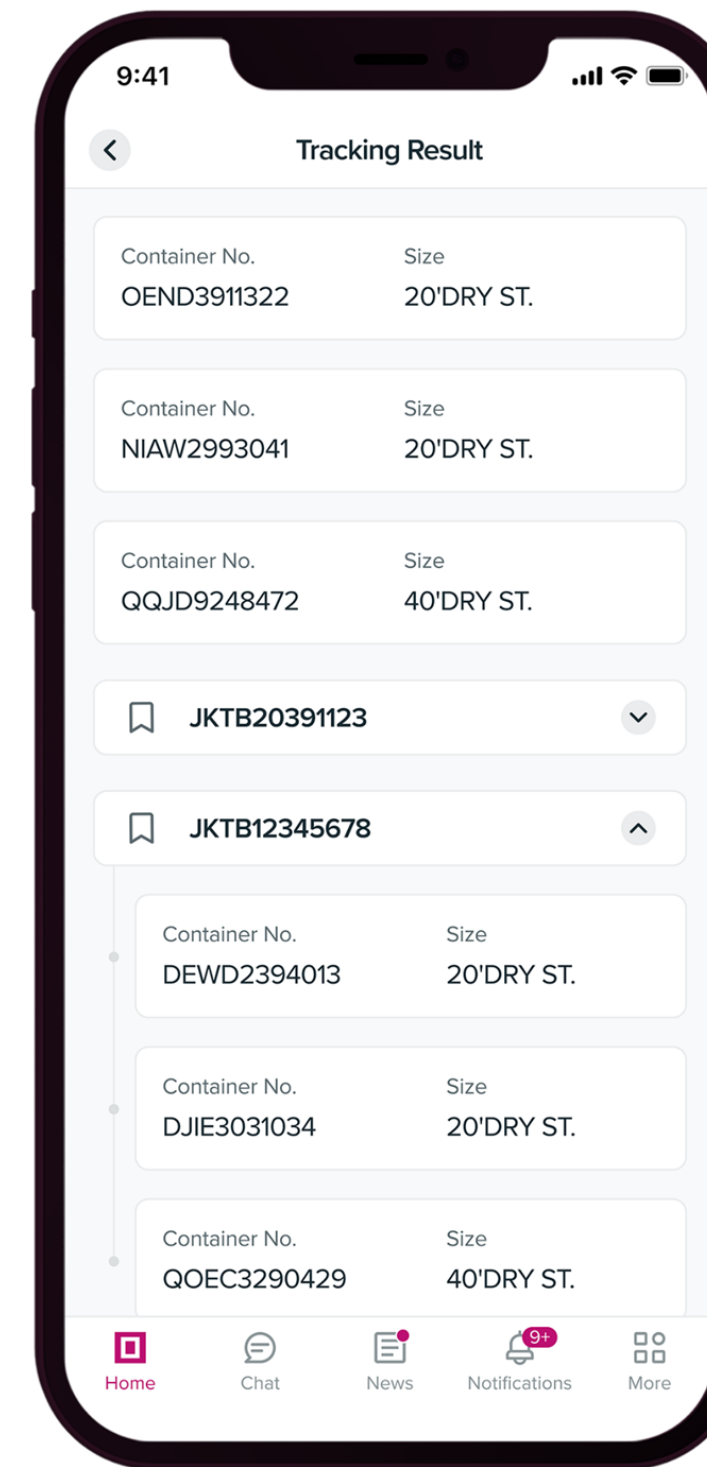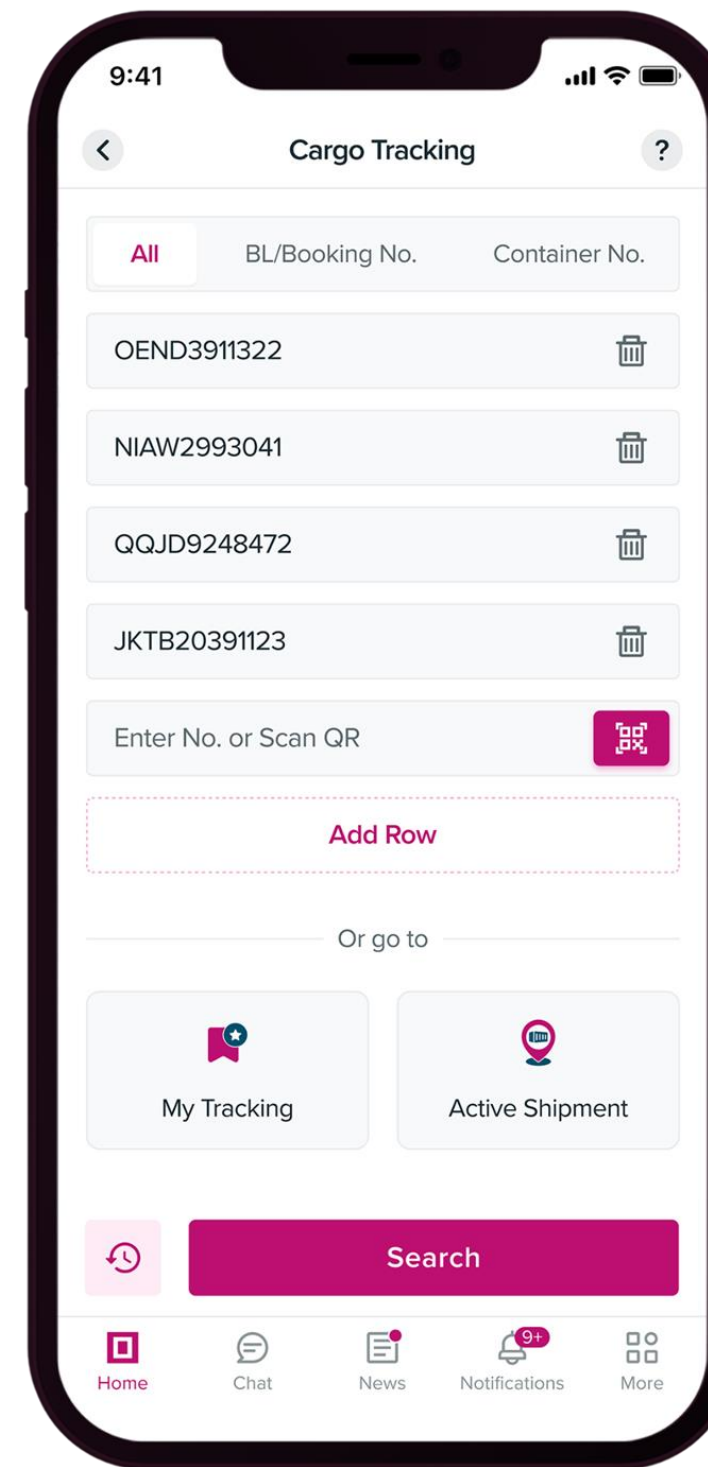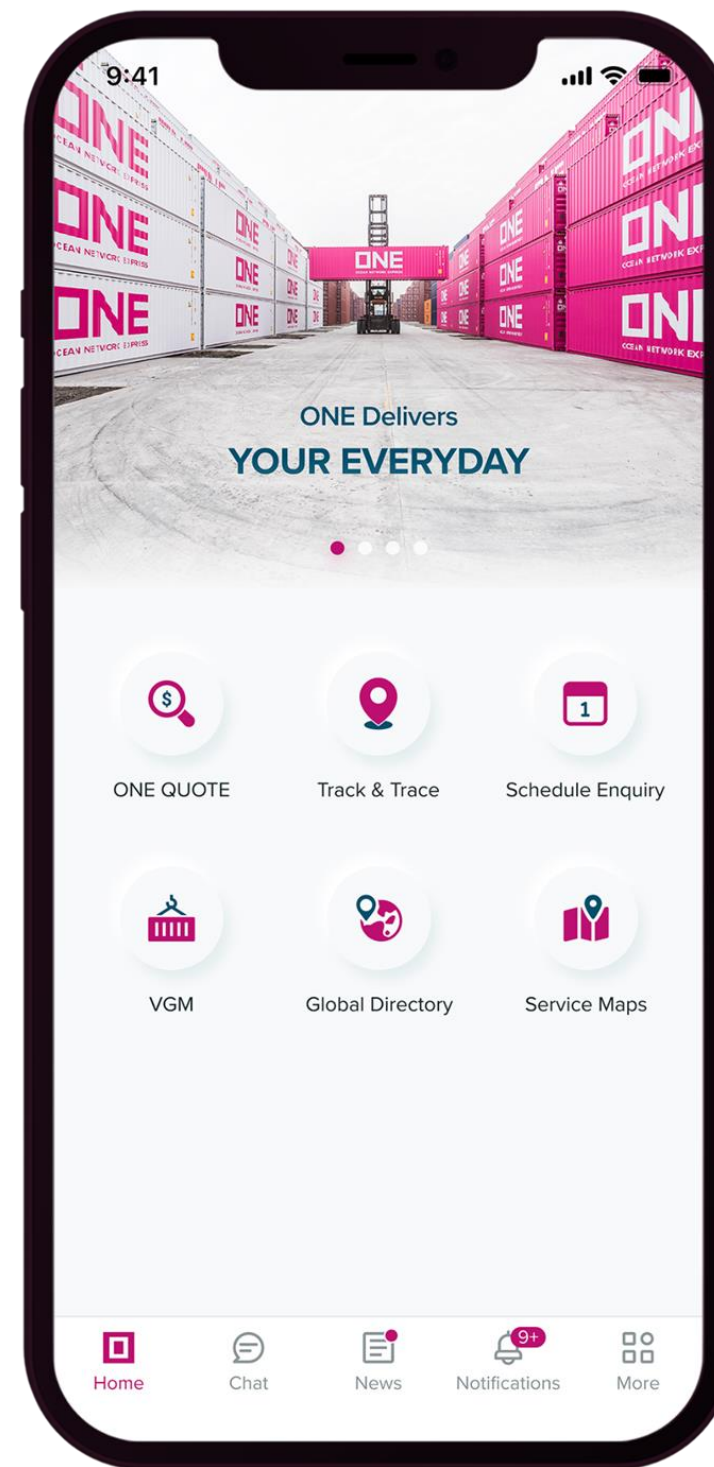
Through "**LIVE CHAT**", customers able to connect to the live chat agents based on the business hours on that respective region and country.

Customers can start chatting with our agents based on the options they have selected to receive quick responses.
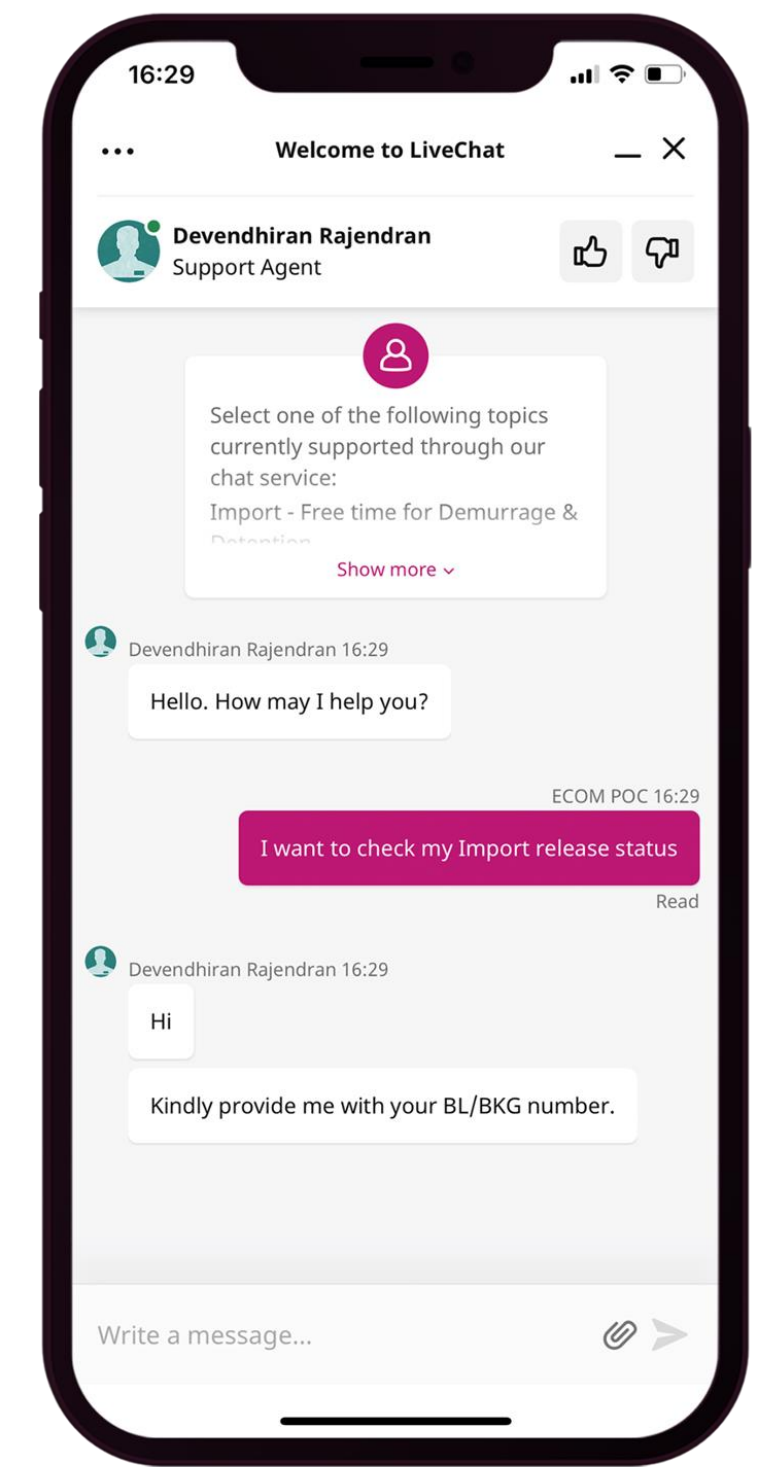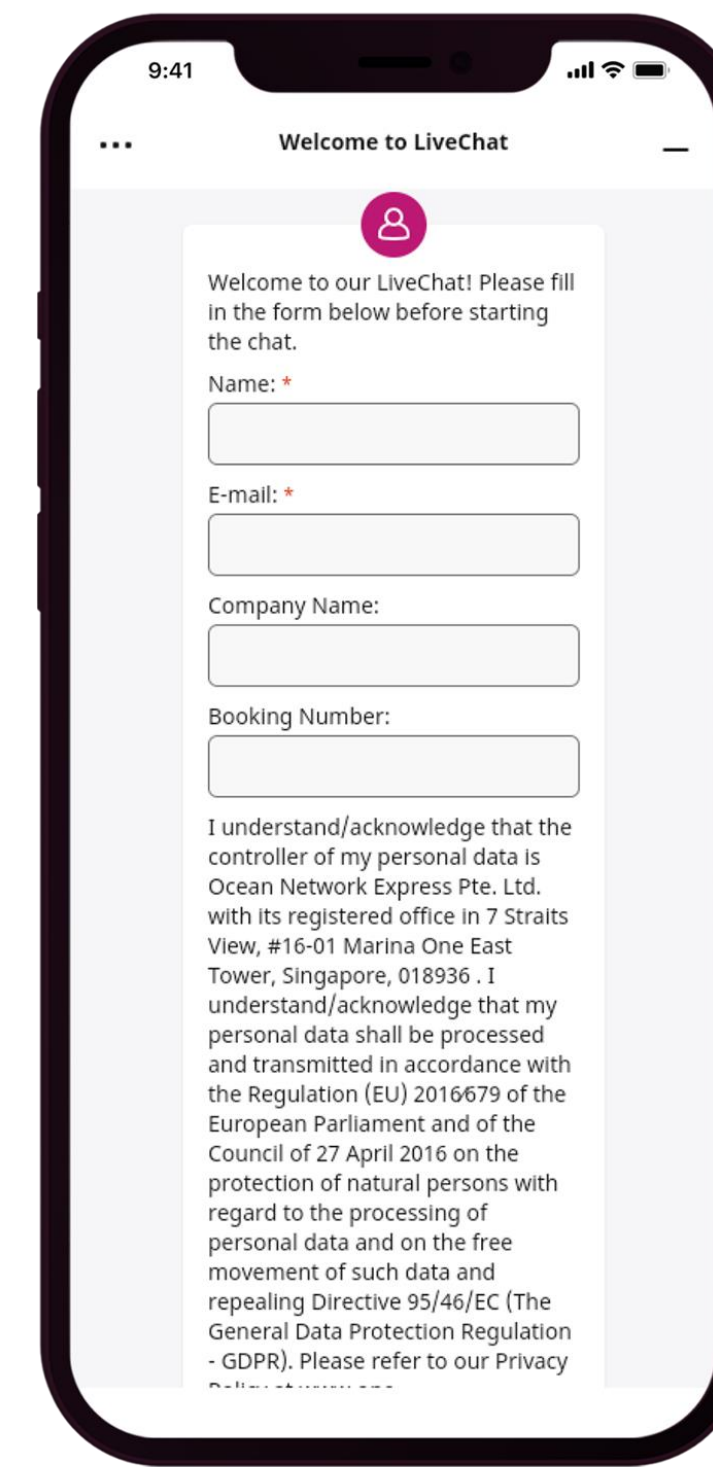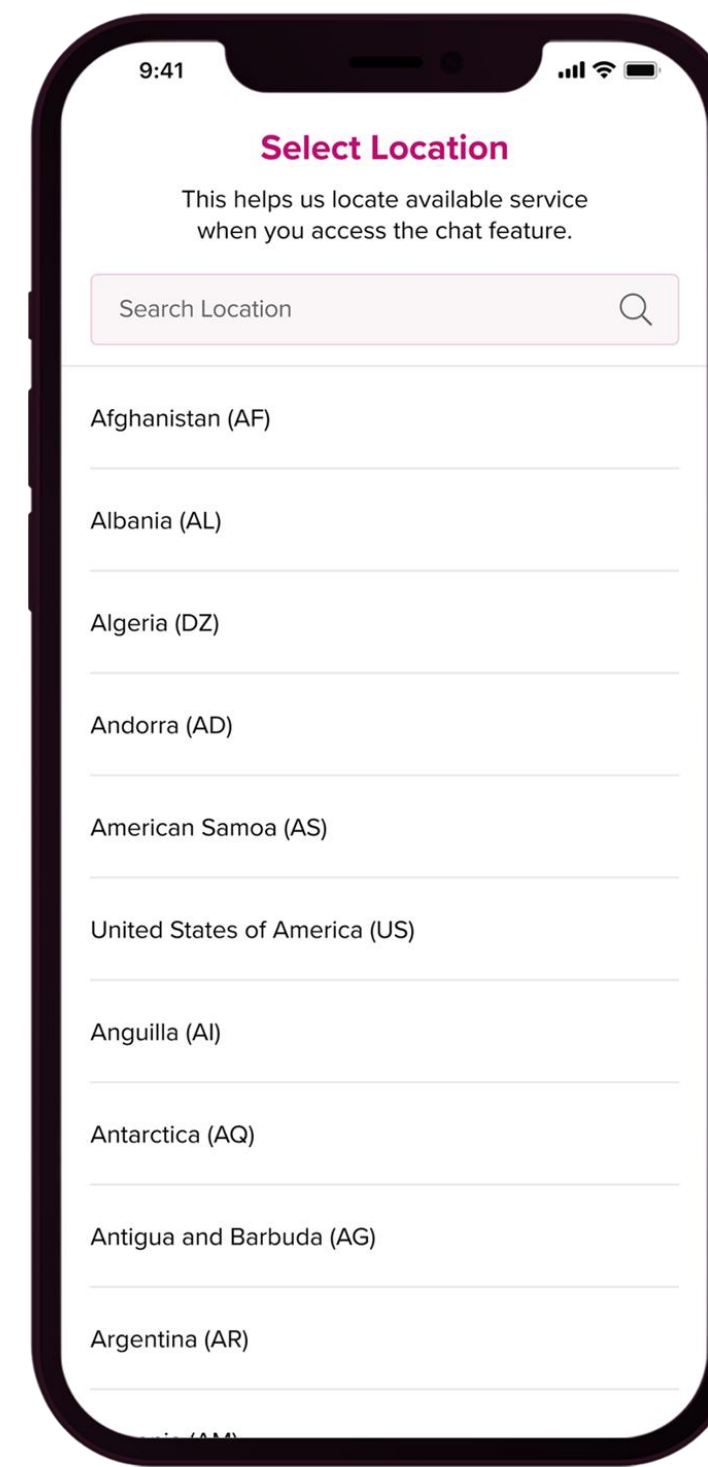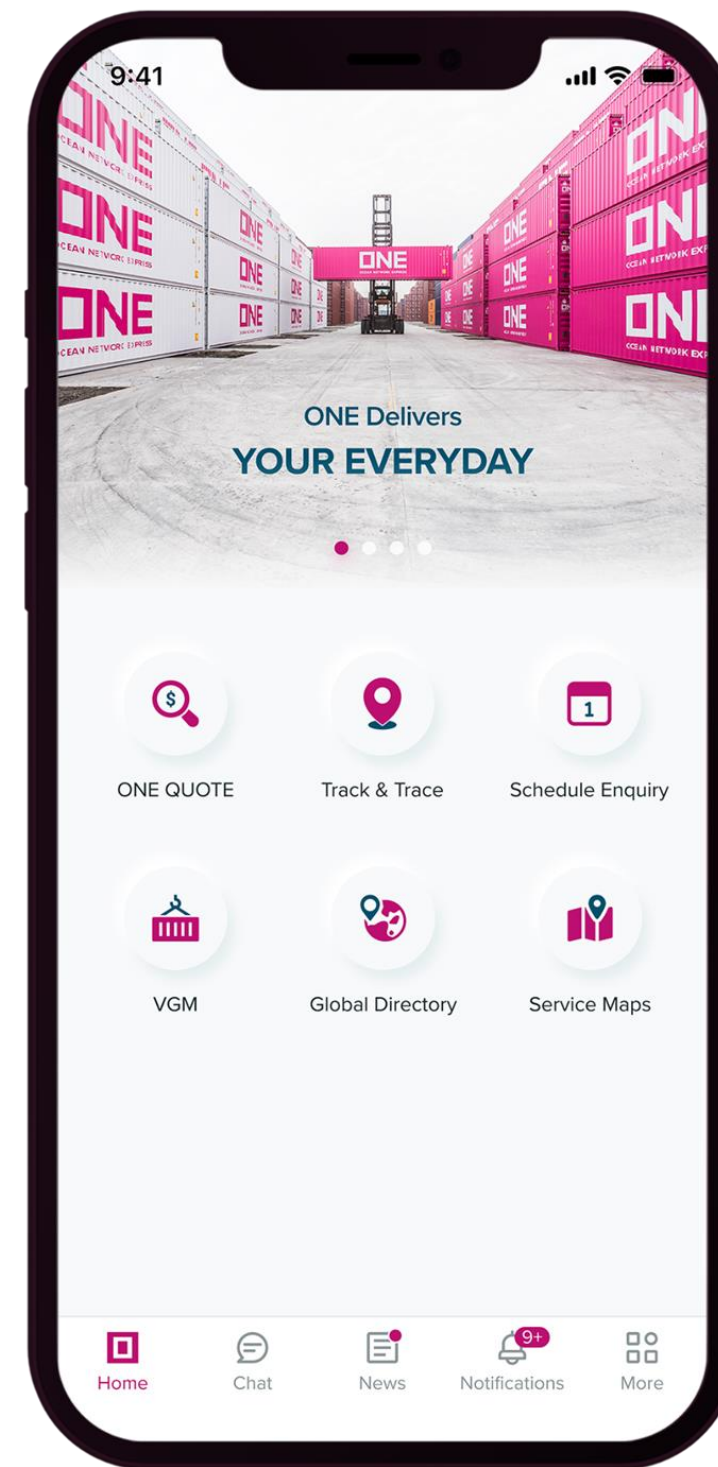
Customer is able to get the latest vessel schedule updates from ONE. Schedule can be searched using Port to Port, Port Information or Vessel Name.

VGM
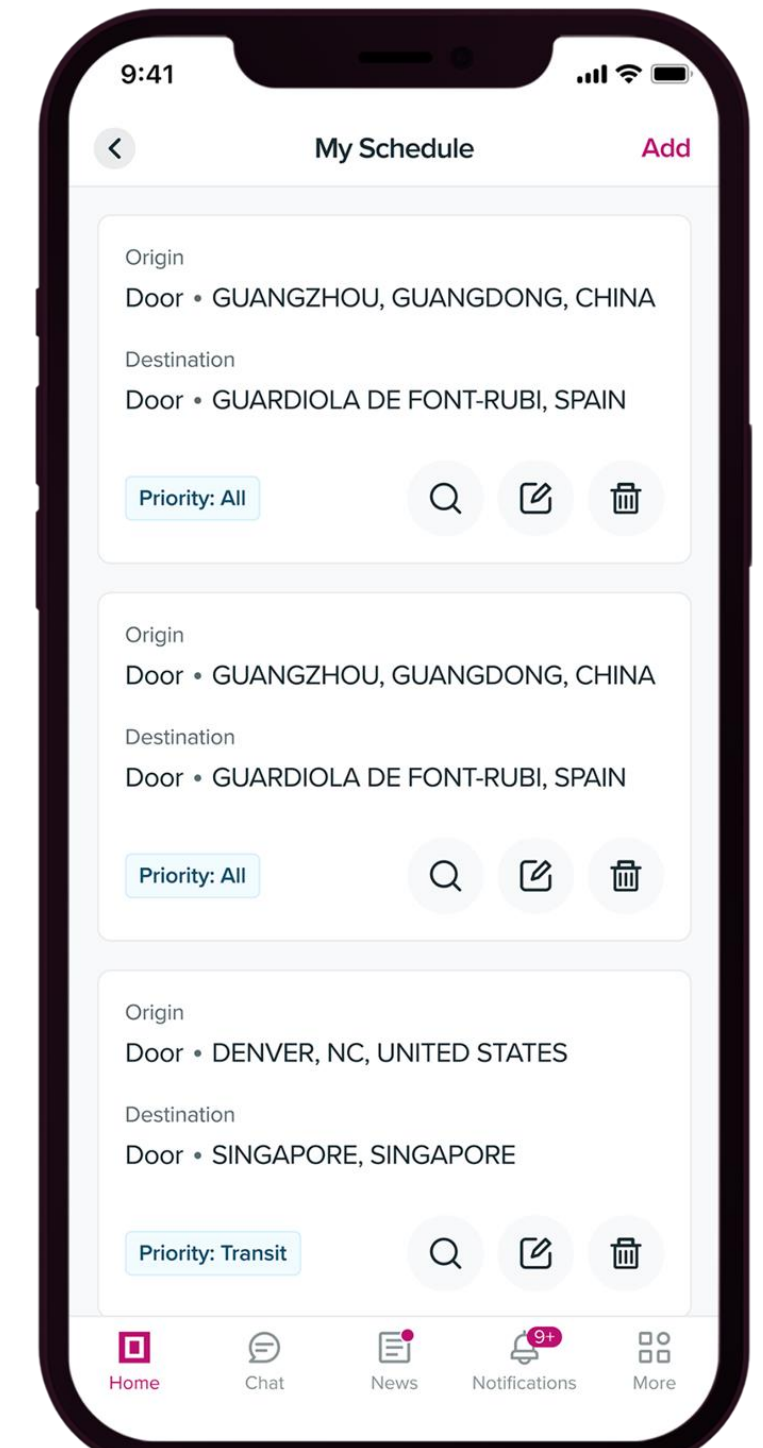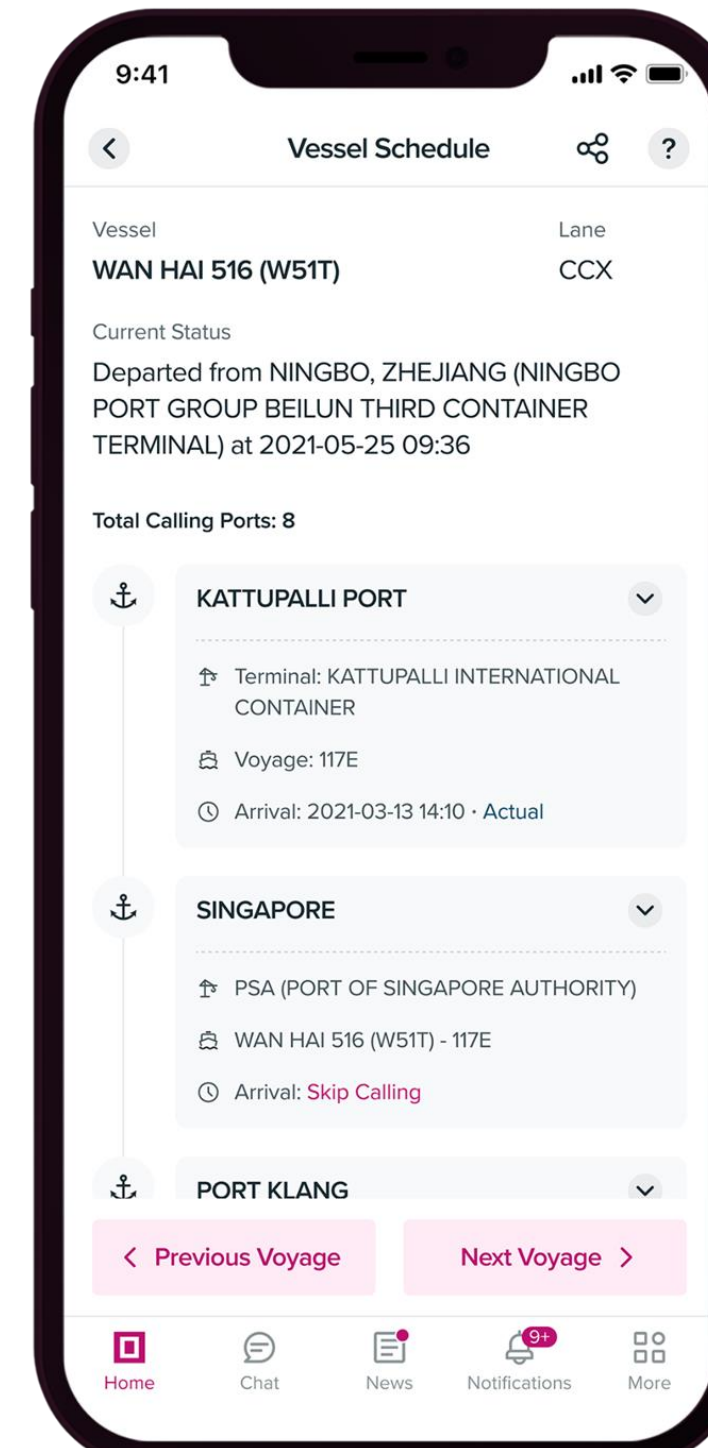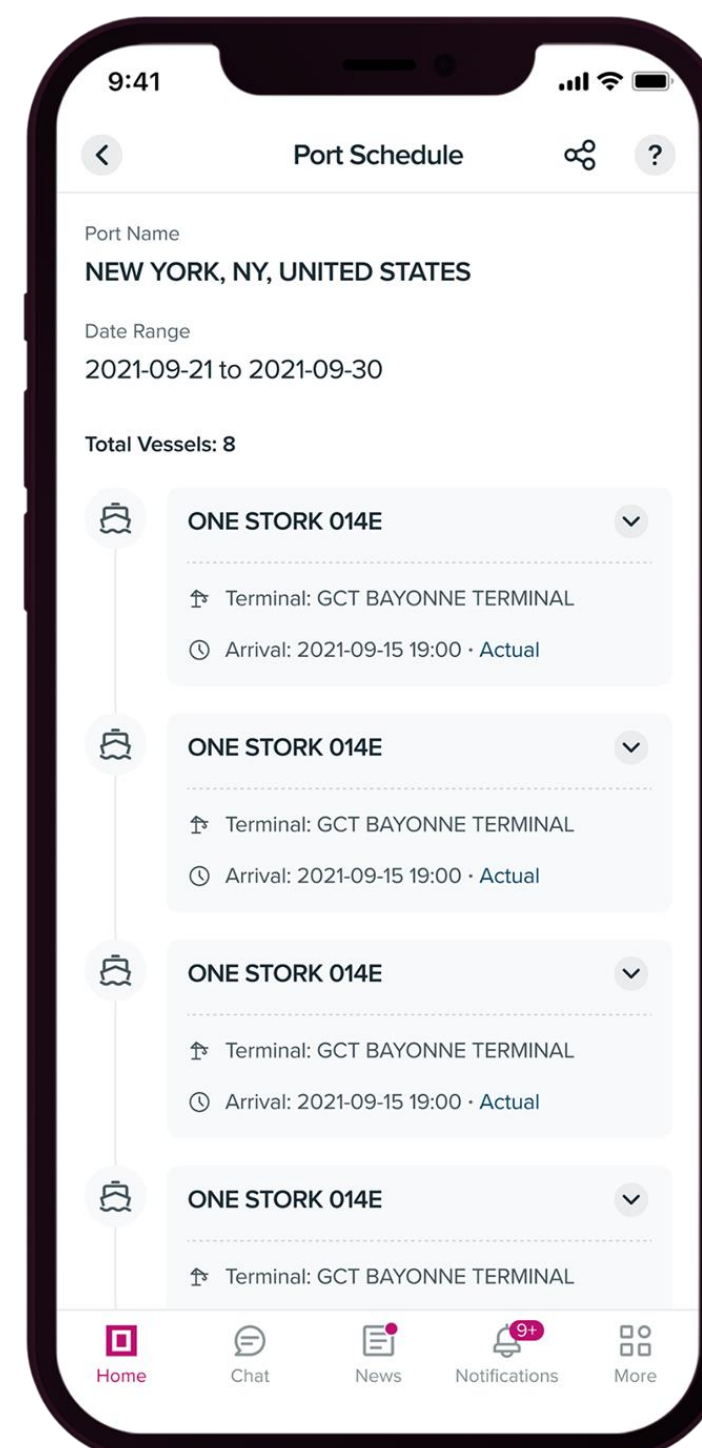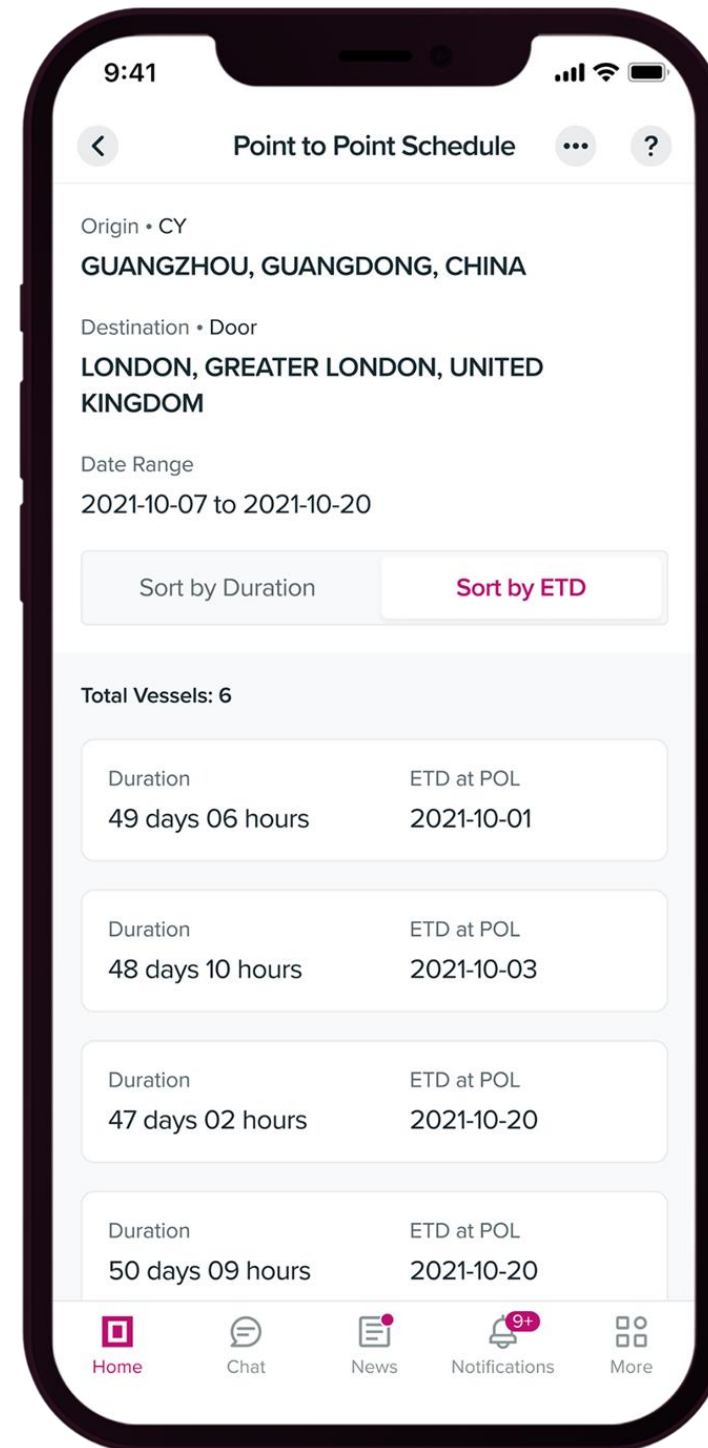
This features allows Customer to submit VGM weight information using 2 methods which ONE submits VGM information to Port of Load Terminal within a certain timeline.

Method 1: Submission of actual VGM weight

Method 2: Submission of Cargo Weight which the system will calculate an estimated weight using the formula: Cargo Weight + Container Tare Weight
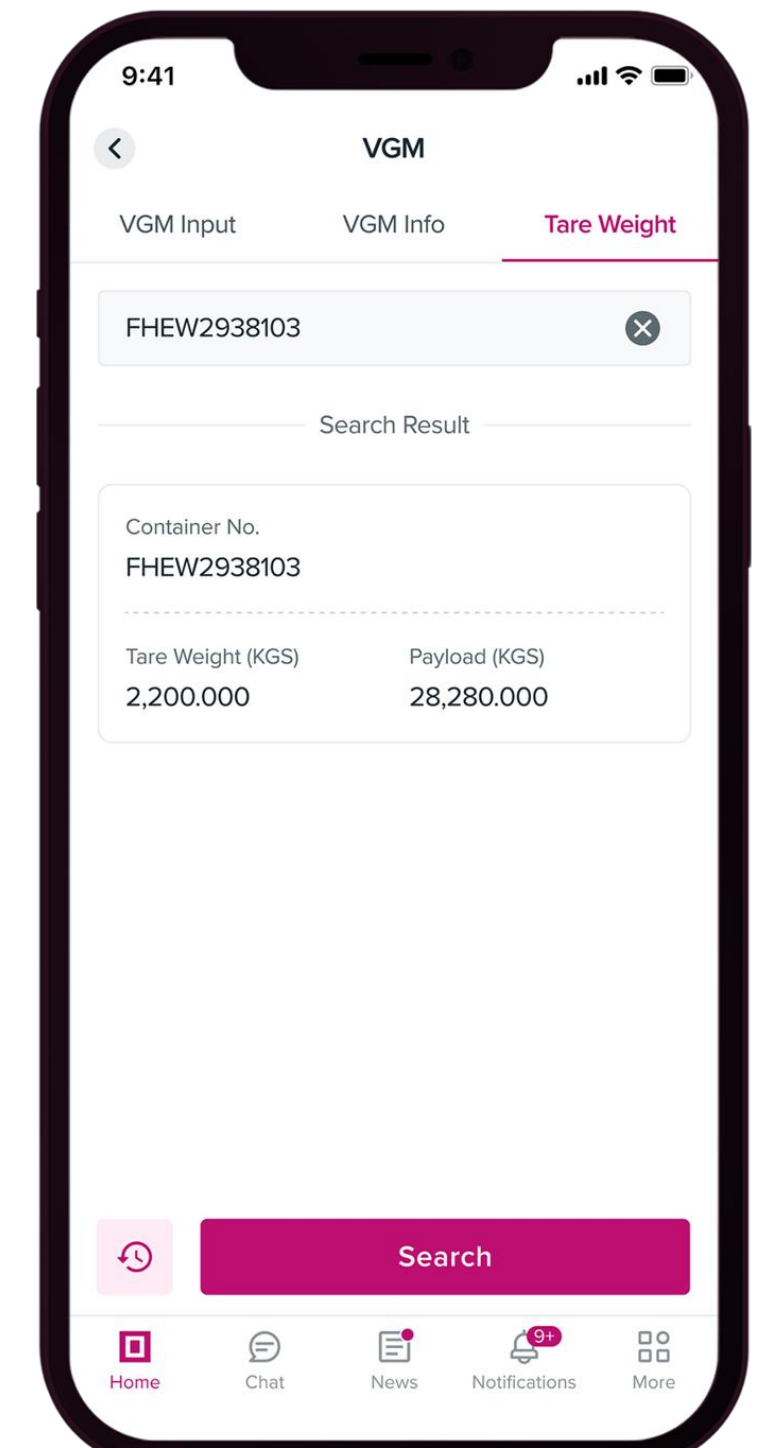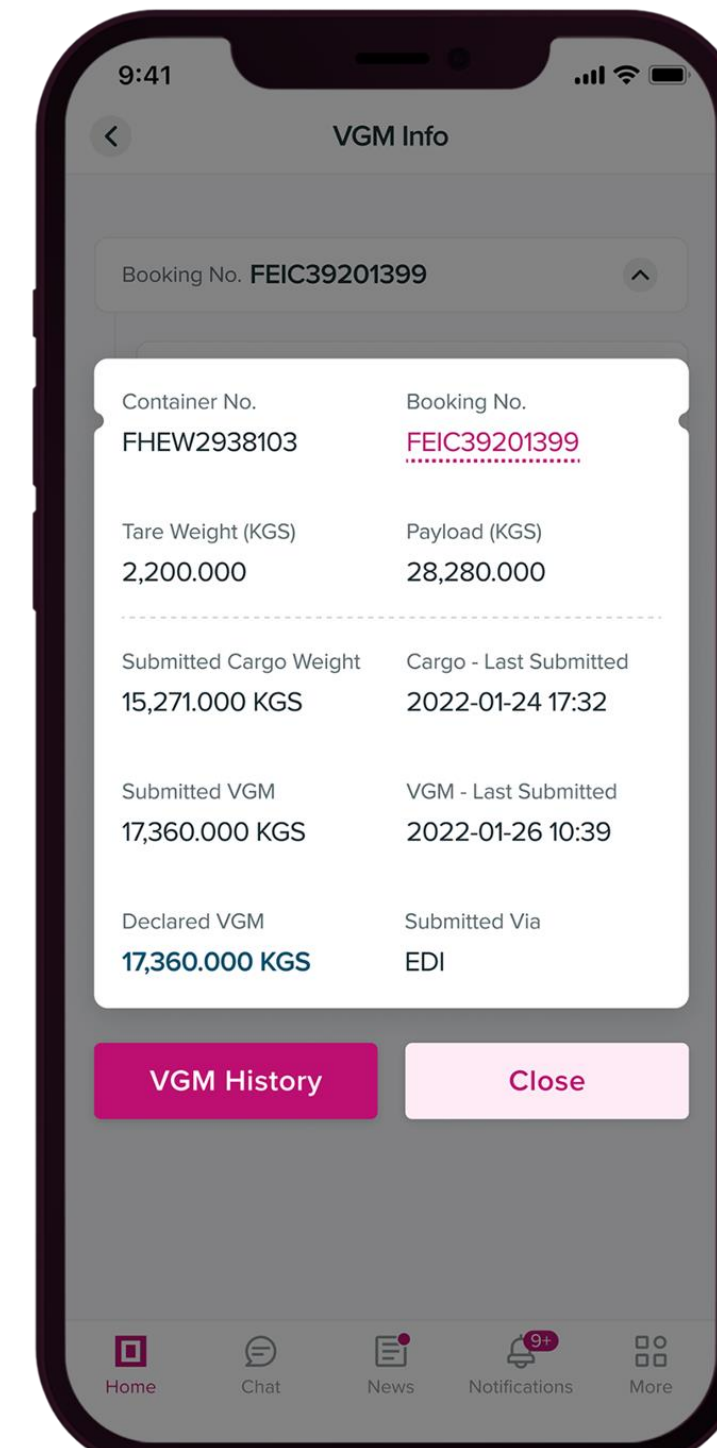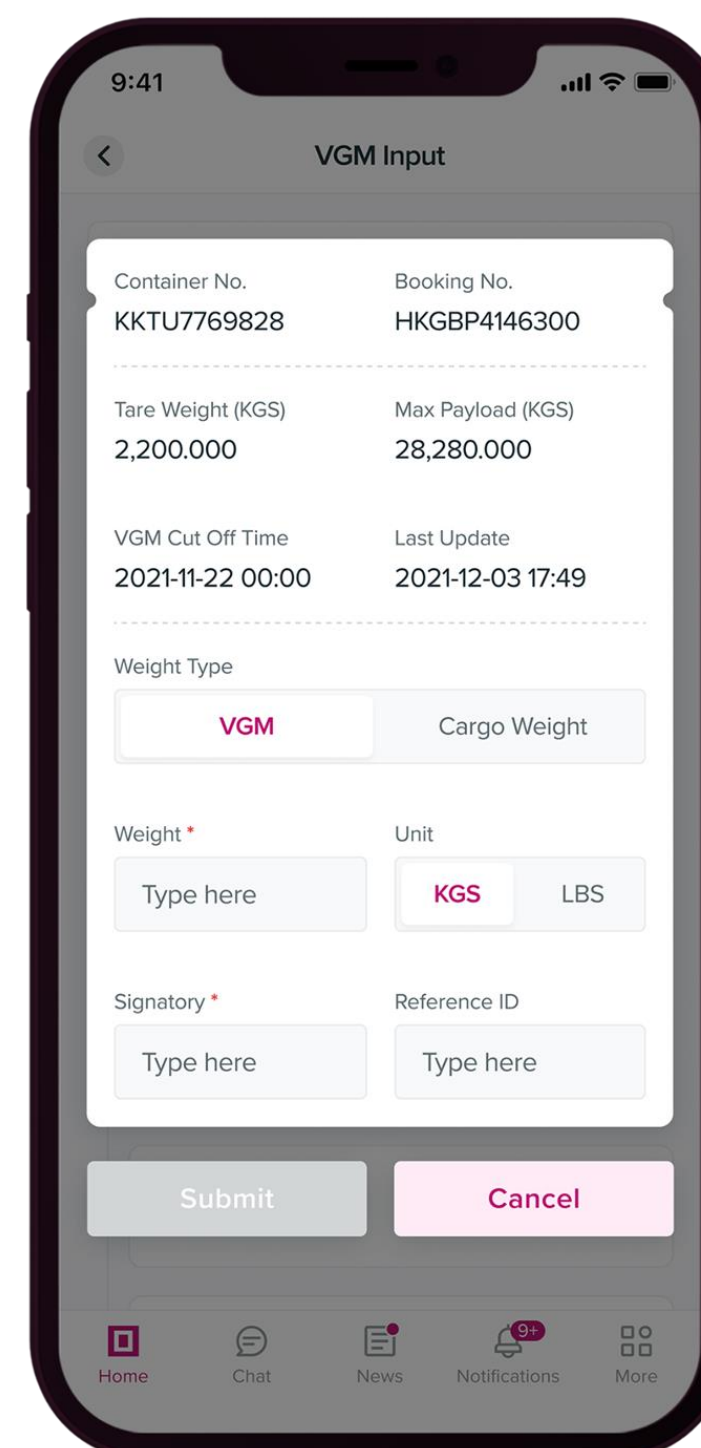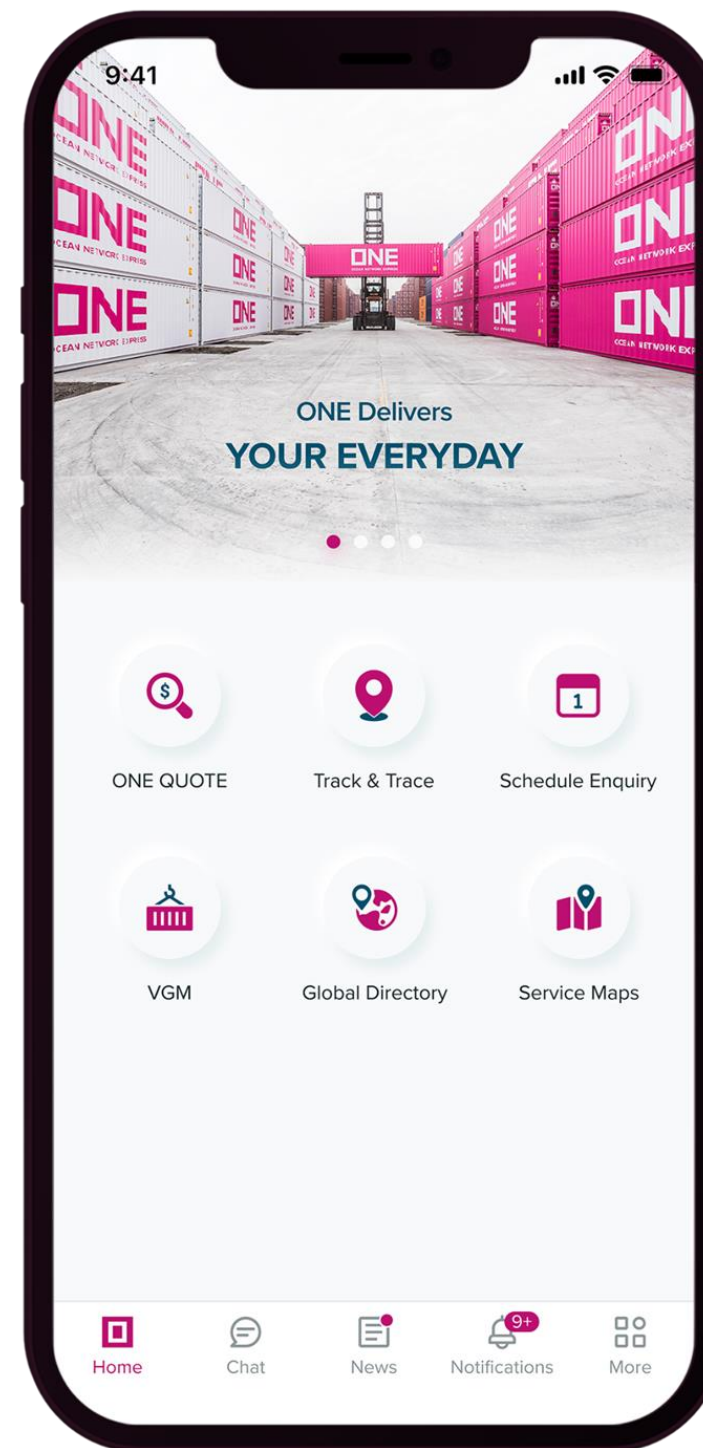
Any new articles, Customer Advisories, Press Releases and CSR News from ONE, Customer is able to get an update to date information via a push notification alert with the news details captured in the NEWS Page.
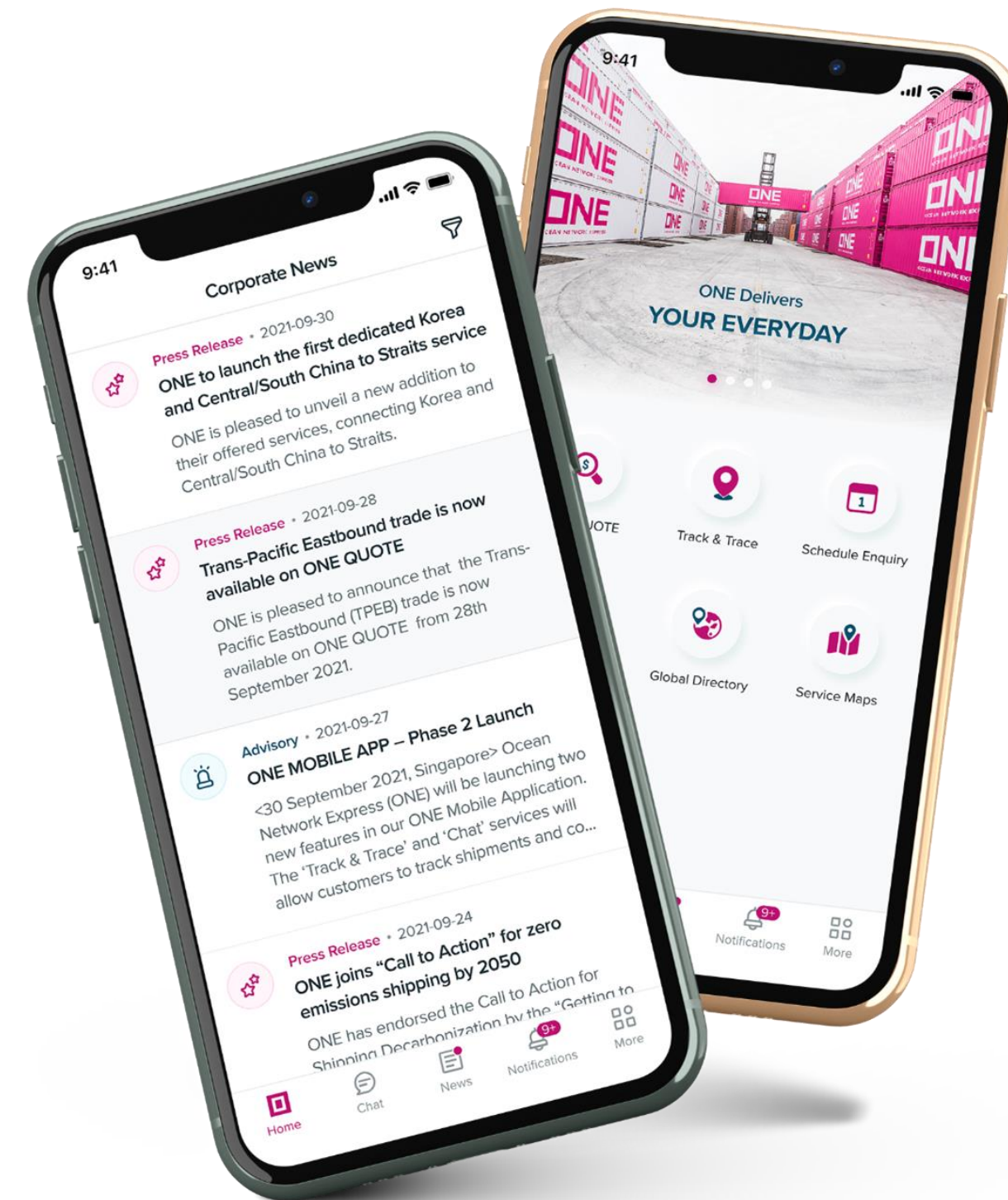
NOTIFICATION

Notification subscription done via eCommerce will be captured in the Notification Page of Mobile App for easy reference of Customer. No more hassle of checking on email notifications, Notification Page provides the information you are looking for. Notification alert will also be provided via Push notification on Customer's device.
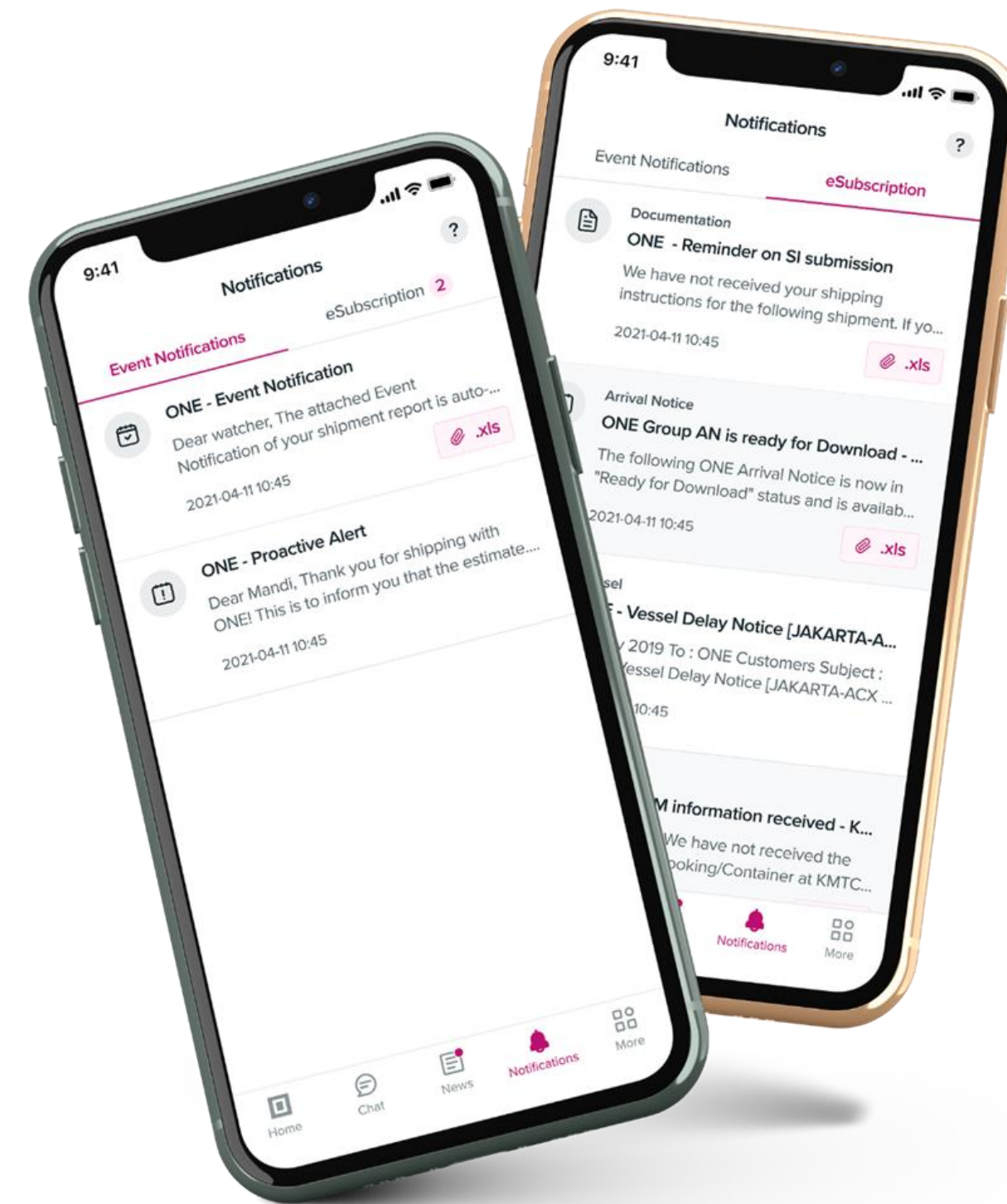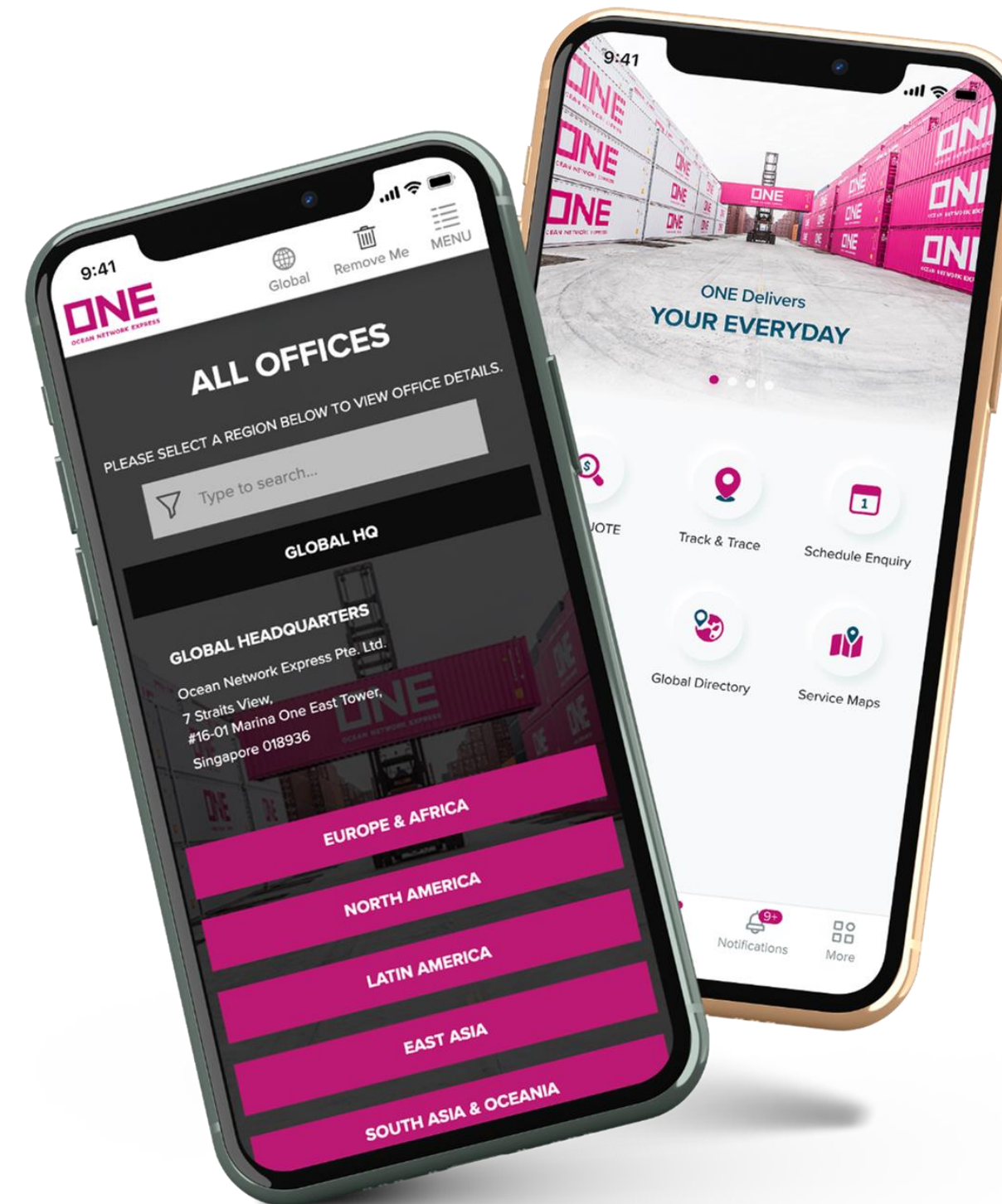
SERVICE MAP

"SERVICE MAP" option will allow the customers to browse all ONE service maps which covers over 100 countries. It will allow the to view and download the service maps of all regions in PDF format.
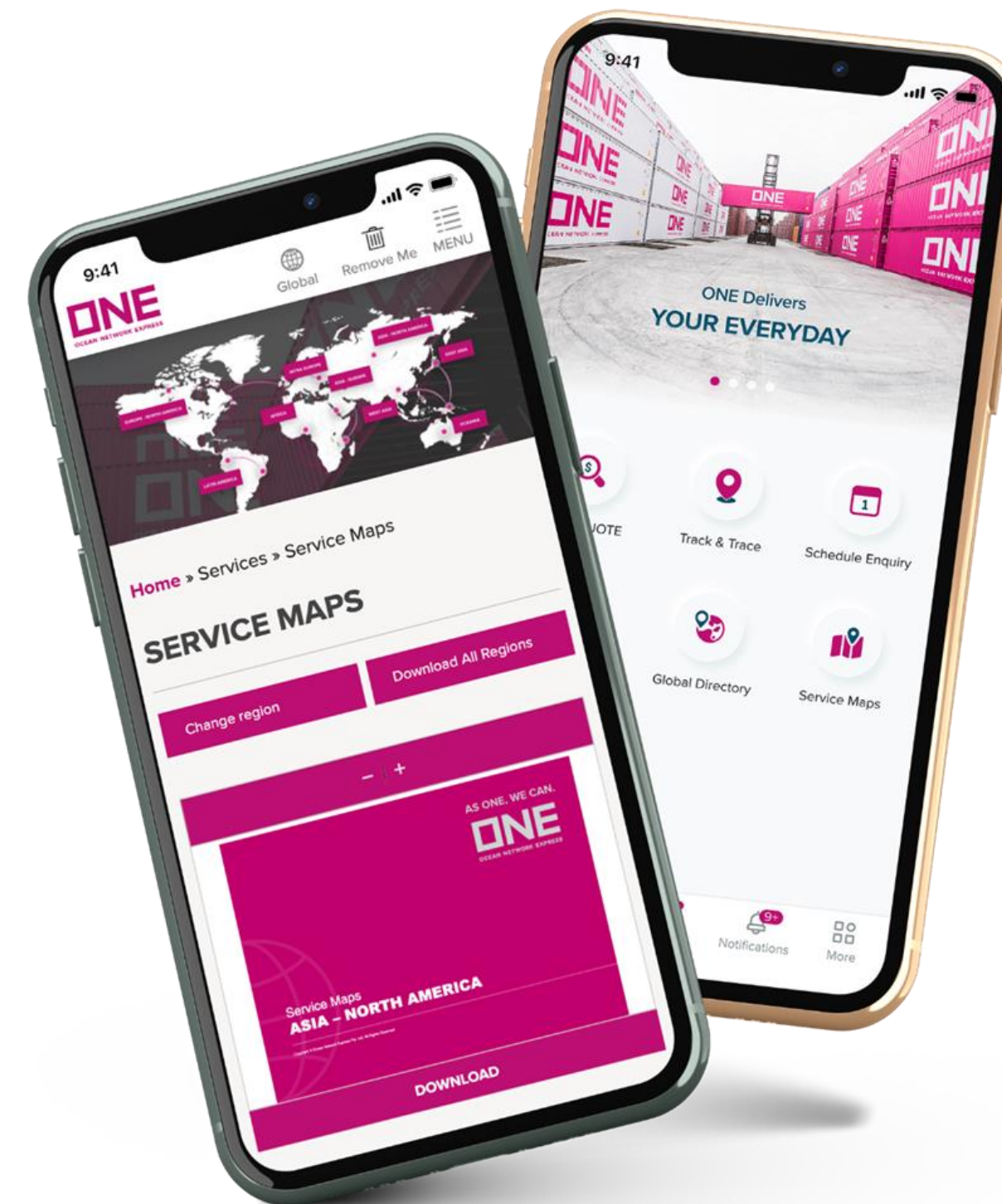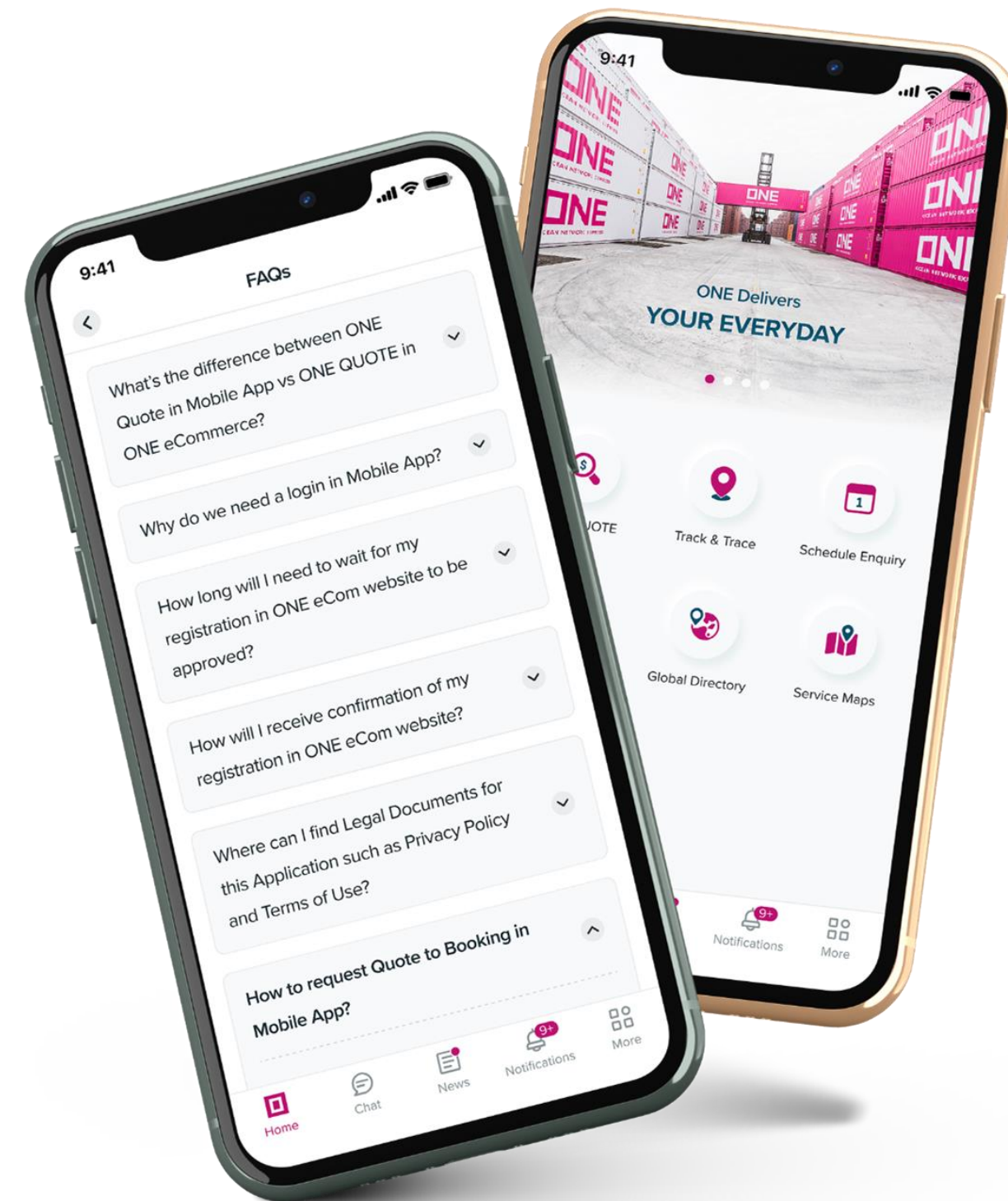
GLOBAL DIRECTORY

"GLOBAL DIRECTORY"
Provides you of the contact details
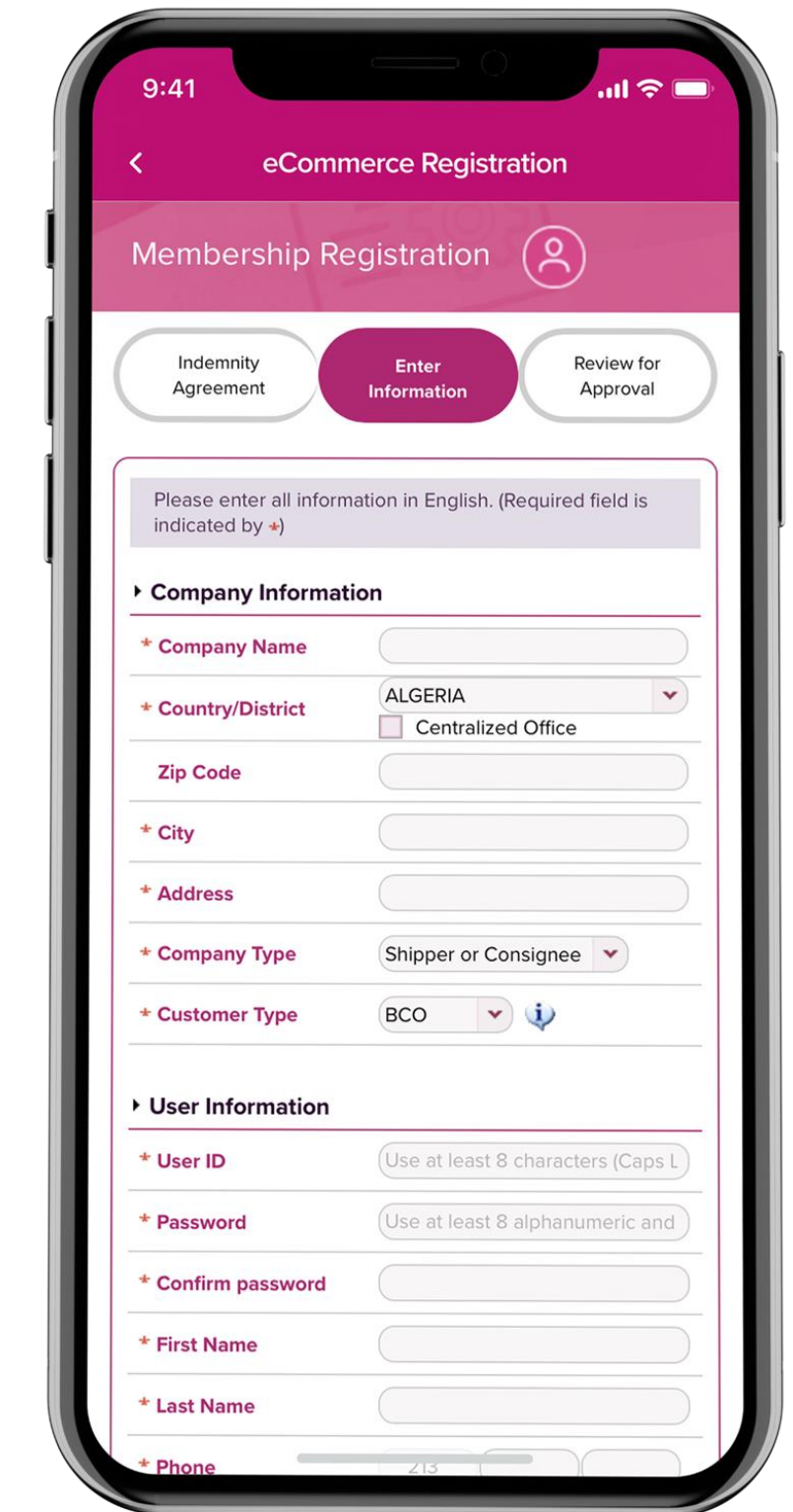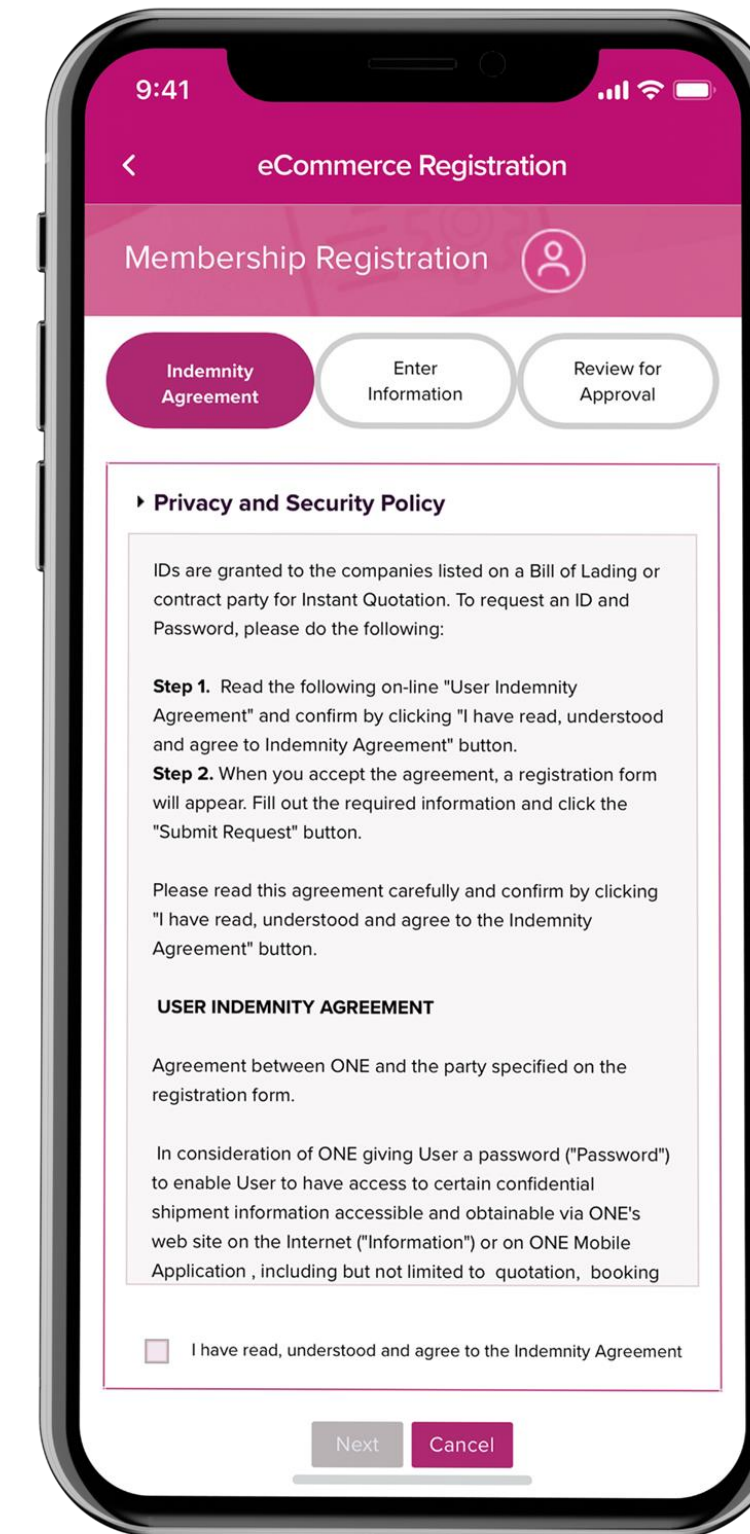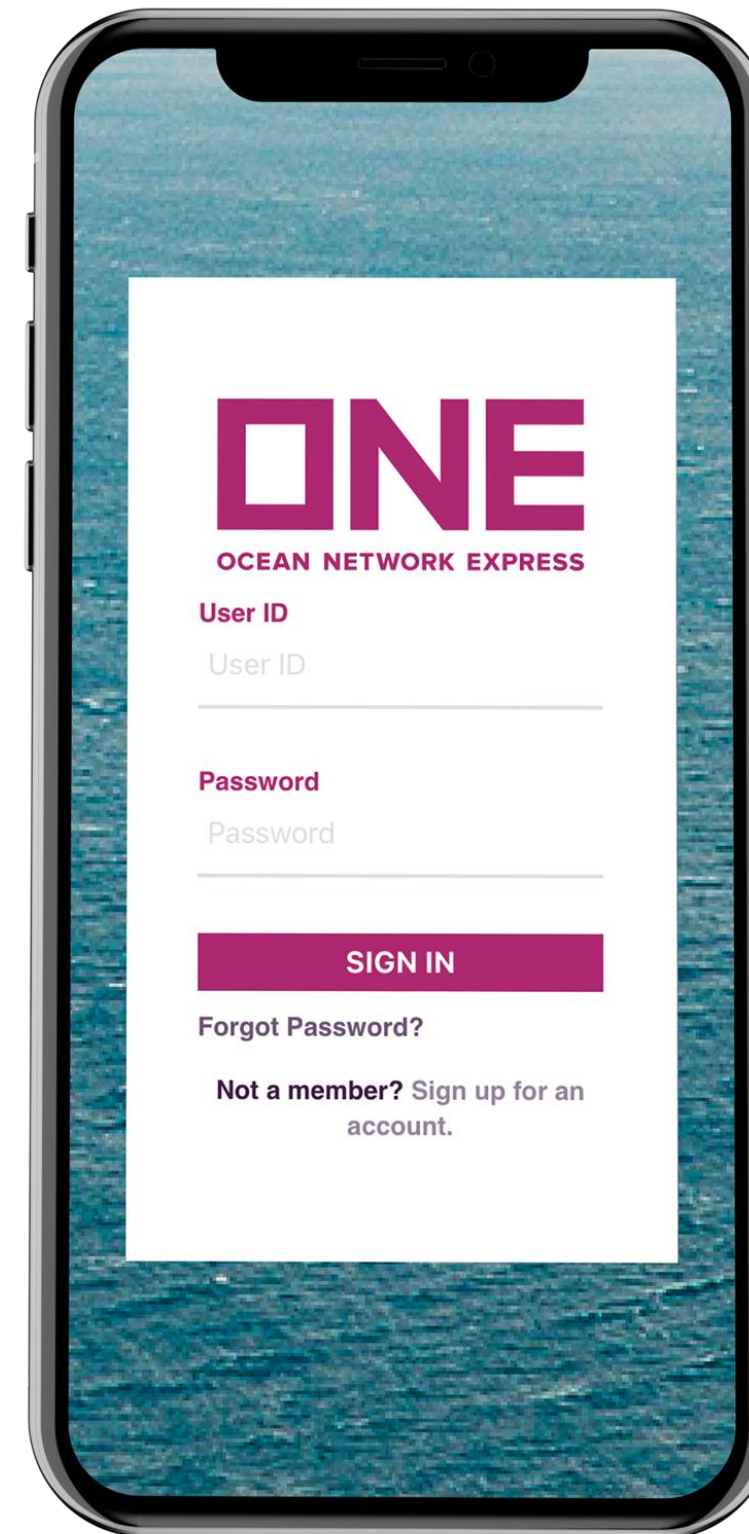of ONE Offices worldwide,
Where the ONE offices available.

"FAQ"
provide a set of answers
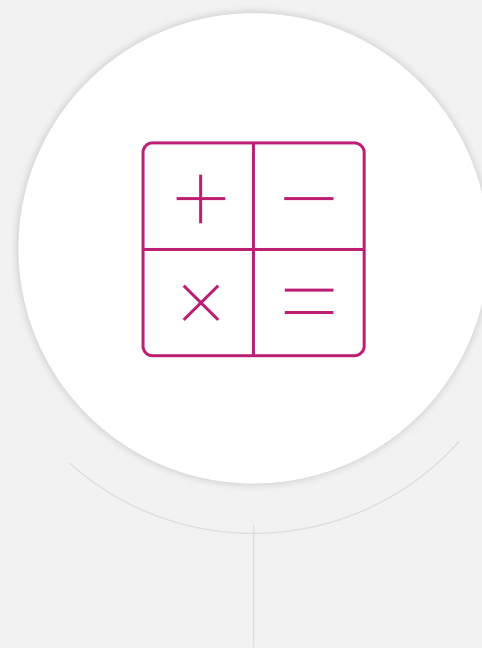which will help you to start
with our mobile app.

In order to get full access to all features, Users are required to register an eCommerce account. ONE Mobile app allow new users to register and get an email confirmation for the approval of the account registration within 24hrs.
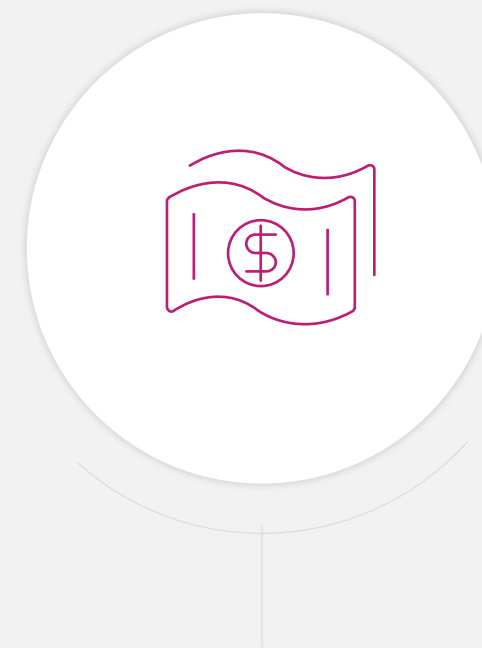
UPCOMING FEATURE

The ONE Mobile app is continually expanding, and we will be adding additional features in the near future. Here are some of the planned features that are currently being developed.
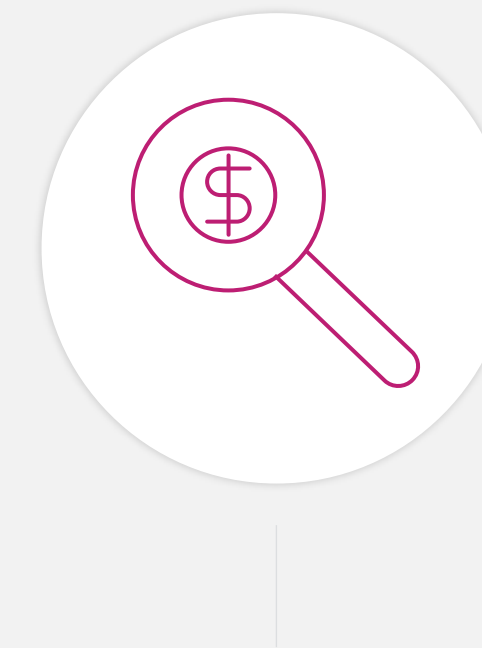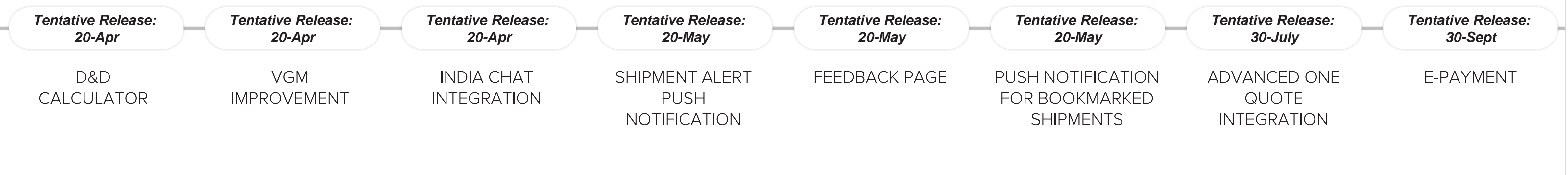
For Release in 2022

D&D Calculator	ePayment	Advanced ONE QUOTE

Upcoming Features in Mobile App

Tentative Release: 20-Apr	Tentative Release: 20-Apr	Tentative Release: 20-Apr	Tentative Release: 20-May	Tentative Release: 20-May	Tentative Release: 20-May	Tentative Release: 30-July	Tentative Release: 30-Sept
D&D CALCULATOR	VGM IMPROVEMENT	INDIA CHAT INTEGRATION	SHIPMENT ALERT PUSH NOTIFICATION	FEEDBACK PAGE	PUSH NOTIFICATION FOR BOOKMARKED SHIPMENTS	ADVANCED ONE QUOTE INTEGRATION	E-PAYMENT

Mobile App **User guide** | ONE Mobile App Promotional Videos
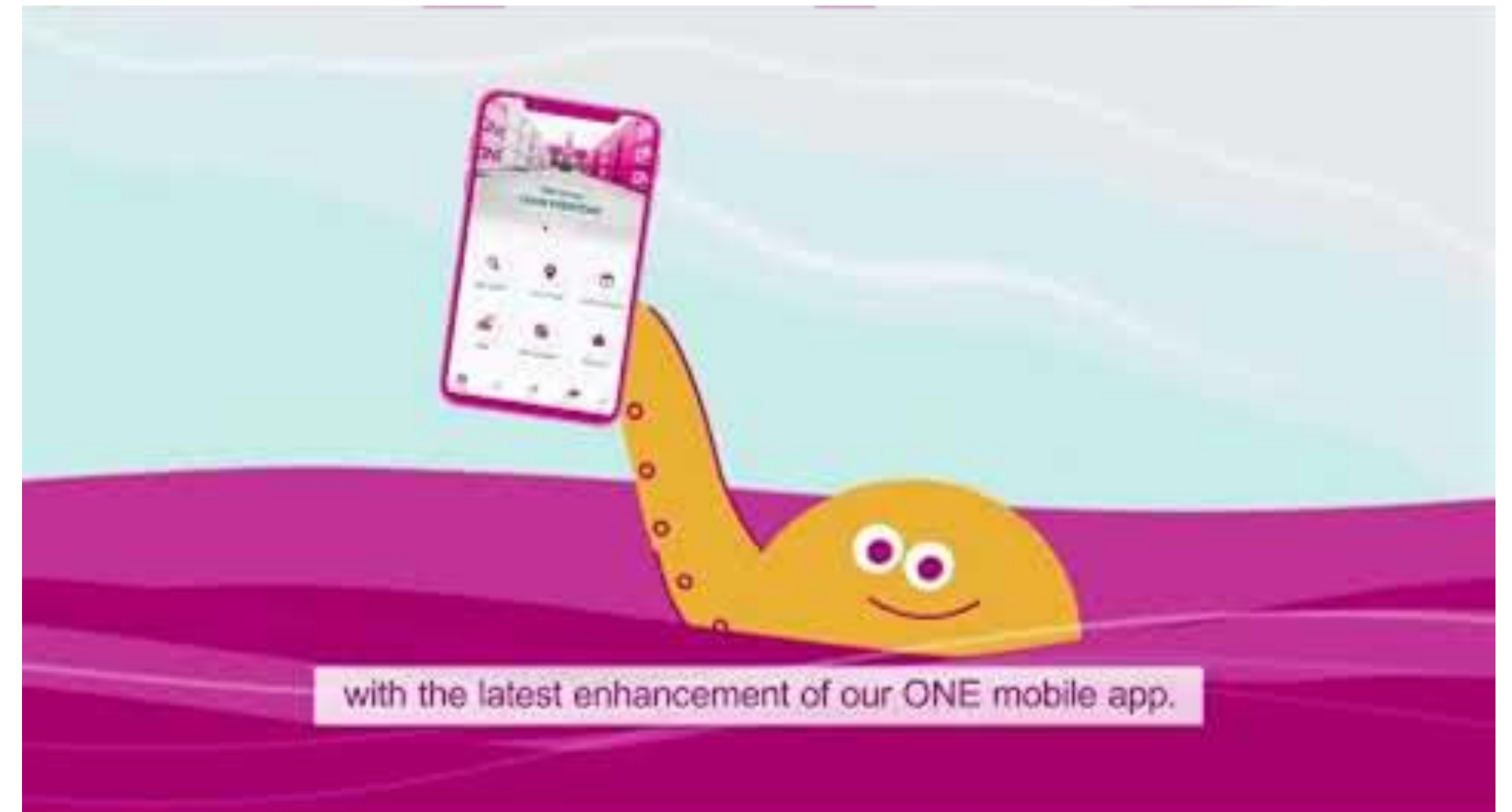
Introducing The New Mobile App

Introducing The Enhanced Mobile App

New mobile app features to enrich your shipping experience

ONE Mobile App - VGM Submission now available

with the latest enhancement of our ONE mobile app.

Thank you