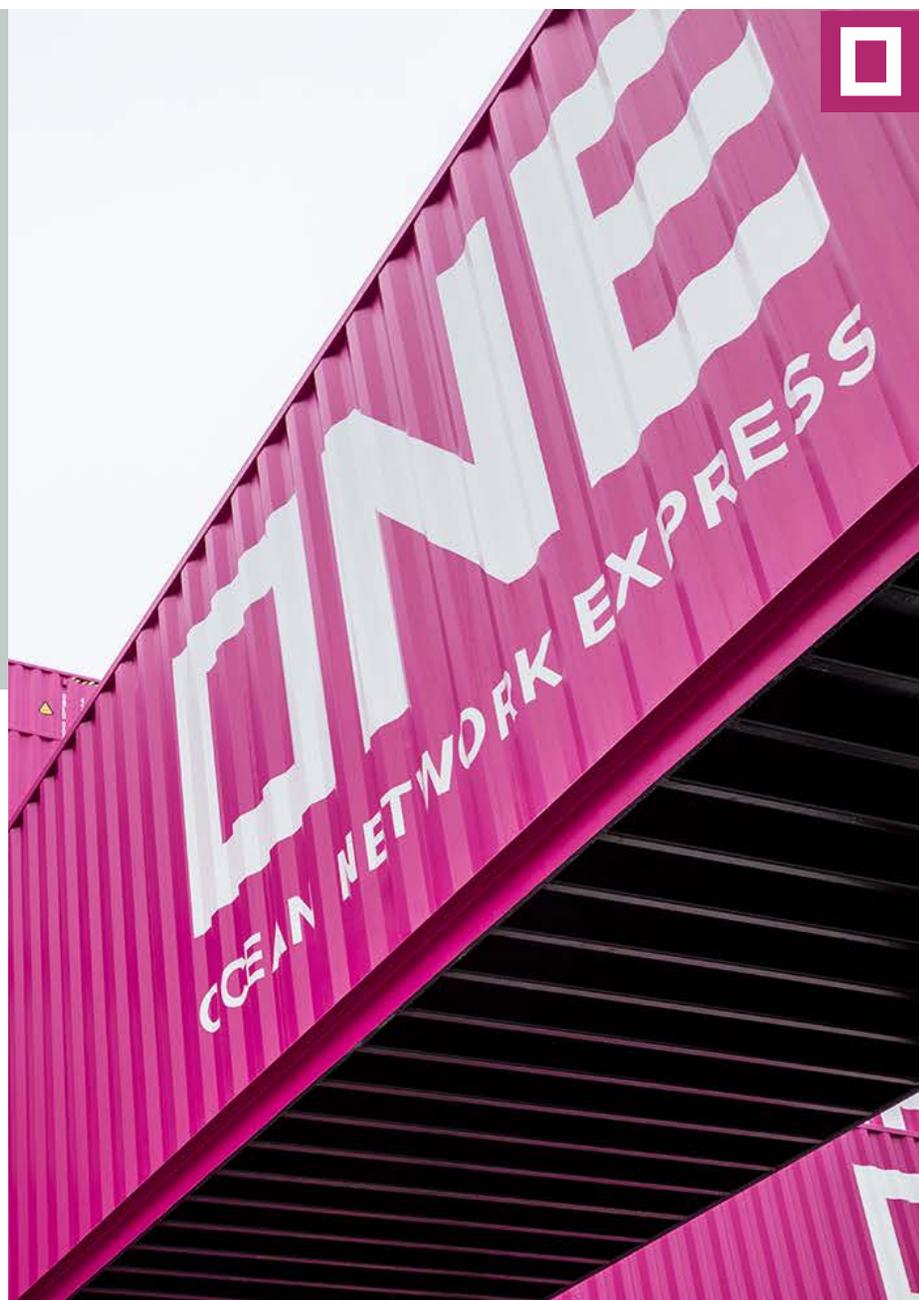




**NEWS LETTER**  
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# **Ocean Network Express: Ensuring a Smooth Start of ONE Operations**



A guiding Core Value for Ocean Network Express is “Customer Satisfaction” which emphasizes a focus on customers and delivery of customer satisfaction that exceeds expectations. In keeping with this integral part of ONE’s culture, we are pleased to announce the following actions which are designed to ensure a smooth transition of our customers’ activities with K Line, MOL and NYK (hereinafter referred to as 3J’s) to the services of ONE.



# Hassle Free Booking Process

1

As advised in our Newsletter #5 (visit our website [www.one-line.com](http://www.one-line.com) for access to previous Newsletters), the transition of customer bookings from the 3J companies to ONE will not happen on a single fixed date and will occur in a staggered manner. In order to assist our customers in locating which carrier to book with we have created the **Booking Ownership Guide** and placed that on our new website. Our Newsletter #5 was released on January 30 and provides clear guidelines on how to use the **Booking Ownership Guide**.

2

While we encourage direct bookings with ONE for applicable sailings, we understand that some customers may find the use of the **Booking Ownership Guide** to be cumbersome. Therefore, we have taken steps to ensure that even if the customer contacts the wrong carrier (for example: customer tries to make a ONE booking with a 3J company) then that 3J carrier will go ahead and take the ONE booking, relay the booking information to ONE and ONE will then confirm the booking back to the customer. Again, we encourage direct bookings with ONE for applicable sailings but have created this process to prevent a situation where customers will have to make additional efforts to secure a booking from ONE.

3

Our newly released website ([www.one-line.com](http://www.one-line.com)) contains a number of functions which can streamline customer interaction with ONE. We encourage customers to visit the site and click “eCommerce-->eCommerce Applications” for the list of functions available online.

Note that customers may now subscribe to our Newsletter by accessing our website and clicking the “ONE Subscription” link.





# Efficient Equipment Pick-Up

During the transition period, in most locations, customers will be able to pick up their equipment at the same facilities which are currently being used by the 3J companies.

The above actions are designed to ensure a smooth transition from the legacy companies to ONE and are intended to provide our customers with the reassurance that, while the introduction of ONE services is a huge step forward, during the transition period the basic process (booking, documentation and landside operations) will continue to be similar to their 3J company processes and will continue to perform at a level they have come to expect from the 3J's.

We are headed towards an exciting future and we want all to know that ONE is focused on making this transition as smooth as possible for our customers.

