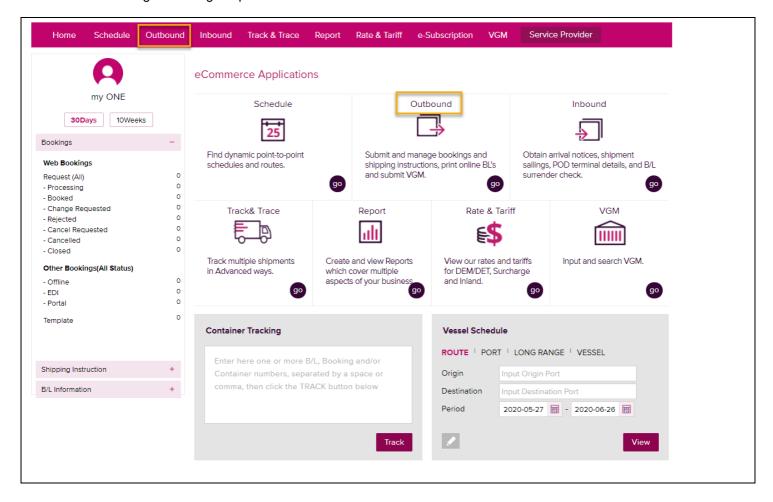


Booking Request

This is a Global User Guide explaining all booking requirements and may or may not be applicable to your country. The User Guide explains how a Customer with an ONE eCommerce User ID can submit a new booking request as a Shipper, Forwarder or an eBooking Party.

Booking Request page can be found by clicking on the Outbound link on the main menu. Outbound – Booking – Booking Request





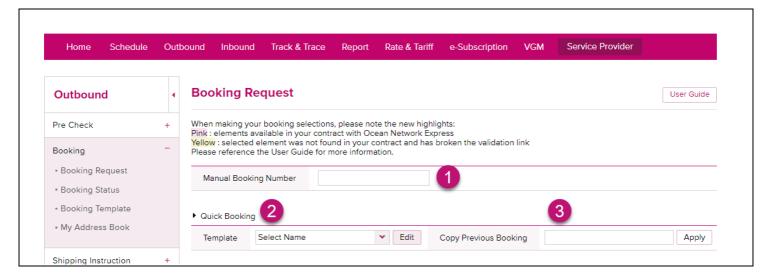


Required fields in the Booking Request page, if selected data elements are filed and valid in the contract, the data elements will be highlighted with pink. If the selected data elements are not filed in the contract, the data elements will be highlighted yellow.

*Contract can be an FMC Regulated Service Contract (SC), Rate Filing Activity (RFA), or Tariff Applying Activity (TAA)

>> Quick Booking

Please note that all items with * are mandatory input fields.

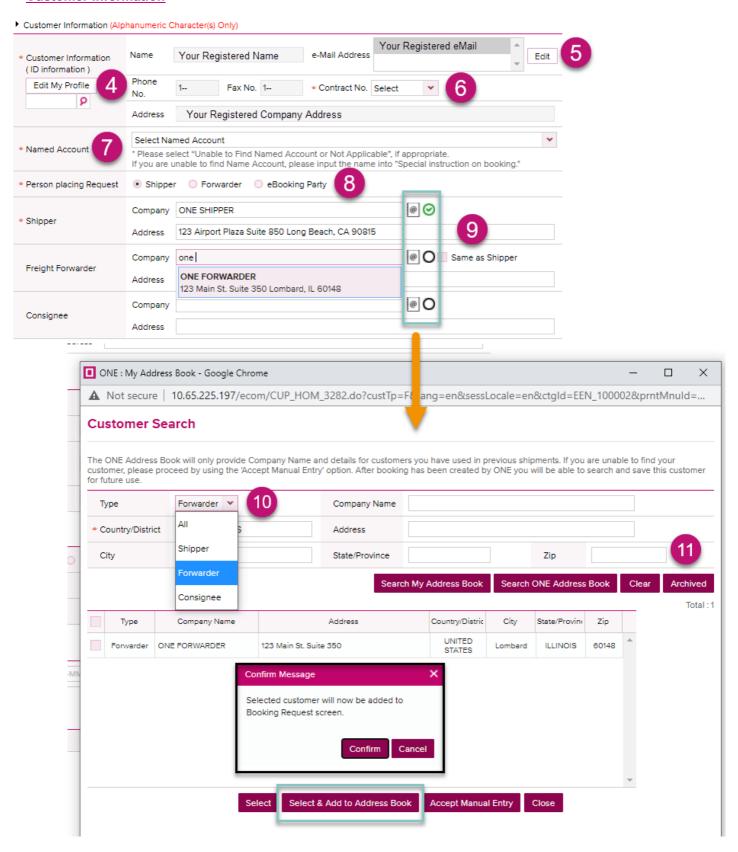


- Manual Booking Number:
 - If you already have a booking number pre-assigned by ONE, you can enter the manual booking number here and follow the normal booking request process.
- (2) Template:
 - Select template name from the dropdown list. The previously saved booking information will populate. This is recommended for repetitive regular shipments.
- (3) Copy Previous Booking:
 - Customers can use a previous booking number to copy booking details to a new booking request. Note that it is only possible to copy Web bookings.





>> Customer Information



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- Customer Information:
- The information provided at time of User ID registration auto fills the details.
 - Edit:
- S Register more than one email for booking confirmation notification.
- Contract No:
 User can select a contract number, choose "Others" and manually type in a contract number, or choose "No Contract" from the dropdown menu.

Named Account:

- If the booking request is for a named account with specific rate details filed in the contract, Named Account can be selected here. If one does not exist or cannot be found or not applicable, select "Unable to Find Named Account or Not Applicable".
- Person Placing Request:
 Shipper, Freight Forwarder or eBooking Party defaults to the company type selected at time of User ID set up.

Shipper or Forwarder:

The Shipper or Freight Forwarder details will automatically populate as the booking party per User ID set-up. Consignee details can be input here but is not mandatory.







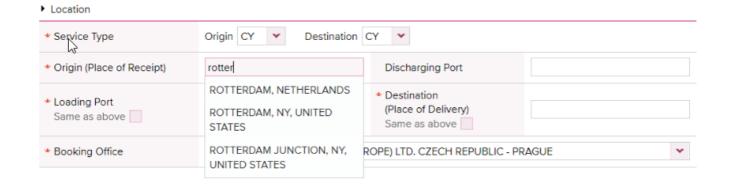


- Green Validated company and address
 - Company name and address has been validated using the address book feature and has been associated to a previously completed booking associated to User ID booking.
 - To see the validated green check mark, the company must be saved in "My Address Book".
- Yellow Validation required
 - Company name and address that is being manually added for the first time.
 - Company name and address has been used for past shipments but as not been validated using the address book feature.
- Black No data
 - No information has been provided or input.
- Address Book Easily search and save Shipper, Forwarder, and Consignee details.
 - NEW FEATURE! 10 11
 - Information can be searched in the "ONE Address Book" for Shipper, Forwarder and Consignee associated with a previous shipment. eCOM User can now search by Shipper, Forwarder or Consignee.
 - Archive feature has been added to remove a customer from My Address Book.

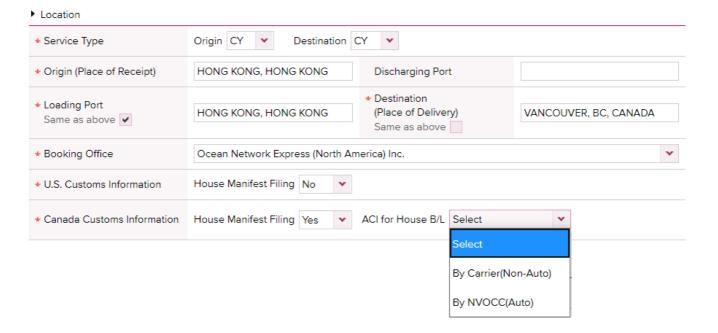
Outbound eCommerce Guide as of April 2021



>> Location



Type in all route details with an (*) mark. Type in the first few letters of the location name, and all the related location(s) will show in an automatic complete function. Click on the one you want to select from the dropdown.



If final place of delivery is United States:

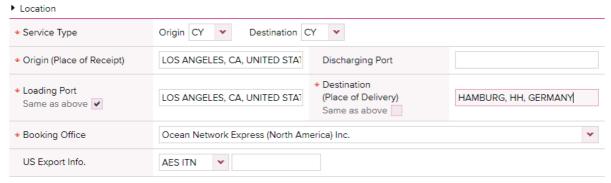
- U.S. Customs Information (House Manifest Filing): To choose Yes or No
 - o This field appears if shipment is bound for the U.S.A.
 - If House B/L is to be issued, please choose "YES"
- U.S. Customs Information (AMS for House B/L): To select by Carrier (Non-Auto) or by NVOCC (Auto)
 - o This field appears if Yes is selected for house Manifest Filing
 - Non-Auto (By Carrier) means ONE will be filing House B/L on behalf of NVOCC
 - Auto (By NVOCC) means ONE will be filing Master B/L and NVOCC will be filing House B/L





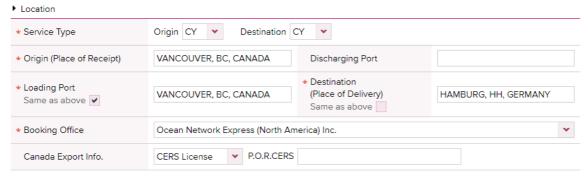
If final place of delivery is Canada:

- Canada Customs Information (House Manifest Filing): To choose Yes or No
 - This field appears if shipment is bound for Canada
 - o If House B/L is required to be issued, please choose "YES"
- Canada Customs Information (ACI for House B/L): To select by Carrier (Non-Auto) or by NVOCC (Auto)
 - This field appears if Yes is selected for house Manifest Filing
- ** Please note Canada Border Services Agency (CBSA) requirement changed for HBL information that must be submitted with effective date of January 01, 2021. ONE has made the decision to no longer file HBLs on behalf of the NVOCC or Freight Forwarder.



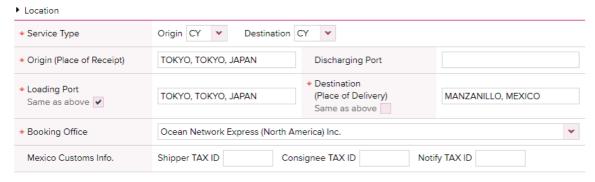
If Origin (Place of Receipt) is United States:

AES ITN: User has the option to enter AES ITN number for US Export Shipment



If Origin (Place of Receipt) is Canada:

CERS License: User has the option to enter CERS information for Canada Export Shipment

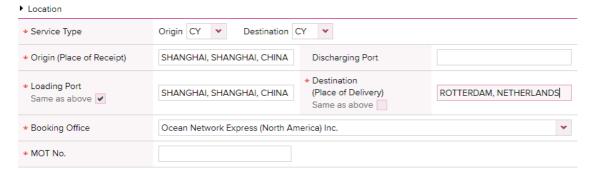


If Origin (Place of Receipt) or Destination (Place of Delivery) is Mexico:

• Mexico Customs Info: To enter TAX ID for shipments parties for Mexico export and import Shipment.







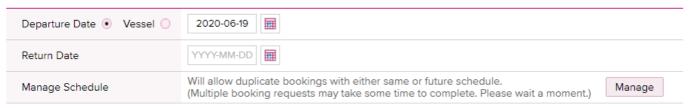
If Origin (Place of Receipt) is China:

 MOT No. is mandatory information for a booking if the Origin (Place of Receipt) is China and the booking request is for a NVOCC Shipper.

>> Schedule - Four ways to select departure

Please note Departure Date is the vessel sailing date from port of loading.

Schedule



Departure Date:

If you select departure date as the criteria, please click on the calendar and select the date you prefer. ONE Booking Office will provide the closest vessel for the given "Departure Date" if there is no vessel departing on the date provided in this field.

▶ Schedule



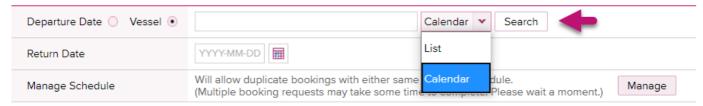
Vessel:

If you select vessel as criteria, please type in the Vessel Name. Typing in the first few letters of the vessel name, the related matching vessel(s) will show in an automatic complete function.

Outbound eCommerce Guide as of April 2021



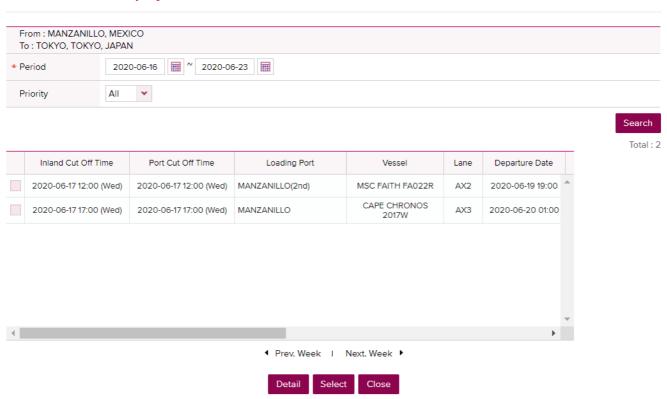
Schedule



Vessel:

From the drop down, User can also choose to search for the vessel and voyage by List or Calendar with specific estimated time of departure details.

Vessel Schedule Inquiry - List



^{*} Terminals/Ports indicated for all services are not fixed and subject to change.

Users are kindly reminded to refer to our <u>Legal Terms of Use</u> for all information contained in ONE website(s).

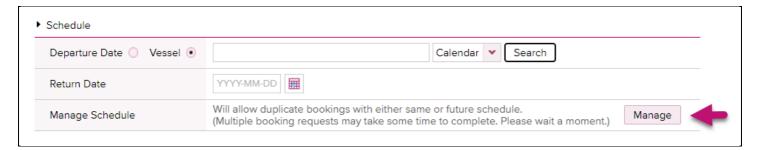
Outbound eCommerce Guide as of April 2021



Vessel Schedule Inquiry - Calendar

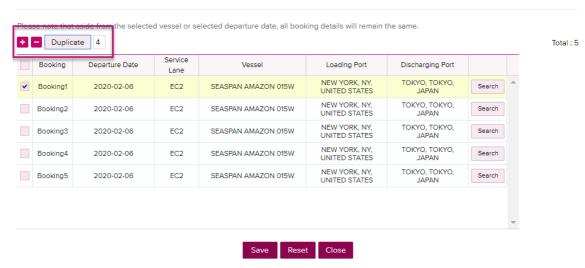


>> Manage - Request Duplicate Bookings for Multiple Weeks



Click the [Manage] button to request multiple bookings for multiple vessels, multiple weeks out. Below three examples are how the Manage Schedule field can be used.

Manage Schedule



as of April 2021



EXAMPLE 1

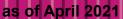
Click the + button to increase the total number of required bookings. Enter the total number of additional bookings required in the box and click the [Duplicate] button. The same can be done to decrease requested bookings by clicking the – button if what is required changes while in the request stage. Click the [Save] button when done. Example1: Booking1 is the main booking source, to be duplicated for four additional bookings for a total of five booking requests on the SEASPAN AMAZON 015W.

Manage Schedule Please note that aside from the selected vessel or selected departure date, all booking details will remain the same. + - Duplicate 3 Total: 7 Service Booking Departure Date Vessel Loading Port Discharging Port Lane NEW YORK, NY ΤΟΚΥΟ, ΤΟΚΥΟ, Booking1 2020-02-06 EC2 SEASPAN AMAZON 015W Search JAPAN UNITED STATES ΤΟΚΥΟ, ΤΟΚΥΟ, NEW YORK NY 2020-02-06 SEASPAN AMAZON 015W Search Booking2 EC2 UNITED STATES JAPAN NEW YORK, NY. ΤΟΚΥΟ, ΤΟΚΥΟ Booking3 2020-02-06 EC2 SEASPAN AMAZON 015W Search UNITED STATES JAPAN ΤΟΚΥΟ, ΤΟΚΥΟ, NEW YORK, NY, 2020-02-20 Booking4 EC2 YM UNIFORMITY 045W Search UNITED STATES NEW YORK, NY, ΤΟΚΥΟ, ΤΟΚΥΟ, Booking5 2020-02-20 EC2 YM UNIFORMITY 045W Search UNITED STATES JAPAN NEW YORK, NY. TOKYO, TOKYO, JAPAN Booking6 2020-02-20 YM UNIFORMITY 045W UNITED STATES ΤΟΚΥΟ, ΤΟΚΥΟ, NEW YORK, NY. Booking7 2020-02-20 FC2 YM UNIFORMITY 045W Search Reset Close

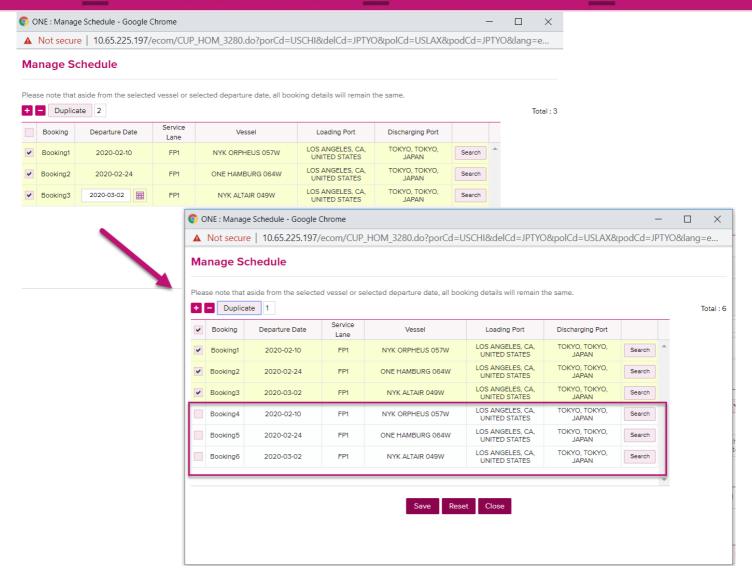
EXAMPLE 2

Click on any booking that is not Booking1. The selected booking is now the source booking. Click the [Search] button to go back to the Vessel Schedule Inquiry List to select a different vessel. The highlighted row will duplicate by the number defined in the box. Click the [Save] button when done.

Example: Booking4 is the source booking, the vessel was changed by finding the next required ETD by "search" and duplicated three times for a total of four bookings to be requested on the YM UNIFORMITY 045W.







EXAMPLE 3

Multiple bookings can be selected to be the source booking. Here Booking1, Booking2, Booking3 the vessel was updated by ETD and duplicated for one additional booking each. Each Vessel now has two bookings for the next three weeks.





>> Pick Up



Pick Up Date: To enter the empty pick up-date you prefer.

>> Container



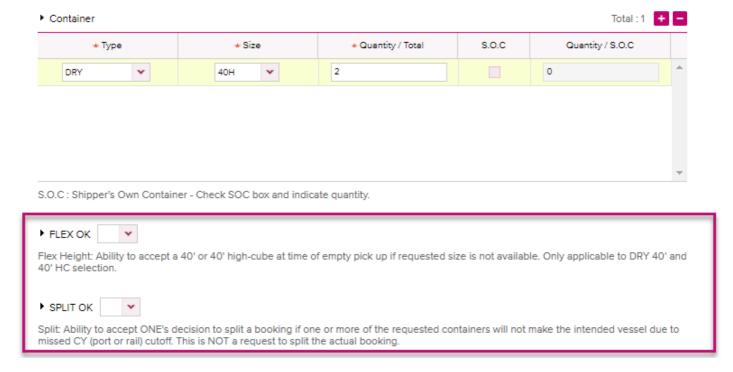
- Type: From the dropdown select container Type
- Size: From the dropdown select container Size
- Quantity/Total: Enter the total number of containers for the Type and Size selected
- Quantity/S.O.C.: Enter the total number of S.O.C for the Type and Size selected
 - o This field is only necessary if the booking request is for Shipper Own Container (S.O.C.)

Click on "+" button, to add a new row to enter Click on "-" button, to delete the selected row

0







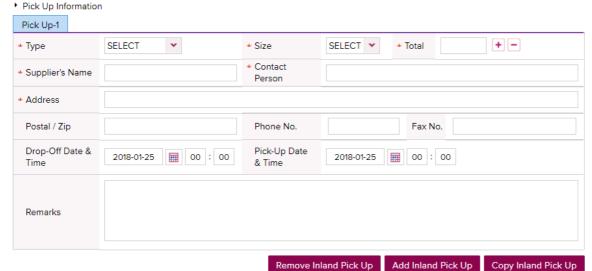
NEW FEATURE!! ** only applicable if place of receipt is US or Canada **

Flex OK Yes or No: If requesting equipment size and type is a dry 40' or 40' HC, Y if Flex Height is acceptable at time of empty pick up, and N if Flex Height cannot be accepted at time of empty pick up.

Split OK Yes or No: If requesting equipment size and type quantity total is more than 1, Y is the ability to accept ONE to split the booking, and N if booking cannot be split for any reason.

>> Pick Up Information

This field only appears if DR (Door) is selected for the Origin (Place of Receipt)



Enter Pick Up Information details for Door Receipt.

Click "Add Inland Pick Up" button if Container Size is different

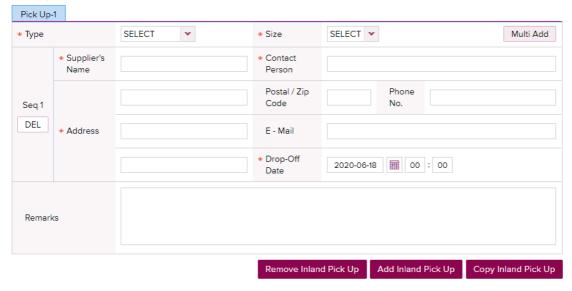




- Example: 1 x 40' and 1 x 20'
- Click "Copy Inland Pick Up" to avoid retyping DR pick up information
- Click "Remove Inland Pick Up" to remove added tab

DR Pick Up Information if DR Place of Receipt is Europe or Africa.

▶ Pick Up Information



>> Cargo - Two Ways to Select Commodity

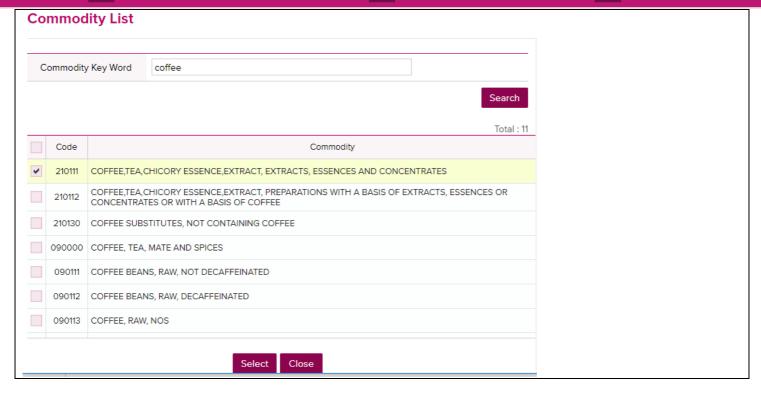
Commodity:

- All commodities, if a contract is selected, will show in the drop down as a selection.
- All commodities that match contract, port pair (Location details), equipment size and type will show pink.
- Commodity drop down or spy glass will not be available until a contract and route has been defined.
 - Selecting "No Contract" will open the spy glass to search for a commodity.





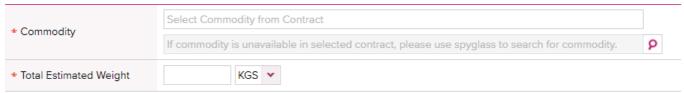




Total Estimated Weight: This is the total estimated weight for the total equipment quantity that is being requested.

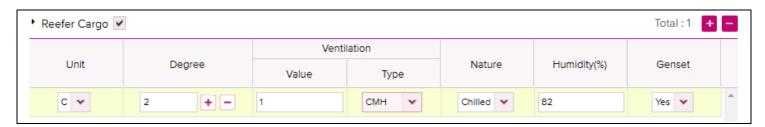
• example: 1 dry 40' and 2 dry 20' is being requested. Estimated weight per 40' is 23,000 kgs and per 20' is 19,750 kgs. Total estimated weight is 62,500 kgs.

► Cargo (Alphanumeric Character(s) Only)



>> Cargo Nature - Reefer

This field is only available if the Equipment Type is Reefer



- Unit: From the dropdown select F (Fahrenheit) or C (Celsius) as unit
- Degree: Type in the temperature
- Ventilation Value/Type: Type in ventilation requirement
 - Example: value is 0 and type is 0% Open for closed vents
- Nature: From the dropdown select Chilled, Frozen or Fresh

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- Humidity: Type in humidity requirement
- Genset: From the dropdown select Yes or No

>> Cargo Nature - Dangerous Cargo

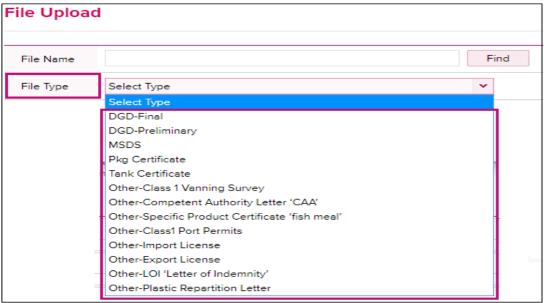
This field is only available if commodity is hazardous

NEW FEATURE!! ** only applicable if place of receipt is US or Canada **

Complete DG details are no longer mandatory input fields. Simply click the Dangerous Cargo check box and this will begin the DG Booking Approval Process upon submission of the eCOM Booking Request.



- UN No: Type in UN No.
- Class: type IMDG class
- Flash Point: Type in flash point. This field is enabled only for Class 3 cargo
- Package Group: Select package group from the dropdown list
- Dangerous Cargo Certificate Upload: Attach DG certificate using the [FILE] button.
 - o One file or zip file



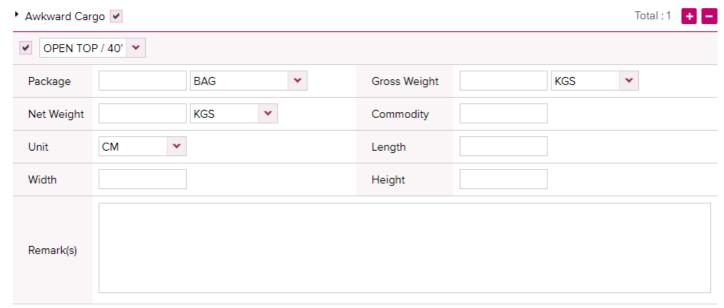
• File Type: Select the type of document to be uploaded from the dropdown list

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>> Cargo Nature - Awkward Cargo

This field is only available if the equipment type is Open Top or Flatrack.



- · Select Container Size and Type from the dropdown list
- Package: Enter the number of package and select package type from dropdown list
- · Gross Weight: Enter gross weight and select weight unit
- Net Weight: Enter new weight and select weight unit
- Commodity: Enter commodity description
- Unit: Select unit code from dropdown list
- Length: Enter length
- Width: Enter width
- Height: Enter height
- Remark(s): Enter remarks pertaining to the awkward cargo

>> Special Instruction on Booking & Adding Reference No.

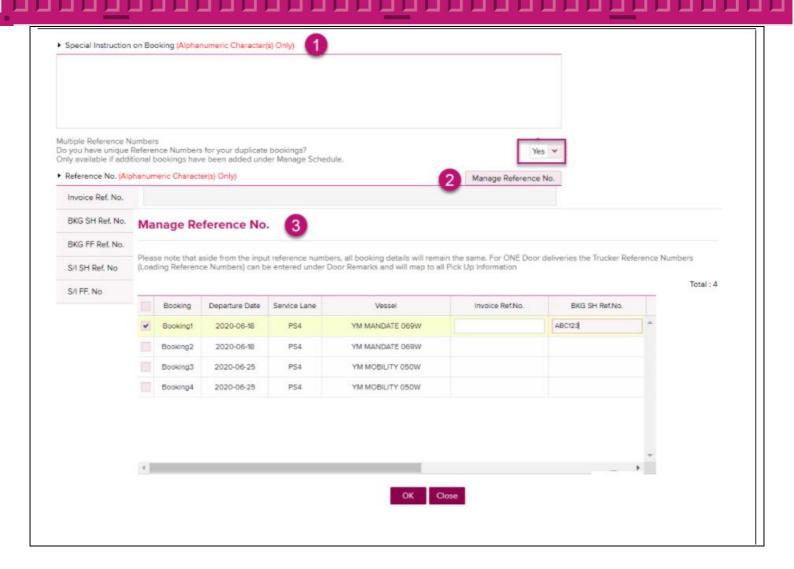
1 Any special instruction that the booking requires can be noted here. Consider this as the box to make notes that you would make in an email booking or phone booking to a Customer Service Export Booking Agent.

Reference No. will maintain your Ref # within our system and be provided on the Booking Receipt Notice in the 'Remarks 1' section. (i.e Shipper ref #:ABC123)

Multiple reference numbers for multiple bookings is easily managed. Select "Yes" from the Multiple Reference Number dropdown menu and click [Manage Reference No] button.







>> e-Mail Notification

▶ e-Mail Notification

Event	Subscribe	Unsubscribe
Vessel Departure	0	•
Vessel Advance / Delay	0	•

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

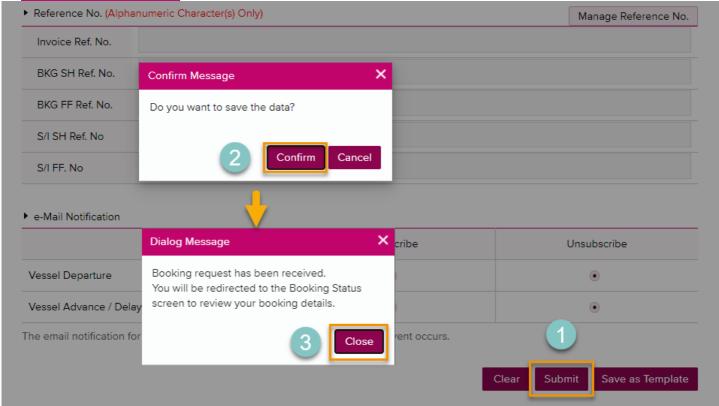
This is an e-Mail Notification option for the booking request. If you would like to receive those email notifications, please select the "Subscribe" option. The notifications will be sent to the email address as mentioned in the customer information segment of the booking.

- Vessel Departure: When a vessel departs place of loading, the notification will be sent.
- o Vessel Delay: When vessel schedule is delayed more than 3 hours, the message will be sent.



o To change the default setting about e-mail notification, click 'e-Subscription' from top-menu.

>> Submit Booking Request



- 1 Click the [Submit] button and the Confirm Message box will pop-up.
- 2 Click the [Confirm] button and the Dialog Message box will pop-up.
- 3 Click [Close] to complete the booking request process.

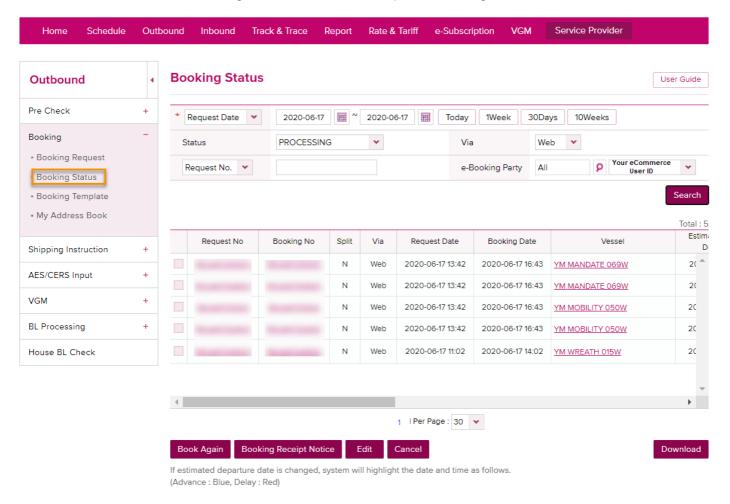
Booking Upload: When booking is uploaded into our ONE system, you will receive this notification. This is not a notification of your final booking receipt notice, but only the upload into our ONE booking module.





>> Booking Status

User is now auto routed to the Booking Status screen to view requested booking information.



When auto routed from the Booking Request page default view is:

Request Date: TodayStatus: Processing

Via: Web

e-Booking Party: Booking Requester eCommerce User ID