

## Mail Tracking

This function allows customers to request for the current status of their cargo via email. Our system will respond to customer request by emails with the cargo status information, without requiring the customer to visit our website.

### How to use Mail Tracking:

1. Go to MANAGE SHIPMENT>Track & Trace>Mail Tracking.
2. Open a New Message from your email application.
3. Enter the To address with [cargotracking@one-line.com](mailto:cargotracking@one-line.com).
4. Enter additional email address of report recipient in the Cc address, if there's any. Use semicolon to separate multiple recipient email addresses.
5. Enter B/L number or Container number which to track in the Subject(U).
6. This portion of the screen provides an online guide to users on how to submit the cargo tracking email request.
7. Customers will receive our email reply within 20 mins after their request has been submitted. The email will consist of below information:
  - a. Current status. (Event, Location)
  - b. Vessel information (VVD, Schedule)
  - c. Route Information (Origin, Port of Loading, Port of Discharging, Destination)

