

How to Speed Up Your Service with ONE Brazil

At ONE, we are always focused on improving our customers' experiences. We believe we can make your service even more efficient by simplifying our email communication.

We understand that including multiple recipients in a single message can sometimes make it harder to resolve your request quickly. To ensure a more agile service, see which channel you can use to ask your questions.

ONE CHAT CONTACT

EXPORT

Schedule and Deadlines > **Deadlines (DRAFT/VGM/CARGO)**

Booking > **Booking Correction**

Booking > **Booking Cancellation**

Booking > **Booking Transfer**

Booking > **Booking Split**

Container > **Empty Pick-up - Depot Change**

Container > **Empty Pick-up - General Support**

Container > **Full Container Deposit**

Container > **Missing Seal / Additional Seal**

Export Documentation > **Advanced Manifest Submission - AMS**

Export Documentation > **BL Issuance**

Export Documentation > **SI Submission**

Export Documentation > **Verification Copy / BL Copy**

Tracking > **Tracking**

IMPORT

Container > **Empty Return - Depot Change**

Container > **Empty Return - General Support**

Import Documentation > **Arrival Notice**

Import Documentation > **BL Copy**

Import Documentation > **CE Mercante Adjustment**

Import Documentation > **CE Mercante Submission**

Import Documentation > **CE Mercante Release**

Import Documentation > **Change of Destination - COD**

Import Documentation > **General Support**

Import Documentation > **Import Documentation - BL Correction**

Import Documentation > **BL Issuance**

Free Time / Demurrage & Detention > **Free Time / Demurrage & Detention**

Tracking > **Tracking**

SPECIAL CARGO

Reefer & Special Cargo Support > **Dangerous Goods Support**

Reefer & Special Cargo Support > **General Support**

Reefer & Special Cargo Support > **Reefer Cargo Support**

INVOICES & CHARGES

Invoices & Charges > **Exchange Rate**

Invoices & Charges > **General Support**

Invoices & Charges > **Invoice Correction**

Invoices & Charges > **Invoice Requests**

Invoices & Charges > **Payment Receipt**

Invoices & Charges > **Payment Status**

Invoices & Charges > **Payments**

Invoices & Charges > **Penalties - Infraction Notices**

Invoices & Charges > **Registrations**

Invoices & Charges > **Rates**

Dispute > **Dispute**

Claims - Damages and Losses > **Cargo Damage**

Claims - Damages and Losses > **General Support**

Claims - Damages and Losses > **Joint Survey**

TECHNICAL SUPPORT

Schedule & Deadlines > **Schedule Changes**

Ecom Support > **Booking Support**

Ecom Support > **General Support**

Ecom Support > **SI Support**

Ecom Support > **VGM Support**

ONE QUOTE Support > **Adjustment Guide**

ONE QUOTE Support > **Booking Combination**

ONE QUOTE Support > **Booking Split**

ONE QUOTE Support > **Equipment Type**

ONE QUOTE Support > **Container Number**

ONE QUOTE Support > **ONE Quote - Booking Cancellation**

ONE QUOTE Support > **ONE Quote - Booking Inquiry**

ONE QUOTE Support > **ONE Quote - Demurrage & Detention Inquiry**

ONE QUOTE Support > **ONE Quote - FAQ**

ONE QUOTE Support > **ONE Quote - Rates Inquiry**

ONE QUOTE Support > **ONE Quote - Sales Inquiry**

ONE QUOTE Support > **ONE Quote - User Guide**

ONE QUOTE Support > **Others**

ONE QUOTE Support > **Route / Vessel**

Mobile App Support > **Mobile App Support**

E-MAIL CONTACT

EXPORT - br.export@one-line.com

Booking > **Change of Destination - COD**

Booking > **General Support**

Container > **Temperature Divergence**

Export Documentation > **BL Correction**

Export Documentation > **DU-E**

Export Documentation > **General Support**

Export Documentation > **BL Loss**

IMPORT - br.import@one-line.com

General import support for issues not covered by the Chat service.

CARGO READINESS - br.cargoready@one-line.com

- **Cargo Performance;**
- **Cargo DDL Extension Request (LAR);**
- **Support with Cargo Not Loaded (client);**
- **Support with Gate/window opening at the terminal.**

This way, our support team can better understand your needs and speed up the resolution process.

By working together to streamline communication, we ensure that you will receive the answers and support you need more efficiently.

AS ONE, WE CAN.