My OOCL Center (MOC)
User Guide

www.oocl.com

Last updated: 2023.11

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Software Requirements

- IE 11
- Edge 80
- Firefox 31.2
- Apple Safari 9
- Google Chrome 34

Or above.

Screen Resolution:

Recommend 1920 X 1080 is the best.

Browsing Bill of Lading is required [Acrobat® Reader](#).

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Login My OOCL Center

1. Please visit www.oocl.com and click the "My OOCL Center" button on the top right corner.

RESOURCE CENTER   My OOCL Center   FreightSmart

2. Type in your MOC User ID and click "Next".

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Sign in My OOCL Center (MOC)

Enter User ID or Email*

Having trouble signing in?

Forgot IVR PIN?

Create account   Next

3. Type in your password to login.

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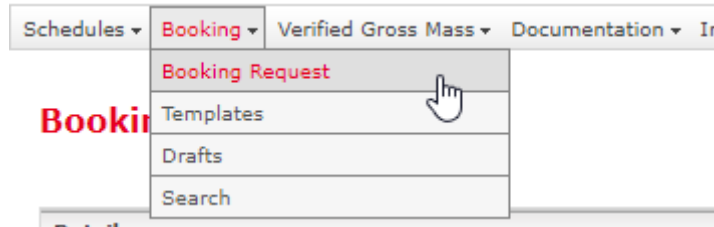# Part A: Booking

- A1: New Booking Request

  *A.a: Reefer Booking

- A2: Manage Booking Templates

  A2.1: How to save your templates
  A2.2: How to use your templates

- A3: Booking Submission Status Checking

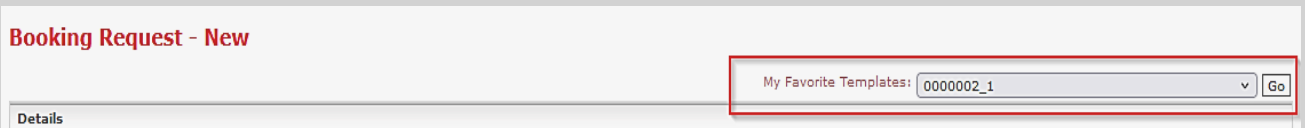- A4: Booking Pending Reason

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A1: New Booking Request

A1.1: Log into MOC and click on "Booking" option from the menu then select "Booking Request.

A1.2: After clicking on the "Booking Request" option, a blank booking screen will be generated.

A1.2.1: If you already have a booking template, you can choose the template in "My Favorite Templates" and click "Go".

A1.2.2: If you don't have a booking template setup yet, please follow the steps below on how to create a new booking:
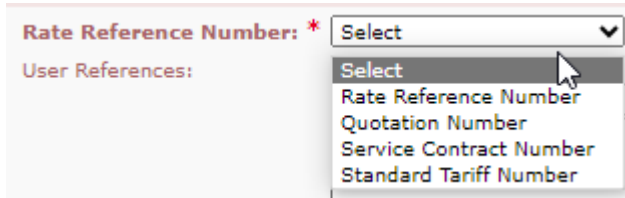
Please ensure to fill out all fields that have a * by it since these are mandatory. Please find below tips on how to fill out the form.

- A1.2.2.1: Rate/Reference Information
- A1.2.2.2: Parties
- A1.2.2.2: Cargo
- A1.2.2.3: Routing
- A1.2.2.4: Container
- A1.2.2.5: Trucking
- A1.2.2.6: Special Requirements
- A1.2.2.7: Document Upload

I fill in above completely, go to Step 3 directly
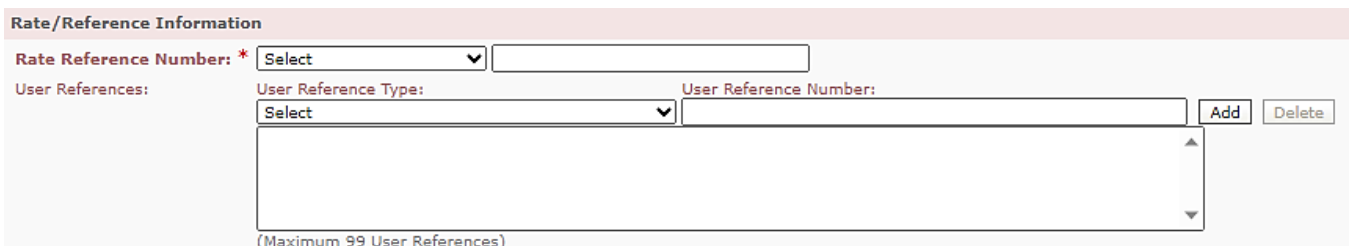
A1.2.2.1: Rate/Reference Information

Select a Carrier Rate Type on the Booking Request page and enter the Carrier Rate Reference Number

Optional: You can add additional user reference type information
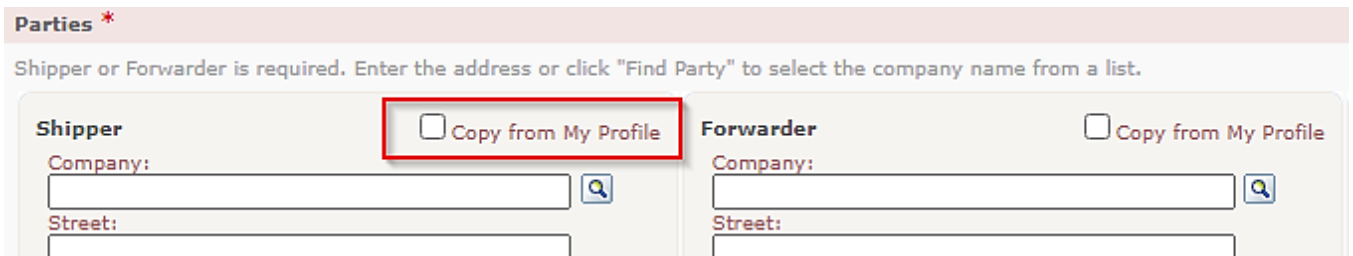
A1.2.2.2: Parties

Please note that only the shipper/forwarder information is mandatory.
For time savings purpose, check the box "Copy from My Profile" to autofill your information.

Note: Contact information is conditional mandatory. If phone number is filled, First Name or Last Name must be specified.

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A1.2.2.3: Cargo

Select the Cargo Nature in the Cargo area and type in the Cargo Descriptions

Cargo

Outbound Traffic Mode: FCL: Full Container Load	Inbound Traffic Mode: FCL: Full Container Load
Cargo Nature: * [General ▼]	Cargo Descriptions: * [ ]

General
Reefer
Dangerous
Awkward

Routing

Enter the first three char... City or Destination City and wait until a list of suggestions is displayed. If no suggestions are displayed, enter the complete name of the ...

Click here to see Reefer cargo setting

A1.2.2.4: Routing

A1.2.2.4.1 Enter the Origin and Destination cities and countries
(Note: Origin / destination can be either select from list or free input text. For free input text, select the country)

A1.2.2.4.2 Select the Vessel Voyage

A1.2.2.4.2(a) "Intended vessel voyage"

A1.2.2.4.2(a).1 Select the Intended Vessel Voyage radio button
A1.2.2.4.2(a).2 Enter the Service, Vessel, and Voyage
A1.2.2.4.2(a).3 Select the Direction

Routing

Enter the first three characters of Origin City or Destination City and wait until a list of suggestions is displayed. If no suggestions are displayed, enter the complete name of the city.

Door Pickup: *	◉ Merchant (CY) ○ Carrier (Door)	Door Delivery: *	◉ Merchant (CY) ○ Carrier (Door)
Origin City: * Tip	Hong Kong, Hong Kong, China(HKHKG)	Destination City: * Tip	Los Angeles, Carolina, Puerto Rico, United States
Vessel Voyage: *	○ Find From Sailing Schedule ◉ Intended Vessel Voyage		

Service:	Vessel: *	Voyage:	Direction:
SSX	OOCL Tokyo	15E15	E ▼

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A1.2.2.4.2(b) "Find From Sailing Schedule"

A1.2.2.4.2(b).1 Origin & destination city must be selected from list
A1.2.2.4.2(b).2 Select the Find From Sailing Schedule radio button
A1.2.2.4.2(b).3 Select the Intended Sailing Date or Intended Arrival Date

Note:
1. Sailing within will find all vessels departing on or after the date entered within the range of weeks selected, regardless of the arrival date.
2. Arrival within will find all vessels that are estimated to arrive on or before the date entered within the range of weeks selected. Schedules departing prior to the current date will not be displayed.

A1.2.2.4.2(b).4 Click Find Sailing Schedule
Note: The sailing schedule will be displayed on the New Booking Request page as below.

Shortest Estimated Transit Time: 16 days (from departure at origin to arrival at destination)
If the "Book" column is blank, we are unable to accept new bookings for the respective vessel due to operating constraints or missed cutoff date.

Book	Origin	CY Cutoff *Tip*	Port of Load (POL)	ETD at POL ↑*Tip*	Port of Discharge (POD)	ETA at POD *Tip*	Final Destination Hub (FND)	ETA at FND *Tip*	Est. Transit Time (Days)	Vessel Voyage	Service	Cargo Nature	Haulage Origin	Haulage Destination
⇥	Hong Kong	29 Sep (Fri) 21:00	Hong Kong	30 Sep (Sat)	Kobe	04 Oct (Wed)			22	OOCL AUSTRALIA 241N	KTX2	Dry	CY/Door	
			Kobe	06 Oct (Fri)	Los Angeles	22 Oct (Sun)	Los Angeles	22 Oct (Sun)		ONE HARBOUR 095E	JPX	Dry		CY/Door
⇥	Hong Kong	29 Sep (Fri) 21:00	Hong Kong	30 Sep (Sat)	Kobe	04 Oct (Wed)			22	OOCL AUSTRALIA 241N	KTX2	Dry	CY/Door	
			Kobe	06 Oct (Fri)	Los Angeles	22 Oct (Sun)	Long Beach	22 Oct (Sun)		ONE HARBOUR 095E	JPX	Dry		CY/Door
	Hong Kong	06 Oct (Fri) 21:00	Hong Kong	07 Oct (Sat)	Kobe	11 Oct (Wed)				OOCL LE HAVRE 173N	KTX2	Dry	CY/Door	

A1.2.2.4.2(b).5 Select a schedule from the Sailing Schedule list
A1.2.2.4.2(b).6 Click Book
Note:
1. schedules out of 7 weeks ahead cannot be booked
2. Any Cargo nature can find sailing schedule CY Cutoff returned from sailing schedule is based on the cargo nature selected in booking i.e. GC cargo give GC cutoff, same for RF & DG.

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A1.2.2.5: Container

If the container is a shipper owned container, select the Shipper owned Container check box.

• To add containers: Click "Add Container"
• To remove a container: Click Delete icon next to the container you wish to remove

Note: Once weight unit is changed, all of the weight unit in all other containers are changed accordingly.

A1.2.2.6: Trucking

Please select the time and Time Zone for your Empty Container Pick up Request.

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A1.2.2.7: Special Requirements

You can add special requirements, if necessary:
– Select the necessary options
– Enter remarks for the entire booking

Special Requirements

Miscellaneous Requirements: ☐ Require Fumigation

Export Declaration: *
○ Filing electronically (for shipment origination from Canada, USA & China)
○ Submitting forms (for shipment origination from Canada, USA & China)
◉ No Export Declaration

Special Stowage: *
○ Stow below Deck
○ Stow on Deck
◉ No Special Stowage

Document Upload

Document Name	Select Document *Tip*	Remarks
Select ▾	Choose File	No file chosen	
Select ▾	Choose File	No file chosen	

Add Document *Tip*

Remarks for Entire Booking

A1.2.2.8: Document Upload

- While the customer creates a booking request via OOCL.com, an option will be available for the customer to attach one or more documents to submit with the booking request.
- The customers will be able to add or remove any attached documents prior to final booking request submission.

Document Upload

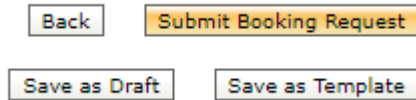| Document Name	Select Document *Tip*	Remarks	Actions
Select ▾	Choose File	No file chosen		✖
Select ▾	Choose File	No file chosen		✖

Add Document *Tip*

Note:
1. Only customer who shipment folder access rights will be able to make booking with attachment(s).
2. It supports PDF files, documents (.doc, .rtf, .txt), spreadsheets (.csv, .xls) and standard image formats (TIFF, JPG GIF and PNG). The maximum upload size of a file is 10000KB.

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A1.3: When you have completed the information in your new booking request, you have three options:

– Click "Save as Draft" to submit the booking request at a later time.
– Click "Save as Template" to save the booking as a template.
(Note: When you save a new booking request as a template, you have the option of adding the template to your list of Favorite Templates or sharing it with users in your company)
– Click "**Submit Booking Request**" to create the booking.
– *Click "Back" to navigate to previous page (e.g. sailing schedule, shipment details, draft list, template list, search booking).

| Back | Submit Booking Request |
| Save as Draft | Save as Template |

A1.4: After clicking "Submit Booking Request" , you can see "Booking Request Summary" page.
• You could input more email addresses to receive booking receipt copy. Please do NOT input "space" after the ";".

I would like to send a receipt copy to:
123@oocl.com;456@oocl.com

| Modify | Process Booking Request |
| Save as Draft | Save as Template |

– Click "Modify" to review and edit information
– If all the information for the booking is accurate, click "**Process Booking Request**" to process the booking request.

Booking Request submitted successfully. You can see "Booking Request Receipt" page. The booking number will be assigned and displayed on the booking request receipt.

Receipt Details

Carrier: OOCL		Traffic Mode: FCL/FCL *Tip*
Booking Number: 1234567890		Internet Booking Reference Number: CS1234567890
Booking Status:	Pending ,Original request processed 22 Sep 2023, 16:27 (Legal Disclaimer)	

A.a: Reefer Booking

For Reefer Cargo, remember to input reefer information.

Cargo

Outbound Traffic Mode: FCL: Full Container Load

Cargo Nature: *   Reefer

• Container Atmosphere – select choice.

Select
Select
Controlled Atmosphere (CA)
Regulated Atmosphere (RA)
Magnum
Not Applicable

	Max	Min
AFAM	25C or 77F	-4.5C or 23.9 F
CA	25C or 77F	-4.5C or 23.9 F
MA	25C or 77F	-4.5C or 23.9 F
Magnum	-31C or -24F	-35C or -31F
No Preference	25C or 77F	-30C or -22F

Below information may depends on different choice of Container Atmosphere. The information with * is a must.
(you can move your mouse on "Tip" icon to view the tips of filling)

- Generator Set- select choice.
- Temperature – preferred in Celsius.
- Relative humidly for De-humidification – add percentage.
- Pre-cooling- check box. If required, click Yes.
- Emergency Contact.

Reefer Information

Container Atmosphere: *   Controlled Atmosphere (CA)   **Generator Set:** * Select

Temperature: *   Select   **Gassing:** * N/A

CO_2: *   Tip   %   **Sensitive Cargo:** * Select

O_2: *   Tip   CO2 level should between 1.0 - 17.0 (up to 1 decimal place)

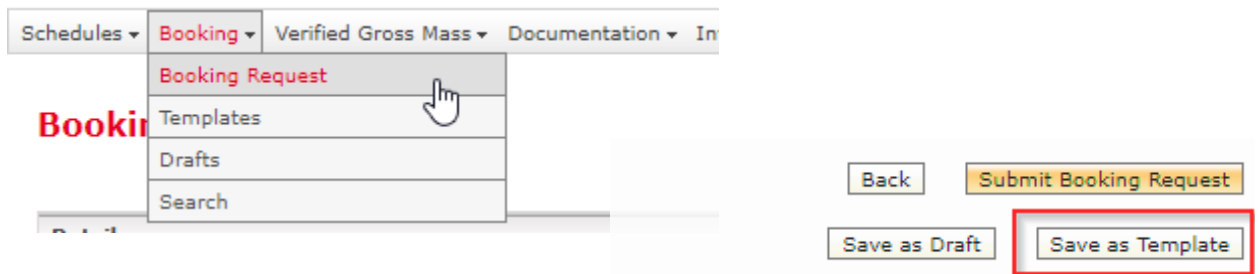Relative Humidity for De-humidification: Tip   %   Remarks:
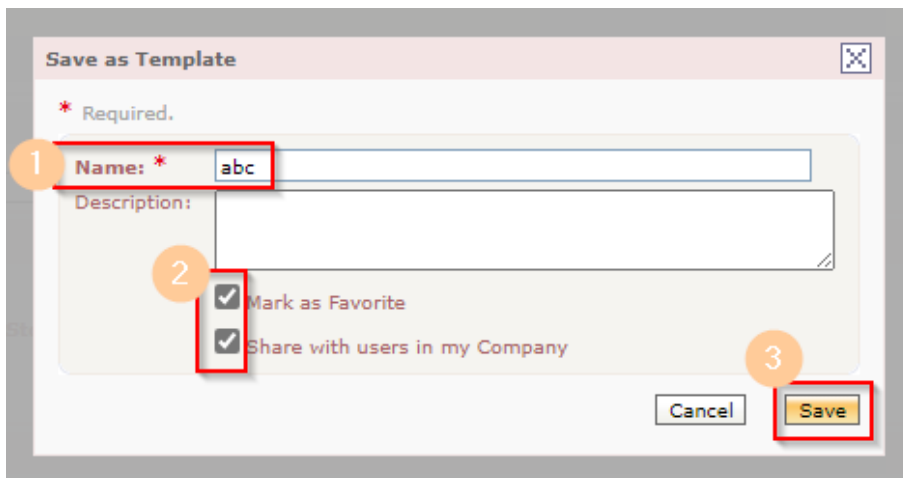
Pre-cooling: ☐ Yes

A2.1: How to save your templates

With My OOCL Center you can create booking templates to speed up the submission process in case of frequent and repetitive bookings.

A2.1.1: Log into MOC and click "Booking" and then "Booking Request". After completing the booking form, click on the "Save as Template" button in the bottom right corner.

Schedules ▾ | Booking ▾ | Verified Gross Mass ▾ | Documentation ▾ | In

Booking Request

Booki Templates

Drafts

Search

Back | Submit Booking Request

Save as Draft | Save as Template

A2.1.2: Name your booking template. You can also mark it as a favorite to share it with other colleagues. Make sure to click on the "Save" button.

Save as Template

* Required.

1. Name: * abc

Description:

2. ☑ Mark as Favorite

☑ Share with users in my Company

3. Cancel | Save

A2.2: How to use your templates

A2.2.1:To use the template for a new booking go to the main menu, select "Booking" and then "Booking Templates".
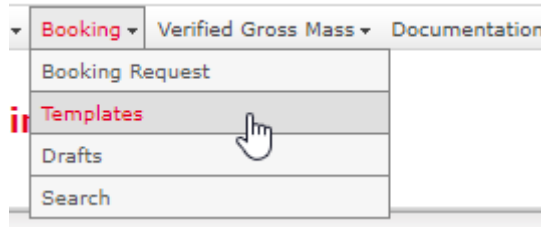
A2.2.2: When you click on the blue arrow in the "Actions" column it will open the template and allow you to submit a new booking. You can still make changes and overwrite information as needed before submitting the booking.

	Template Name ↑	Description	Shared	Favorite	Created	Last Modified	Actions
☐	(not template) e-quote tempate b4 submission			☆	29 Sep 2022, 15:51	29 Sep 2022, 15:51	▤ ▧ ▣ ☒
☐	(use template) e-quote tempate b4 submission			☆	29 Sep 2022, 15:36	29 Sep 2022, 15:36	▤ ▧ Copy to New Booking
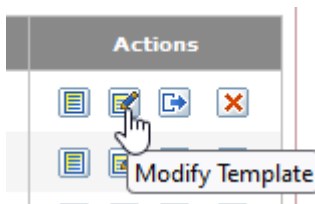
Note: Click on the action button called "Modify Template" on the right-hand corner of the screen for the respective template that needs updating.

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A3: Booking Submission Status Checking

A3.1: Log into MOC and click "Booking" and then "Search".

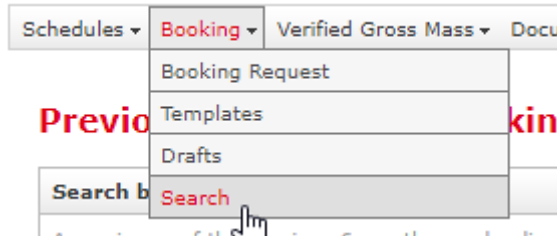| Schedules ▾	Booking ▾	Verified Gross Mass ▾	Docu
	Booking Request		
Previo	Templates		**kin**
	Drafts		
Search b	Search		

A3.2: You can search either via a date range or you can narrow your search by adding the booking number.

Booking Number	Internet Booking Reference Number	Booking Party	Submitted by	OOCL Processed on	Status	Actions
				26 Sep 2023, 09:39	Pending	
				26 Sep 2023, 09:30	Pending	
		Secret information		22 Sep 2023, 16:27	Pending	
				21 Sep 2023, 15:02	Confirmed	📁
				21 Sep 2023, 15:01	Confirmed	📁

If the status shows "confirmed", you can click "Action" on the left column to download Booking Acknowledgement or upload required documents.

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A4: Booking Pending Reason

A4.1: Log into MOC and click "Tracking" and then "Shipment Details".
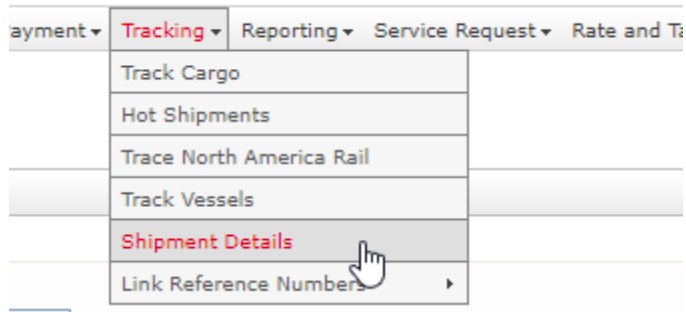
A4.2: Input submitted booking number to search, then you may find the booking pending reason in "Shipment Information" – "Status".

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Part B: Documentation

- B1: Verified Gross Mass(VGM)

  B1.1: VGM submission
  B1.2: VGM search and modify

- B2: Shipping Instructions (SI)

  B2.1: SI submission
  B2.2: SI search and modify

- B3: Bill of Lading (BL)

  B3.1: BL Draft Amendments
  B3.2: BL confirmation
  B3.3: BL View and Print
  B3.4: Additional BL copy print
  B3.5: Order OOCL blank BL paper online

- B4: Arrival Notice

- B5: Invoices and Payment

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B1.1: VGM submission

B1.1.1: VGM Declaration (MOC UI Data Input): used for **individual booking with a few containers.**

B1.1.1.1 Log into MOC and click on "Verified Gross Mass" option from the main menu, then select "VGM Declaration."
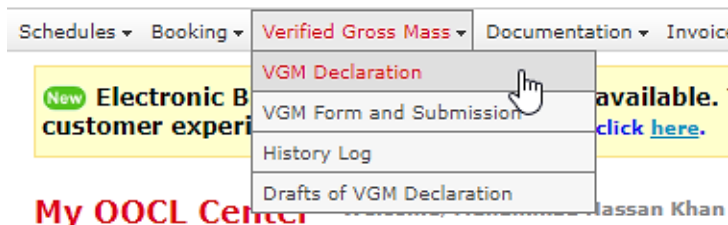
B1.1.1.2 Input the Booking Number and click "Retrieve Shipment" button to retrieve the shipment data from the Booking.

B1.1.1.3 Input all mandatory information for VGM: POL, Authorized Person Signature, Container Number(s), VGM.

*In Container Information, there are 2 methods.

Method 1- Add the weight of the container after being weighed along with the date.

Method 2- A calculator will pop up. Enter the weight of the cargo.

Choose unit in Pounds or Kilogram. Add the tare weight provided by the calculator by clicking on it. This will be your VGM.

(Note: Please input the additional information as required by relevant state authorities: For example, Hong Kong and the United Kingdom requires your Registration Number as VGM Reference if Method 2 is used.)

B1.1.1.4 You may submit VGM Declaration for multiple containers under the same booking number by clicking the "Add Container" option.

B1.1.1.5 Once you have provided all information, click on the "Next" button. User will have the ability to either cancel or submit. To continue, click on the "I agree" box and then "VGM Declaration" button.
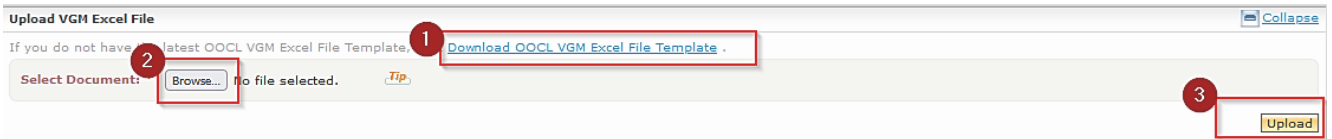
B1.1.2: VGM Form and Submission (excel download): **used for bookings with many containers.**

B1.1.2.1 Log into MOC and click on "Verified Gross Mass" option from the main menu, then select "VGM Form and Submission."

Schedules ▾	Booking ▾	Verified Gross Mass ▾	Documentation ▾
		VGM Declaration	
	VGM Declarat	VGM Form and Submission 🖐	
		History Log	

B1.1.2.2 Download the VGM template and fill up the VGM form. Then "Browse" your completed file and click "Upload".

Upload VGM Excel File   ▣ Collapse

If you do not have the latest OOCL VGM Excel File Template, ① Download OOCL VGM Excel File Template .

Select Document: ② Browse... No file selected. *Tip*

③ Upload

B1.1.2.3 After uploading, the upload status would be shown in "Upload VGM Excel File Result" area.

B1.1.2.4 The relevant local authorities require the shipper's declaration, you must confirm your declaration by clicking the "I agree" checkbox.

B1.1.2.5 You may complete the VGM Declaration by clicking the "VGM Declaration" button.

Container Information

	Container Number	Weighing Method	Verified Gross Mass	VGM Reference	Weighing Date
1	Secret information	Method 1	30000 Kilograms		12 Jul 2016,10:50
2		Method 2	30000 Kilograms		12 Jul 2016,10:50

1. We understand the SOLAS requirements and terms of SOLAS Chapter VI Regulation 2 (MSC 1-Circ 1475 - Guidelines Regarding The Verified Gross Mass Of A Container Carrying Cargo - Secretariat-.pdf) and undertake that the information provided herein by us are true and accurate for compliance with SOLAS requirements.
2. We declare that the VGM of packed container(s) declared in this Form was obtained in accordance with Method 1 or Method 2 as stipulated in the SOLAS Chapter VI Regulation 2.
3. We undertake to comply with SOLAS Chapter VI Regulation 2 and agree to indemnify and will hold CargoSmart harmless from and against all liabilities, damages, claims suits, actions, losses, penalties, associated costs and additional costs arising from non-compliance with SOLAS requirements.
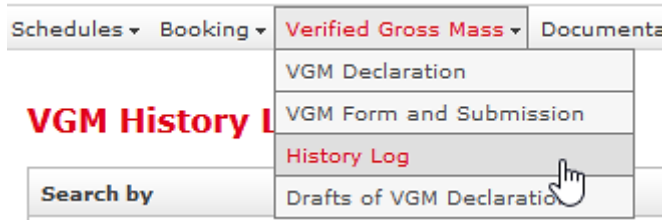
☑ I agree

Cancel   **VGM Declaration**

B1.2: VGM search and modify

B1.2.1 You can search your submitted VGM Declaration records through "Verified Gross Mass" – "History Log".

B1.2.2 Input *Required information and click "Search".
B1.2.3 You can see the status of your submission.

You can click the options in "Action" field.
- You may further check the details by clicking the "View VGM Declaration" icon.
- You may modify your VGM by clicking the "Modify VGM" icon.

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B2.1: SI submission

You may find the Check list for SI via: [OOCL - Shipping Instruction Guideline](#)

B2.1.1 Log into MOC and click "Documentation" – "Shipping Instructions" – "Shipping Instructions Submission".

B2.1.2 Input your booking Number and click on the "Add" button. The booking details will auto-populate. You can add, remove or edit the 3 tabs: Details, Container and Cargo and Preview.
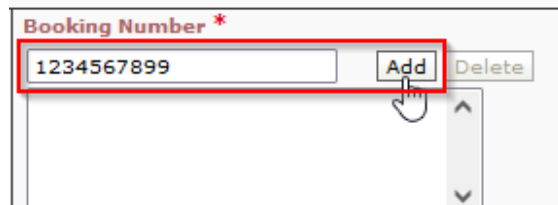
Note:
1. You can add one or more booking numbers.
2. You will receive a warning if a booking number does not exist.
3. Multiple bookings do not need to have the same routing information to be combined; however, you will receive a warning if the routing information does not match.

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Details Tab:

• Required Fields (*)

Please fill out all of the required fields, including: BL parties, vessel voyage, POL and POD, other BL instructions (prepaid or collect) and BL handling (BL type, distribution and number of copies).

• Other B/L handling requests

For any other special instructions for our documentation team, you can utilize this field to insert remarks (example below).

Note:

1. For Partial / Multi BLs for one container.

• Add the following remarks: " Partial / Multi BLs 1 of _ for one container". Please make sure to add the total of BLs.

• Update the "Container and Cargo" tab and submit.

2. Partial BLs for multiple containers

• You will then need to create a new SI and submit for each container separately.

• Add the following remarks: "Partial BLs for multiple containers."

• Delete all other containers from the "Container and Cargo" tab and submit a SI for each container.
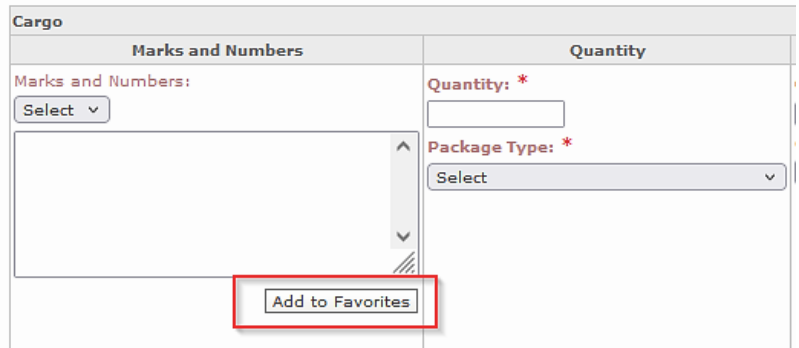
• Repeat process.

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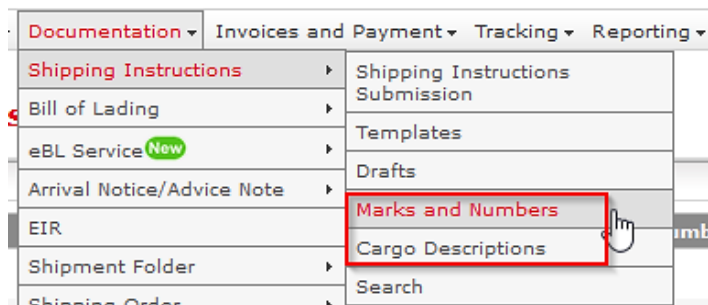B2.1.3 Then you can go to "Container and Cargo" Tab.

Please fill out information on a container level such as Associated Booking#, quantity, package type, cargo nature and seal type.

Note: You can save your remarks and numbers and/or your cargo description by clicking on the "Add to Favorites" button to save it for future submissions.

Next time, if you wants to review or modify your templates, you may process: "Documentation" – "Shipping Instructions" – "Marks and Numbers"/"Cargo Descriptions". You can also add new templates by clicking "Add Marks and Numbers"/"Add Cargo Description" in the bottom of this page directly.

B2.1.4 When above 2 tabs completed, you can go to "Preview" Tab.

You can review your shipping instructions in full. If you are ready to submit, hit the "Validate SI" button.
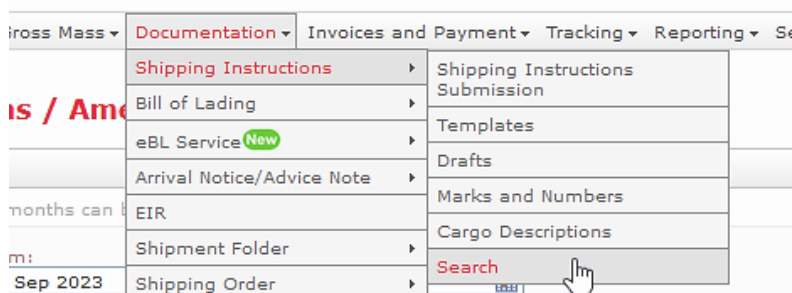
B2.2: SI search and modify

B2.2.1 Log into MOC and click "Documentation" – "Shipping Instructions" – "Search".

B2.2.2 Input your restrictive information, such as booking number or submission Date Range, etc. and click "Search". The Previously Submitted Shipping Instructions page will be displayed.

In the result section, you can perform the following options:
- View SI
- Modify SI
- Copy to New SI

You can Click "Modify SI" to complete the amendment based on the pervious version.

Note: When amending shipping instructions, the SI Reference Number will remain unchanged and the version number will be updated.

Shipping Instructions Receipt

Shipping Instructions Details

Your shipping instructions has been sent to OOCL. The e-mail receipt of this Shipping Instructions has been sent to your e-mail address as set out in your user profile.

CargoSmart SI Reference Number: OOCL1234567890 (Version 2)
Date Submitted: 02 Dec 2008, 09:28 CET
Carrier: OOCL
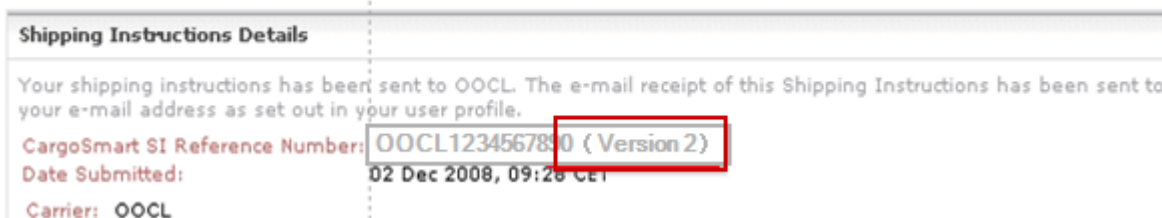
B3.1: BL Draft Amendments

B3.1.1 Log into MOC and click "Documentation" – "Bill of Lading" – "B/L View and Print". Then select "Draft" in the BL "Type" and click search.
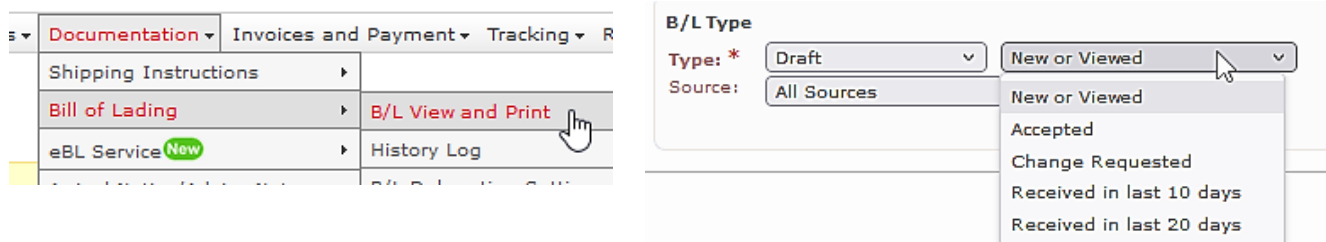
B3.1.2 Select the B/L that you wish to amend by clicking on the "Amendment Request" icon under the "Actions" column. Make the necessary changes and validate request.
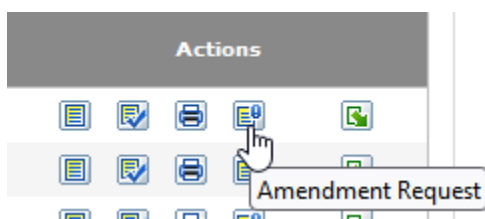
OOCL Documentation department will process request and then upload a revised copy of the draft (version 2).

If you need to make additional changes to the draft, repeat steps above. Each time you submit a new version will be available online and it will override the previous version.

Note: Once a draft becomes a Bill of Lading (Seaway or Original), you will need to contact documentation department via email to make any changes as amendments are only available online while in "Draft" status.

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B3.2: BL confirmation

B3.2.1 Log into MOC and click "Documentation" – "Shipment Folder" – "Shipment Folder Search". Then input booking number/BL number and click search.

B3.2.2 Click "Provided by OOCL" – find "Process document" in the "Action" column.

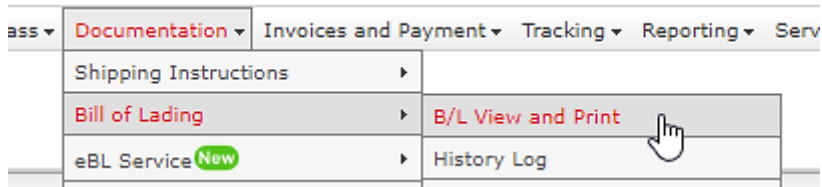B3.2.3 If all information is correct, you can click "Accept" icon in the "Action" column.

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B3.3: BL View and Print

B3.3.1 Log into MOC and click "Documentation" – "Bill of Lading" – "B/L View and Print".

ass ▾	Documentation ▾	Invoices and Payment ▾	Tracking ▾	Reporting ▾	Serv
	Shipping Instructions	▸			
	Bill of Lading	▸	B/L View and Print		
	eBL Service (New)	▸	History Log		

Note: If this is your first time to this page, please read the B/L Printing Request Instructions and the Request Details. Then you can submit your request, you are authorizing My OOCL Center to transmit your company and user profile to OOCL for review and approval.

B/L Printing Request Details

Select OOCL to request B/L upload into My OOCL Center, and click "Submit" button. Once OOCL approves your request,the B/Ls will be uploaded to you in the Bill of Lading Document Manager module available on My OOCL Center page. You will be required to accept when asked on screen the OOCL website Terms of Use (with Internet Bill of Lading clauses added). To preview an agreement, please click on hyperlink for OOCL in the table below.

	Agreement	Remarks
☐	OOCL Agreement	

By submitting your request, you are authorizing My OOCL Center to transmit your company and user profile to OOCL for review and approval.

Cancel | Submit

B3.3.2 Enter in B/L number(only 10 numeric number is enough) and ensure there is no space following the last digit.

Booking or B/L Number

Booking Number:		Search
B/L Number:	Input your BL number	Search

B/L Type

Type: *	All (except drafts) ▾	Available Prints ▾
Source:	All Sources ▾	

Search

B3.3.3 Select the Document Type to print & Click the "Print" icon.

All ☐	B/L Number	Booking Number	Document Type	Status	Received from	Received on	Expires on	Avail Prints	Actions
☐	Secret Information		Ver 5 Original	New	OOCL	26 Aug 2011 HKT	15 Sep 2011 HKT	3	📋 🖨 📄
☐			Ver 5 Copy Non-Freighted	New	OOCL	26 Aug 2011 HKT	24 Nov 2011 HKT	1	📋 🖨 📄

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B3.4: Additional BL copy print

B3.4.1 Log into MOC and click "Documentation" – "Bill of Lading" – "B/L View and Print".

ass ▾	Documentation ▾	Invoices and Payment ▾	Tracking ▾	Reporting ▾	Serv
	Shipping Instructions	▸			
	Bill of Lading	▸	B/L View and Print		
	eBL Service New	▸	History Log		

B3.4.2 Enter in B/L number(only 10 numeric number is enough) and ensure there is no space following the last digit. Choose BL Type as "Copy" and "New or Viewed".

Booking or B/L Number

Booking Number:		Search
B/L Number:	Input your BL number	Search

B/L Type

Type: * Copy / New or Viewed
Source: All Sources
Search

B3.4.3 You can see the Docs in "printed" status. Choose the docs you need and click the "Additional Print" icon in Action field.
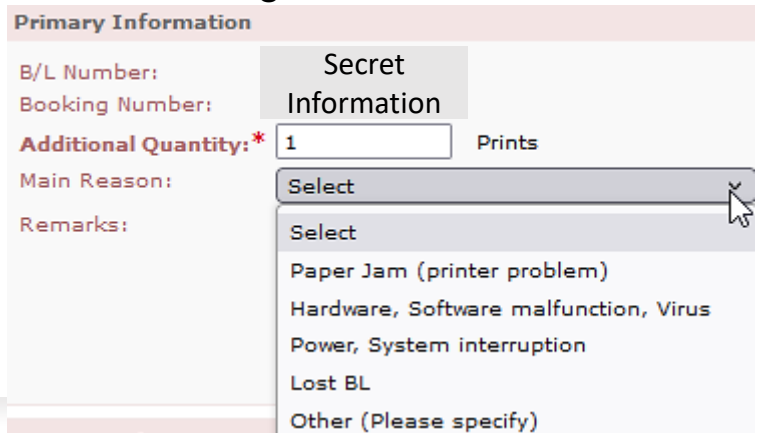
Avail Prints		Actions	
0	🗒		🖨 🔁
0	🗒		🖨 🔁

B3.4.4 You will go to new page - Additional Print Request – New. Please input the additional quantity and select the main reason why you need the additional print. Finally check all information and then click "Submit" on the bottom of the right corner. Request submitted successfully and local DOC team will arrange it.

Primary Information

B/L Number:	Secret
Booking Number:	Information
Additional Quantity: *	1 Prints
Main Reason:	Select
Remarks:	

Select
Paper Jam (printer problem)
Hardware, Software malfunction, Virus
Power, System interruption
Lost BL
Other (Please specify)

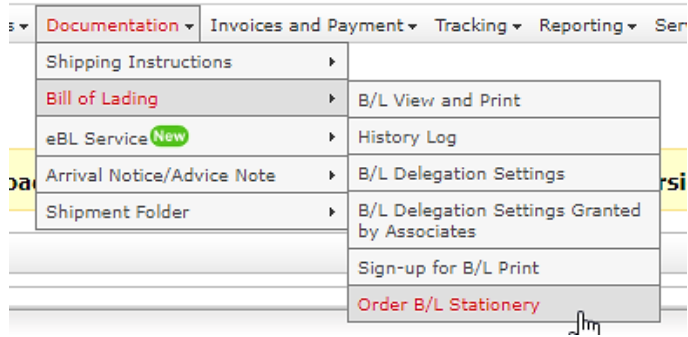Note: You can find local DOC contact on the top of this page as below:

Additional Print Request Details

Fill in the form below to submit your request; Or you may contact OOCL directly at: rtmdoc@oocl.com. * Required.

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B3.5: Order OOCL blank BL paper online

B3.5.1 Log into MOC and click "Documentation" – "Bill of Lading" – "Order BL Stationary".

B3.5.2 please fill out the required fields under: (1) Order Information and number of sheets (minimum of 500), (2) Contact Information and (3) Mailing Information section. Please ensure your address is up to date. Once you have completed the form, please click on the "Submit" button.

OOCL

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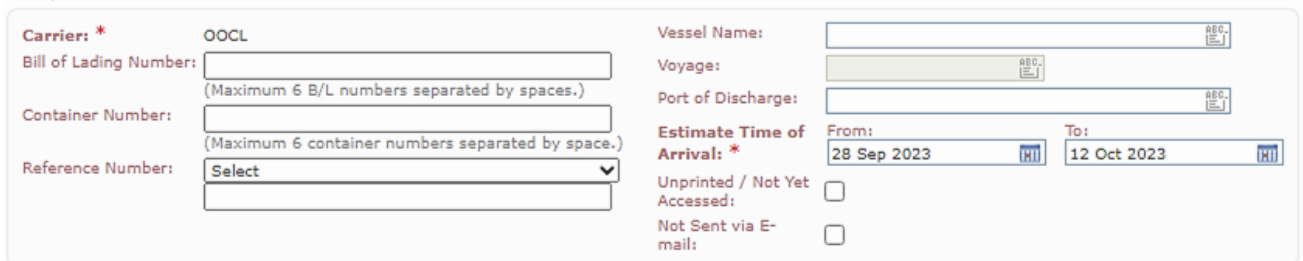
B4: Arrival Notice

You can view your arrival notice according to the steps below:

B4.1 Log into MOC and click "Documentation" – "Arrival Notice/ Advice Note" – "A/N View and Print".
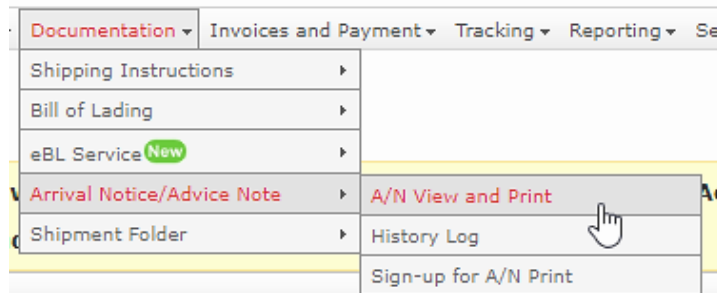
B4.2 You can input B/L number, container number, vessel name or ETA to search it.

B4.3 If you want to print it. Please go to "Documentation" – "Arrival Notice/ Advice Note" – "Sign up for A/N Print" to submit a request first.

Once approved by OOCL, update user profiles to allow users to view and print arrival notices. You can repeat B4.1&4.2 to print it.

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B4.a You can receive Arrival Notice by email by following steps.

B4.a.1 Log into MOC and click "Administration" – "My Profile" and select E-Mail Subscriptions tab.

Administration ▾
My Profile
Change Passw...

My Profile

| Primary Information * | Preferences * | Access | E-mail Subscriptions | Quick Link |
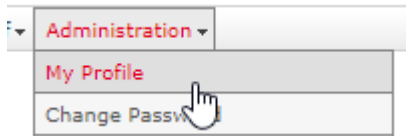
B4.2 Find "Arrival Notice / Advice Note" part. You can select the Batch or Single option from the Arrival Notice /Advice Note section.

Arrival Notice / Advice Note

☑ Receive Arrival Notice/ Advice Note (A/N) by e-mail when it is uploaded by OOCL

◉ Batch (Sample)
A/N are sent by batch three times per day *Tip*
Asia : 12:00 16:00 00:00 HKT
Europe : 06:00 12:00 16:00 GMT
North America : 01:00 11:00 15:00 EST

○ Single (Sample)
A/N is sent once it is received
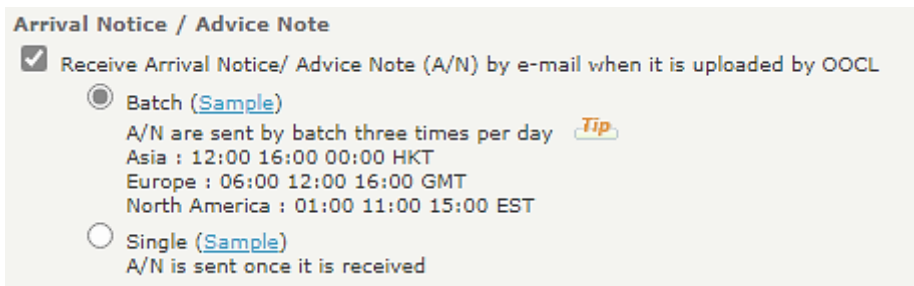
Note: Batch e-mails are sent three times per day.
Asia : 12:00 16:00 00:00 HKT
Europe : 06:00 12:00 16:00 GMT
North America : 01:00 11:00 15:00 EST
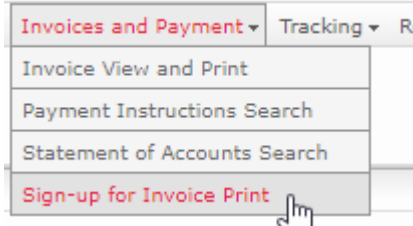
B4.a.3 Click "save" after finishing all.
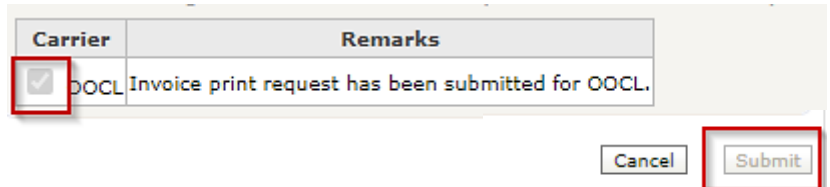
B5: Invoices and Payment

B5.1 Log into MOC and click on "Invoice and Payment" option from the menu. To print invoices, you will need to do a one-time signup by clicking on "Sign-up for Invoice Print" option.
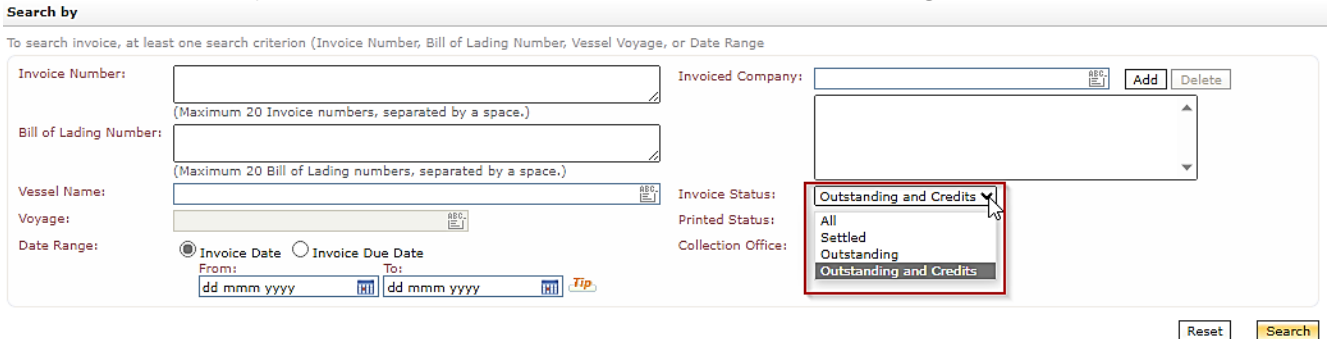
Note: System only display OOCL who supports Invoice Print in CS2. If other users in the same customer company has submitted a print request, the submit button will disabled.

B5.2 To continue to explore different view and print possibilities, select the "Invoice View and Print" menu option. You can search multiple shipments at the same time. There is also an option to search either by Bill of Lading number or date range (Invoice date or Invoice Due Date). In addition, you can filter "Invoice Status" to either display all invoices, Settled or Outstanding.

B5.3 The search will yield Invoice details such as Invoice number, currency, amount and outstanding.
Payment information instructions - Wire/ACH and OOCL mailing address are included on each invoice for your convenience.

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Part C: Tracking

C1: Shipment Details

C1.1 Log into MOC. In the middle of the main welcome page, go to the "Search" section and click on the "Shipment Details" radio button.

C1.2 Insert either a bill of lading or booking number and then click search.

Shipment Details Features
- Vessel and Voyage
- Container #, Size and Quantity
- Booking status, submitted weight and VGM weight
- Cargo and commodity information
- Rate reference number
- Detention & Demurrage Information at Destination
- Freight Charges
- Door Delivery at Final Destination information
- Routing Information: Place of receipt (Origin), port of load / port of discharge
- Provides estimate and actual milestone events
- Status of shipment releases- Freight Clearance and Cargo Release Status
- Customs Information including customs clearance status
- Shortcut to access service request, shipment folder, new booking, and many more features (screenshot below).

C2: Cargo Release Status

C2.1 Log into MOC. In the middle of the main welcome page, go to the "Search" section and click on the "Shipment Details" radio button.

C2.2 Insert either the **bill of lading** and then click search.

Search		
Search by:	◯ Cargo Tracking ◉ Shipment Details ◯ Shipment Folder	
Bill of Lading Number:		Search
Booking Number:		Search
Container Number:		Search
Reference Number:	Select ⌄	
		Ⓦ Search

C2.3 The cargo release and B/L status can be found under "Shipment Information" - "Status" sections.

Shipment Details - Bill of Lading Number

Last Modified: 17 Oct 2023, 06:28 Local

Shipment Information

Carrier: OOCL

Status

Original B/L Received by Carrier:	Original B/L not Received
B/L Status:	B/L Proforma Ready
B/L Freight Clearance Status:	Not Cleared
Cargo Release Status:	Not Released

C3: Detention and Demurrage

C3.1 Log into MOC. In the middle of the main welcome page, go to the "Search" section and click on the "Shipment Details" radio button.

C3.2 Input the **bill of lading** and then click search.

C3.3 Scroll down the page and there will be Last Free Day/ Detention and Demurrage (LFD/DD) information under the "Detention & Demurrage" – "at Destination" section.

Note: LFD/DD can also be viewed via OOCL - Your Vital Link to World Trade using the tracking search feature. Under "Tracking" tab, choose correct "Tracking Type" from the dropdown, enter the information and hit search.

C3.4* My OOCL Center recently launched a detention and demurrage (DD) calculator for import shipments. To access this feature, the following requirements are needed:

- You must access the DD calculator through the Tracking module and **search by BL Number** only
- You must be a **party to the BL**.
- The **Last Free Day (LFD)** information needs to be available.

To start utilizing the DD calculator feature, click on the "DD Calculator" button and click on the calendar icon to select the desired pickup date. The calculator will automatically calculate the estimated DD charges based on the date selected.

C4: Tracking Vessels

My OOCL Center (MOC) provides you with a feature to track current status on vessel arrival, departure and special remarks to indicate potential delays.

C4.1 Log into MOC and click on "Tracking" option from the main menu then select "Track Vessels."

C4.2 Add the Vessel name and click on the "Search" button. The system will provide the most recent activity such as estimated time of arrival, departure and remarks. If the orange information icon "i" is showing by the voyage, hover over the icon image to read additional information.

C5: Shipment releases and documentation cutoffs

C5.1 Log into MOC. In the middle of the main welcome page, go to the "Search" section and click on the "Shipment Details" radio button.

C5.2 Insert either a bill of lading or booking number and then click search.

Search		
Search by:	◯ Cargo Tracking ◉ Shipment Details	
	◯ Shipment Folder	
Bill of Lading Number:		Search
Booking Number:		Search
Container Number:		Search
Reference Number:	Select ⌄	

C5.3 The shipment release, shipping Instructions and cargo cutoff and B/L status can be found under "Status" and "Advance Manifest required" sections.

Shipment Details - Bill of Lading Number

Last Modified: 11 May 2023, 23:01 Local

Shipment Information

Carrier: OOCL

Inbound Customs Information
Customs Reference Number:
Customs Clearance Status: Not Applicable

Status
Original B/L Received by Carrier: N.A. (Under Sea WayBill)
B/L Status: BL Ready
B/L Freight Clearance Status: Cleared
Cargo Release Status: Released

Customs Broker

Shipment Details - Booking Number

Last Modified: 13 Apr 2023, 15:30 Local

Shipment Information

Carrier: OOCL

Advance Manifest Required
Not Required

Status
Booking Status: Confirmed (Legal Disclaimer)
Booking Status Remark: Shipment Confirmed
Internet Booking Reference Number:
Status of Container: Fully Discharged

Cargo Cutoff Time: 28 Mar 2023, 20:00 KRT
Container Pickup Check Code:
Block Code:

OOCL Required Document Status

Shipping Instructions
SI Cutoff Time: 23 Mar 2023, 16:00 KRT
SI Status: Received (23 Mar 2023, 09:46 Local)
Internet SI Reference Number: submited on 23 Mar 2023, 09:46 KRT

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C6: Delivery Appointment Details

My OOCL Center allows you to view the date and time for your delivery appointments for your door shipments.

C5.1 Log into MOC and search for Bill of Lading number and select "Shipment Details" button and click "Search."

C5.2 The shipment details screen will populate, and the delivery appointment details can be found at the bottom right corner of the screen under the "Door Delivery At Final Destination" section.

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Part D: Reporting

D1: Shipment Summary Reports

With My OOCL Center Reports you can get quick access to consolidated shipment details and minimize the time spent searching through multiple documents. These reports provide you with a flexible and efficient way to monitor and manage your shipment information. You can view 15 online summary reports to receive a status update for your booking(s), bill of lading(s) and container(s) at a quick glance.

D1.1 Log into MOC and click on "Reporting" option from the menu then select "Shipment Summary View." Select one of the 15 summary reports available. After selecting the report of your choice, please click on the "Generate" button.

Reporting ▾	Service Request ▾	Rate and Ta
Shipment Summary View		
Report Templates	odifica

Shipment Summary

Summarize by : [Select ▾] [Generate]

Select
Status Options
    Booking Status
    Shipping Instructions Status
    Payment Status(collect charges)
    Cargo Release Status
Routing Options
    Cut-off Time at Origin City (weekly summary)
    Departure at First Port of Load (weekly summary)
    Arrival at Last Port of Discharge (weekly summary)
    Arrival at Final Destination Hub (weekly summary)
    First Vessel Voyage
    Last Vessel Voyage
    B/L Vessel Voyage
Location Options
    Origin City
    Origin Country/Region
    Destination City
    Destination Country/Region

D1.2 Once you have selected the desired report, you have the option to email the report results. For example, if you have selected the booking status summary report, you can click on the data details under number of bookings or number of containers and then click on the "Email Report" button.

Shipment Summary

Summarize by : Booking Status ▾ [Generate]

Shipments of Sebang Express Company, Ltd

Booking Status		Number of Bookings		Number of Containers
Cancelled		1		1
Confirmed		4		4

on for Delivery	Destination City/State/Country/Region			Full Container Delivered at Customer Premises at Destination		
Location	City	State	Country	Date/Time	Time Zone	Location
	Busan		South Korea			
	Busan		South Korea			
	Busan		South Korea			
	Busan		South Korea			
	Busan		South Korea			
Terminal, Busan, South Korea	Busan		South Korea			
Terminal, Busan, South Korea	Busan		South Korea			
Terminal, Busan, South Korea	Busan		South Korea			
Terminal, Busan, South Korea	Busan		South Korea			
	Busan		South Korea			

Page 1 ▾ of 3 Next

[Done] [Email Report]

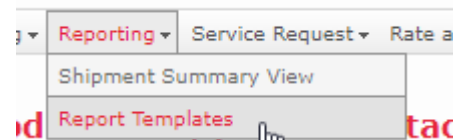# D2: Standard Reports

With My OOCL Center Reports you have access to 9 standard template reports for both export and import shipments including but not limited to:

- Receiving end-to-end milestone updates
- Verifying that cargo was loaded on vessel
- Monitoring import cargo

These reports provide you with access to your shipments' information in a quick and efficient manner.

D2.1 Log into MOC and click on "Reporting" option from the menu then select "Report Templates."

Reporting ▼	Service Request ▼	Rate a
Shipment Summary View		
Report Templates		

D2.2 Under "Customized Report Templates" select the "Standard Templates" tab. Select 1 of the 9 reports of your choice and copy the template to "My Templates" by clicking on the copy icon under the "Actions" column.

Customized Report Templates

| My Templates | Standard Templates | My Company Templates | Shared by Associates | Shared by Carriers |

Standard Templates are provided by Cargosmart for your convenience and cannot be modified. To create your own version of a template, click on the 📋 Copy to My Templates icon.

Template Name	Description	Shipments	Subscriptions	Last Requested	Last Modified	Actions
Active Bills of Lading	Shipments by bill of lading number.	Active	No Schedule Update		12 Jun 2008	📄 📋
Active Bookings	Shipments by booking number.	Active	No Schedule Update	24 Aug 2021	12 200 Copy to My Templa	
Carrier Invoice	Shippers and Consignees: Consolidate your carrier freight invoices by vessel/voyage and bill of lading number. Note: User must have the View Invoice Details privilege assigned in their user profile to run this report.	Active	No Schedule Update		12 Jun 2008	📄 📋

D2.3 Once the standard template is saved under "My Templates" you can modify, view, and email the report. These features are available under the "Actions" column.

| My Templates | Standard Templates | My Company Templates | Shared by Associates | Shared by Carriers |

Only reports limited to Active shipments can be viewed online.

Template Name	Description	Shared	Shipments	Subscriptions	Last Requested	Last Modified	Actions
Active Bookings	Shipments by booking number.		Active	No Schedule		24 Oct 2023	📄 📝 📊 ✉ ❌

Total 1 Template(s)

Modify Template

Refresh   Add Template

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Part E: Administration

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E1: Quick Links

Our My OOCL Center platform provides a "Quick Links" section that helps you navigate our site, customize features, and expedite your online requests. It creates shortcuts to your most used features.

E1.1 Log into MOC. On the left-hand corner of the page there is a "Quick Links" section. Click on the "Manage" link. It will display all available menu options.

My OOCL Center Welcome,

Quick Links	⊗ Manage
› Invoices and Payment -> Invoice View and Print	
› Verified Gross Mass -> VGM Declaration	
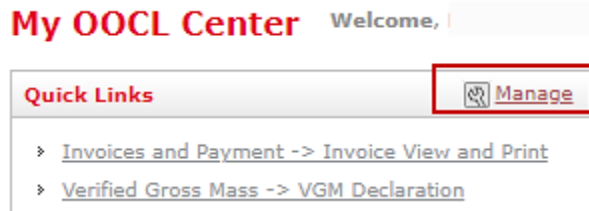
E1.2 Click on the arrow buttons to include or exclude features from the "Selected Quick Links" categories. Then click on the "Confirm" button when done.

| Primary Information * | Preferences * | Access | E-mail Subscriptions | Quick Link |

Available Menu Items
Available Functions:

Schedules
    Sailing Schedule Search
    My Favorite Queries
Booking
    Booking Request
    Templates
    Drafts
    Search

(To select multiple functions, press the 'ctrl' key on keyboard while selecting.)

`>>`   `<<`

Selected Quick Links:
Invoices and Payment -> Invoice View and Print
Verified Gross Mass -> VGM Declaration

`∧`   `∨`

`Confirm`

E1.3 You can customize the name of the feature that will be displayed with your "Quick Links". Once done, click on the "Save" button.

Customized Quick Links

Quick Link Order	Link Label	Customize Link Label
1	Invoices and Payment -> Invoice View and Print	
2	Verified Gross Mass -> VGM Declaration	

`Cancel`   `Save`
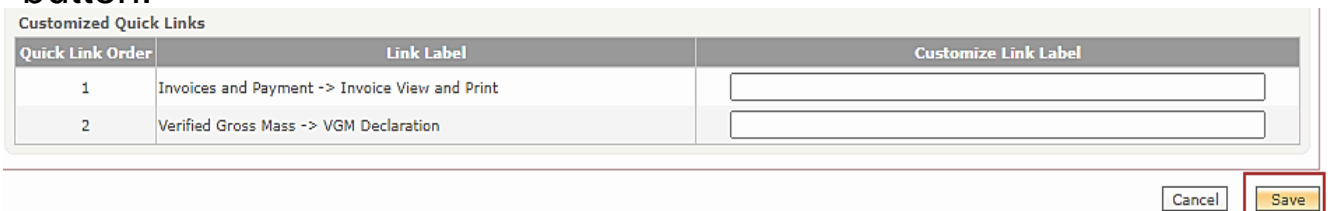
E2: Add a New Company Member

Once your company is registered for a My OOCL Center account, **the administrator** can add new users so they can also benefit from the online tools.

E2.1 If you are not the administrator(no the "Create User Profile" option in "Administration" Tab). You can follow below steps to find out your administration. Your administration should process E2.2.

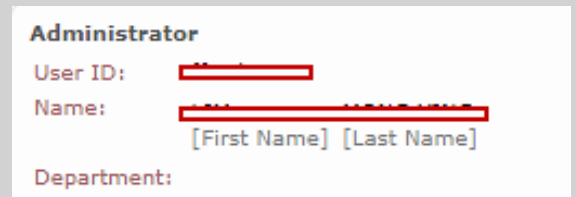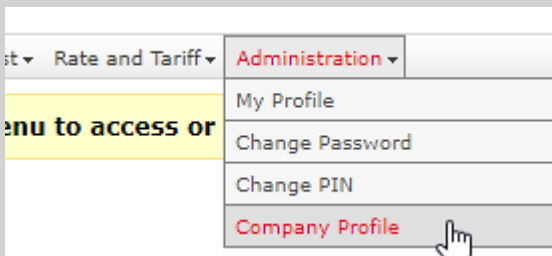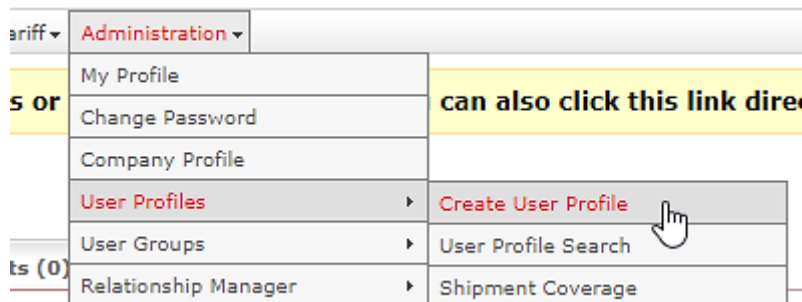E2.1.1 Click on "Administration" option from the menu then select "Company Profile." Your Administrator Information will be under the "Primary Information" tab.

st ▾ Rate and Tariff ▾	Administration ▾	
	My Profile	
enu to access or	Change Password	
	Change PIN	
	Company Profile	🖑

Administrator
User ID: ▭▭▭▭
Name: ▭▭▭▭▭▭▭▭▭
        [First Name] [Last Name]
Department:

E2.2 If you are the administrator, you can follow below steps to add a company member by yourself.

E2.2.1 Click on the "Administration" menu. Drop down to the user profiles and click "Create User Profile" .

ariff ▾	Administration ▾		
	My Profile		
s or	Change Password		**can also click this link dire**
	Company Profile		
	User Profiles	▸	Create User Profile 🖑
	User Groups	▸	User Profile Search
ts (0)	Relationship Manager	▸	Shipment Coverage

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E2.2.2 In Primary Information tab – Fill out the Required Fields (*).

Note: The User ID must be unique. Don't forget to check Availability for the User ID.

User Profile - New

| Primary Information * | Preferences * | Access | E-mail Subscriptions |

PLEASE NOTE: All changes made in this screen page will also be correspondingly updated in y
Web Sites.

* Required.

User Name & User ID

User Name: *   [First Name]   [Last Name]

Name in Local Language: English ▼

User ID: *   Check Availability
(6 to 10 characters. A-Z, a-z, 0-9, _)

Contact Information

E-mail Address: *

Primary Phone Number: *   [ ] - [ ] - [ ]   Pr

E2.2.3 After providing Primary Information, then click "Preferences" in the menu. Click the Preferred Time Zone and Preferred E-mail Format. HTML Format is most popular.

E2.2.4 Then click the "Access" menu. Click "Standard Access" and use then Arrow button to choose it. After saving, the system will auto generate an email containing the user id and a temporary password.

| Primary Information * | Preferences * | Access | E-mail Subscriptions |

PLEASE NOTE: All changes made in this screen page will also be correspondingly updated in your 'My Profile' settings in CargoS
Sites.

User Group Assignment

Select User Group

Available: Selected:

Standard Access ▲   **2**
1

              >>

              <<
                                                                              3

(To select multiple options, press the 'ctrl' key on keyboard while selecting.)   Confirm

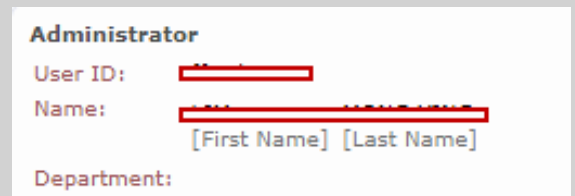   Cancel   Save

E3: Modify your Company Members

Once your company is registered for a My OOCL Center account, **the administrator** can modify the company members.

E3.1 If you are not the administrator(no the "User Profile" option in "Administration" Tab). You can follow below steps to find out your administration. Your administration should process E3.2.
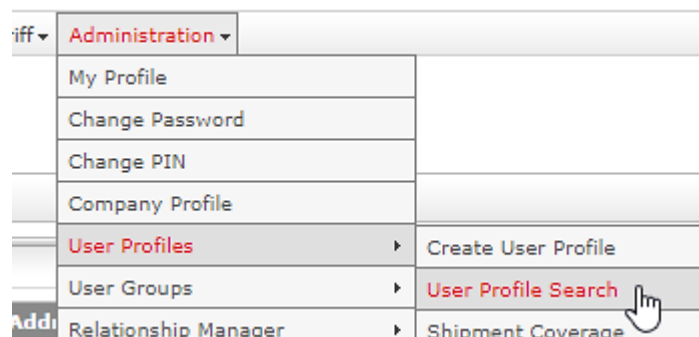
E3.1.1 Click on "Administration" option from the menu then select "Company Profile." Your Administrator Information will be under the "Primary Information" tab.
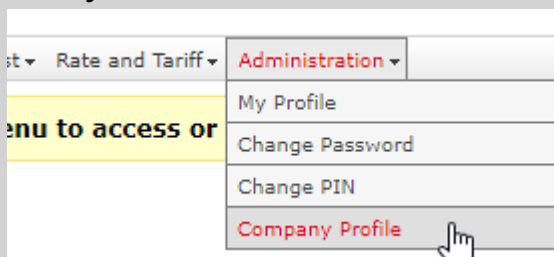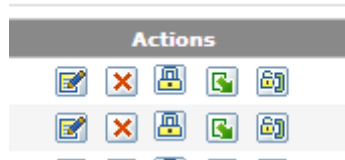

E3.2 If you are the administrator, you can follow below steps to modify your company members.

E3.2.1 Click on the "Administration" menu. Drop down to the user profiles and click "Search User Profile" .

E3.2.2 You can see the list of all User Profile(s) and may process with the button in "Actions" field.

Modify User Profile - update personal information or access for the user.
Modify User Profile – remove this user under the company profile.
Reset Password - new temporary password will be sent to the user by system.
Assign As New Role – assign the user as new company administrator/contact person.
Resent IVR PIN Number - new IVR PIN number will be sent to the user by system.

E4: Change Company Information

It is important to maintain an accurate business address on My OOCL Center (MOC). This will assist our customer service team to process your bookings faster.

E4.1 If you are not the administrator(no the "User Profile" option in "Administration" Tab). You can follow below steps to find out your administration. Your administration should process E4.2.

E4.1.1 Click on "Administration" option from the menu then select "Company Profile." Your Administrator Information will be under the "Primary Information" tab.
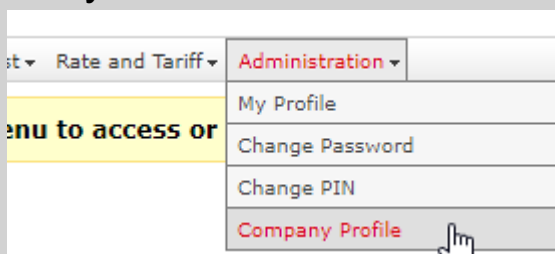
E4.2 If you are the administrator, you can follow below steps to modify your company members.

E4.2.1 Click on the "Administration" menu. Drop down to the user profiles and click "Company profile" .
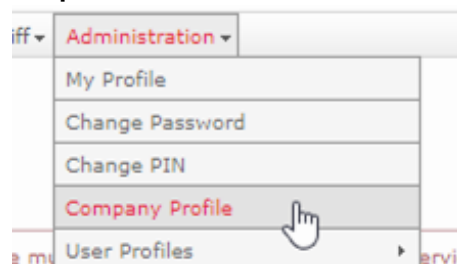
E4.2.2 Make the required changes to update your address and click on the "Save" button at the bottom of the screen.

Note: If you need to change company name, please contact our local office.


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E5: Password Related

To update your password, please follow the below steps:

E5.1 If you remember your old password, then proceed with the following. Otherwise go to step 5.2.

E5.1.1 Log into MOC and click on the "Administration" option from the menu bar and then click on "Change Password".

E5.1.2 This will direct you to the page where you will enter your current password and new password. Once information is entered, please click on "Confirm" button.
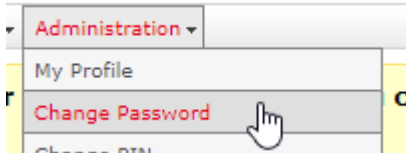
Note: Passwords are case sensitive and must contain characters from three of the following four categories: uppercase letters (A-Z), lowercase letters (a-z), numbers (0-9), and special characters. Passwords must have a length of 8 to 20 characters.

E5.2 If you cannot remember your login password, then proceed with the following.

Note: If you can confirm your company administrator, he/she can reset the password for you directly. After your administrator login to the MOC, click on the "Administration" - "Search User Profile" – "Reset Password" under "Actions" field.

E5.2.1 Visit our website at OOCL - Your Vital Link to World Trade. In the upper right corner, click on "My OOCL Center". Choose "Having trouble signing in?"
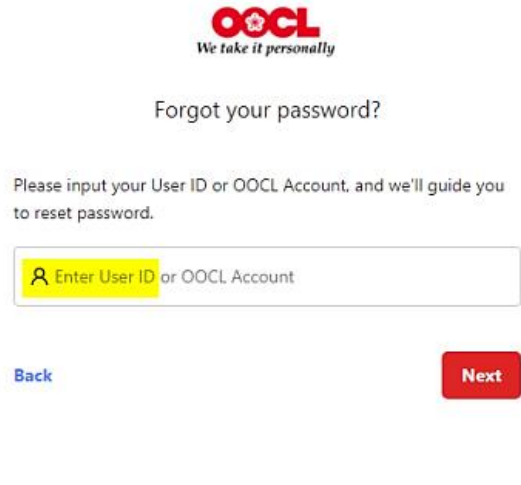
E5: Password Related

E5.2.2 Click on "Forget your password?". Enter your User ID in the new page and continues with button "Next".

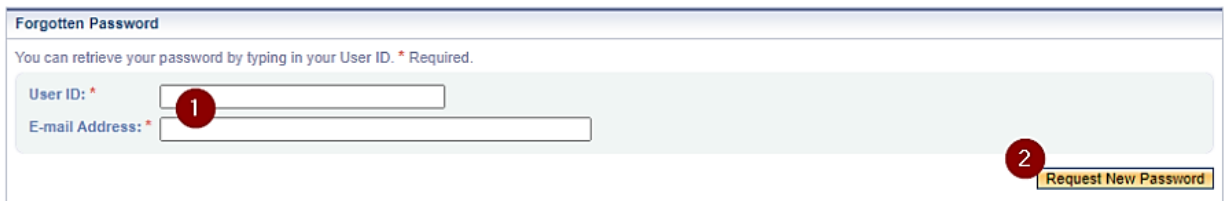E5.2.3 Input your User ID, E-mail Address and click on "Request New Password". New Temporary password will be sent to you from no-reply@cargosmart.com.

Note: Remember to use a strong password:
- User password should not contain your user name, your domain ID/email ID, or part of your email address display name.
- User password should have a minimum length of 8 characters .
- User password should contain at least 3 out of the following 4 groups (1. Upper case letter; 2. Lower case letter; 3. numeric digit; 4. punctuation), i.e. MyMotherAnna-80, MyMobile-81085566, ThisIsAPen.80 (Meaning of punctuation character : User MUST use punctuation character on Standard English (US) Keyboard. User MUST NOT use any special punctuation characters on localized keyboard like EURO, French, German, Chinese, Japanese or Korean because if there is no localized keyboard, you will be unable to login.)

E6: E-mail Subscriptions: Bill of Lading Document

You can subscribe to certain notifications related to your shipments, which can either serve as a reminder or indication when you need to take further action. The steps below are focused on documentation alerts to further assist your document management.

E6.1 Log into MOC and click on "Administration" option from the menu then select "My Profile".
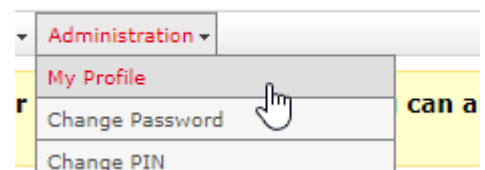
E6.2 Go to the "E-Mail Subscriptions" tab.
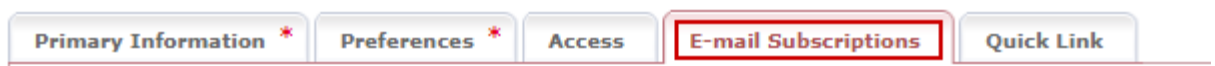
E6.3 Select the notifications you would like to receive under "Bill of Lading Document Manager" field and click on the "Save" button on the bottom right-hand corner.

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E7: Shipment Exception Alerts: ETA and ETD

My OOCL Center allows users to setup e-mail notifications to any updates or changes to ETA and ETD to assist handling of shipments and exception management. Part I will focus on notification setup for ETA and ETD changes.

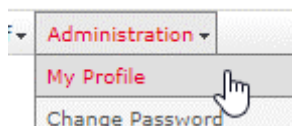E7.1 To access the "Shipment Exception Alerts", log into MOC and click on the "Administration" main menu option and then select "My profile." Click on the "Email Subscription" tab.

| Administration ▾ |
| My Profile |
| Change Password |

My Profile

| Primary Information * | Preferences * | Access | E-mail Subscriptions | Quick Link |

E7.2 Scroll down to the "Shipment Exception Alerts" section – "Receive e-mail alert for Shipment Changes".
To activate the notification, please check the box next to the category and click on the "Save" button at the end of the page.

- Receive e-mail alert for Shipment Changes:
  - ☐ All Shipment Changes
    - ☐ Estimated Date of Departure Changed at First Port of Load (Sample)
      - ◉ My related shipments _Tip_
      - ○ All shipments
    - ☐ Estimated Date of Arrival Changed at Last Port of Discharge (Sample) _Tip_
      - ◉ My related shipments _Tip_
      - ○ All shipments

Note:
Export: Estimated Date of Departure changed at first port of load will provide customer any changes to the estimated departure date/time at first port of load. Click Sample to view E-mail.
Import: Estimated Date of Arrival changed at last port of discharge will provide customer any changes to the estimated arrival date/time at last port of discharge. Click Sample to view E-mail.

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E8: Shipment Exception Alerts: Detention and Demurrage

My OOCL Center allows users to setup e-mail notifications to any updates or changes to detention and demurrage to assist handling of shipments and exception management.

E8.1 To access the "Shipment Exception Alerts", log into MOC and click on the "Administration" main menu option and then select "My profile." Click on the "Email Subscription" tab.
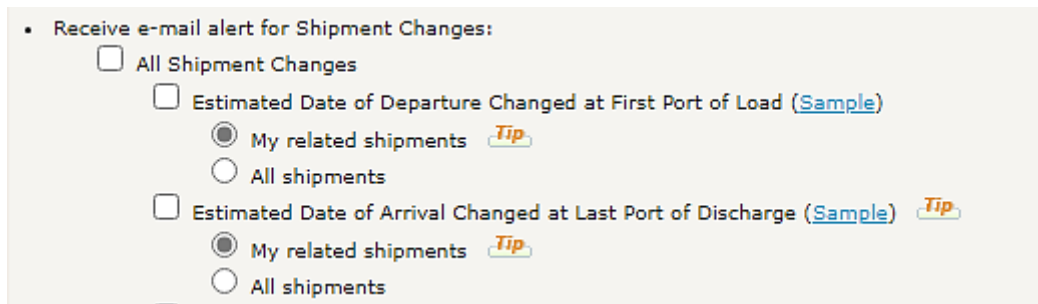
Administration ▾

My Profile

My Profile

| Primary Information * | Preferences * | Access | E-mail Subscriptions | Quick Link |

E7.2 Scroll down to the "Shipment Exception Alerts" section – "Receive e-mail alert for Detention and Demurrage Changes". To activate the notification, please check the box next to the category and click on the "Save" button at the end of the page.

- Receive e-mail alert for Detention and Demurrage Changes:
  - ☑ Detention Last Free Date at Origin
    - ☑ will expire in [1 day ▾] (Sample)
    - ☑ has expired (Sample)
  - ☑ All Demurrage Last Free Date at Destination
    - ☑ will expire in [1 day ▾] (Sample)
    - ☑ has expired (Sample)
  - ☑ All Detention Last Free Date at Destination
    - ☑ will expire in [1 day ▾] (Sample)
    - ☑ has expired ([1 day, 2 days ...])

Note:
Users can set up alerts related to their Detention and Demurrage Last Free Date (LDF) and they can choose to receive notifications between when the LFD will be expiring from 1 to 5 days or when the LFD has expired.
Export: Detention Last Free Date at Origin -Click Sample to view email.
Import:
Detention Last Free Date at Destination -Click Sample to view email.
Demurrage Last Free Date at Destination - Click Sample to view email.

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