



*We take it personally*

HKG-2006-14

September 8, 2006



## ANNOUNCEMENT

### Enhanced Customer Service Hotline – 2506 6666

Dear Customers,

We are pleased to announce the launch of our 24 hours Customer Service Hotline on September 11, 2006.

This 24 hours Hotline brings you most of the useful shipping information. With a few key-strokes on your phone, you are able to access cargo tracking, export/import shipment information, shipping forms and sailing schedule etc which is provided 24 hours a day, 7 days a week.

Here is the most frequently asked information which you can simply use the hotkey to get your required information instantly.

Service	Hot Keys (In Cantonese Verison)
Container status enquiry	1-1-1
Place Booking	1-2-1
Confirm SI received by OOCL	1-2-3
BL readiness enquiry	1-2-3
Vessel on Board / Sailing and Exchanged Rate	1-2-4
Obtain Export Sailing Schedule	1-2-6
Obtain Import Sailing Schedule	1-3-4
Request shipping forms by fax	1-4-1
Other enquiries	1-2-0

To know more about of our new features and functions, a user guide has been prepared for you to familiarize yourself by simply dial 2506 6666 and key in 1-5-2 (In Traditional Chinese) on or after September 11, 2006.

At OOCL, we always strive to provide you with the most up-to-date and accurate shipment information at anytime and anywhere. We hope you will be benefited in terms of operational procedures and increase efficiency by our enhanced Customer Service Hotline.

Should you have any queries, please feel free to email us at [hkgcsd@oocl.com](mailto:hkgcsd@oocl.com) or call at the following phone numbers. For more information, please visit our website <http://www.oocl.com>.

#### Offices/ Phone numbers

Foshan	86-757-83999665	Macau	853-705599
Guangzhou	86-20-38771688	Shantou	86-754-8943913
Haikou	86-898-88580101	Shenzhen	86-755-25881022
Hong Kong	852-2506 6666	Zhanjiang	86-759-3389188
Kunming	86-871-5353707	Zhongshan	86-760-8381488

p.s. If you don't want to receive this kind of fax in future, please either fax back this note to 852 - 2506 1063 and indicate your fax no. \_\_\_\_\_ on this slip OR simply call our local office .