



We take it personally

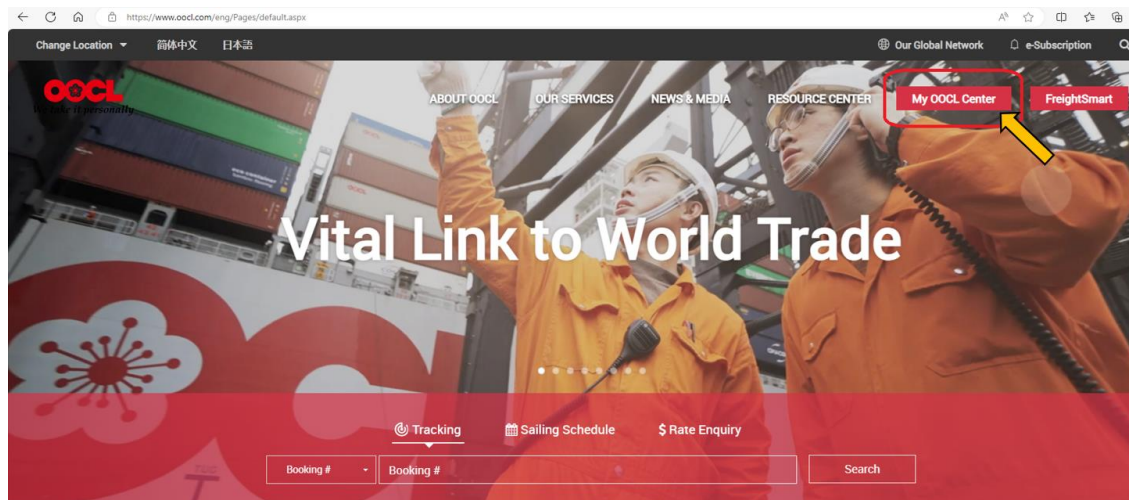
Start Guide on MOC User ID upgrade to OOCL Account

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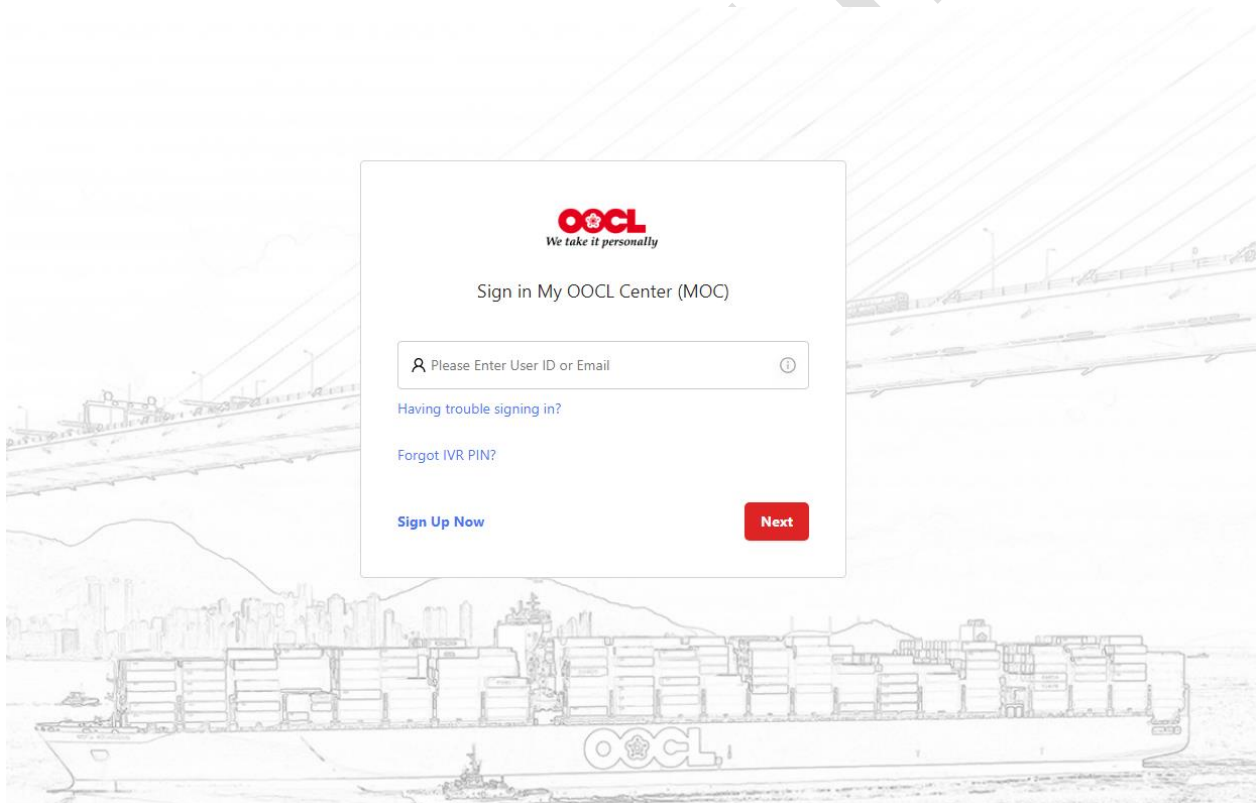
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How do I upgrade My OOCL Center (MOC) User ID to OOCL Account?

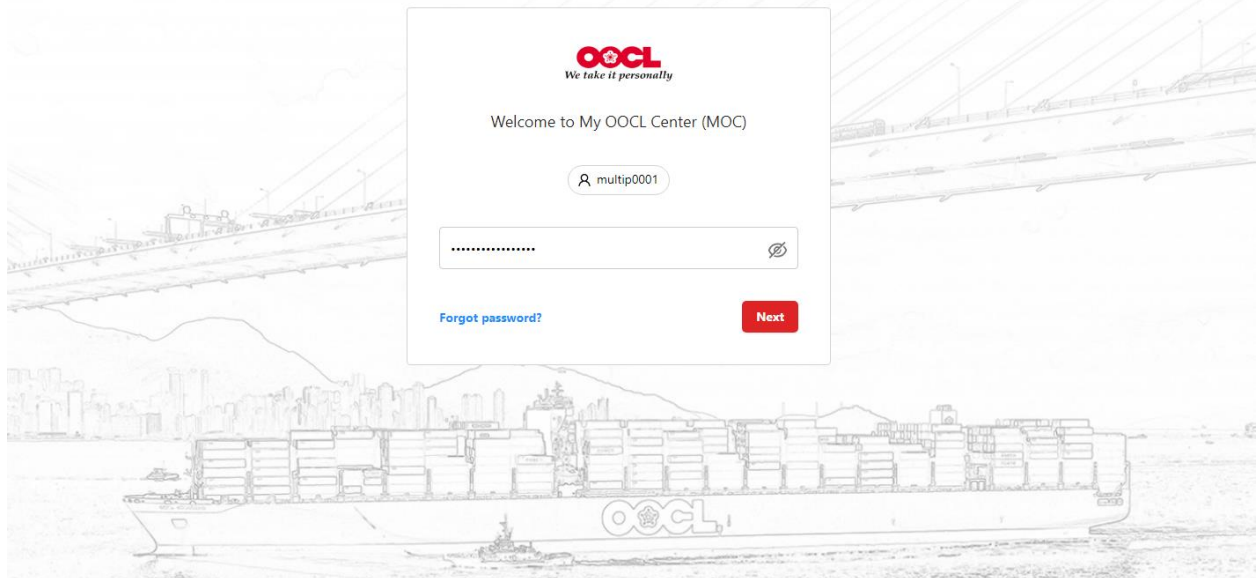
1. Go to www.oocl.com and sign in to **My OOCL Center (MOC)**.



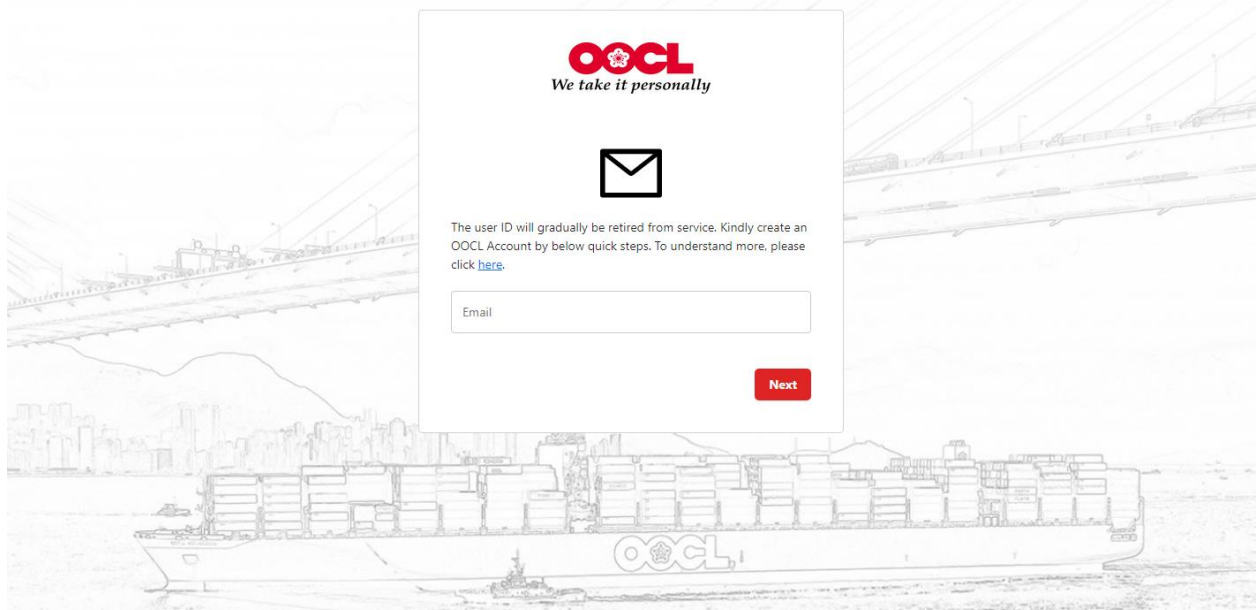
2. Sign in **MOC** with your **MOC User ID** and then click **"Next"**.



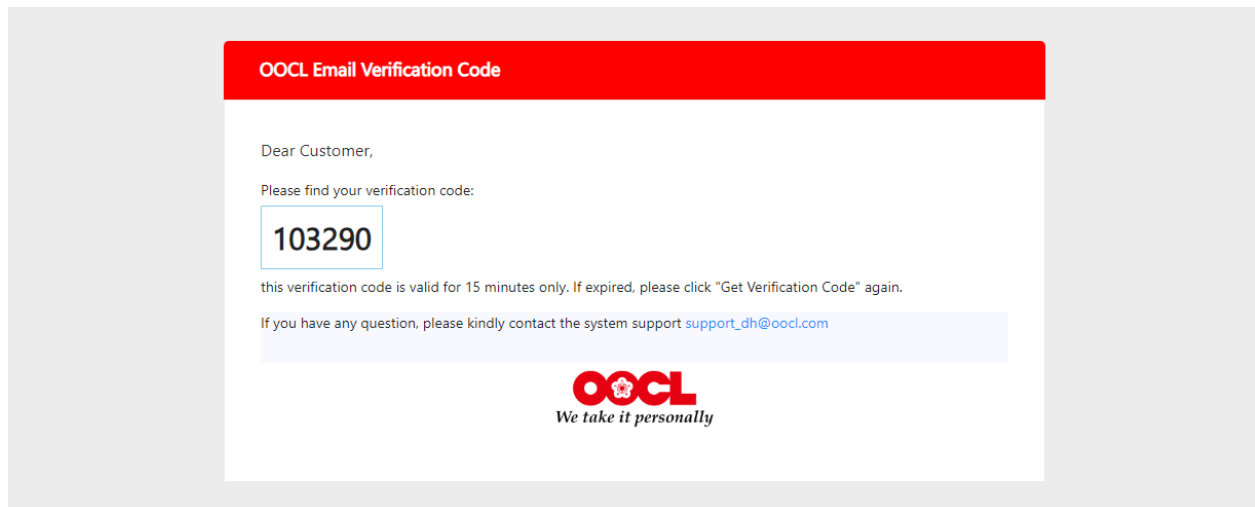
- Please enter your **MOC User ID Password** and then click **"Next"** to continue. (In case you have forgotten the password, please click **"Forgot password?"** to reset your password.)



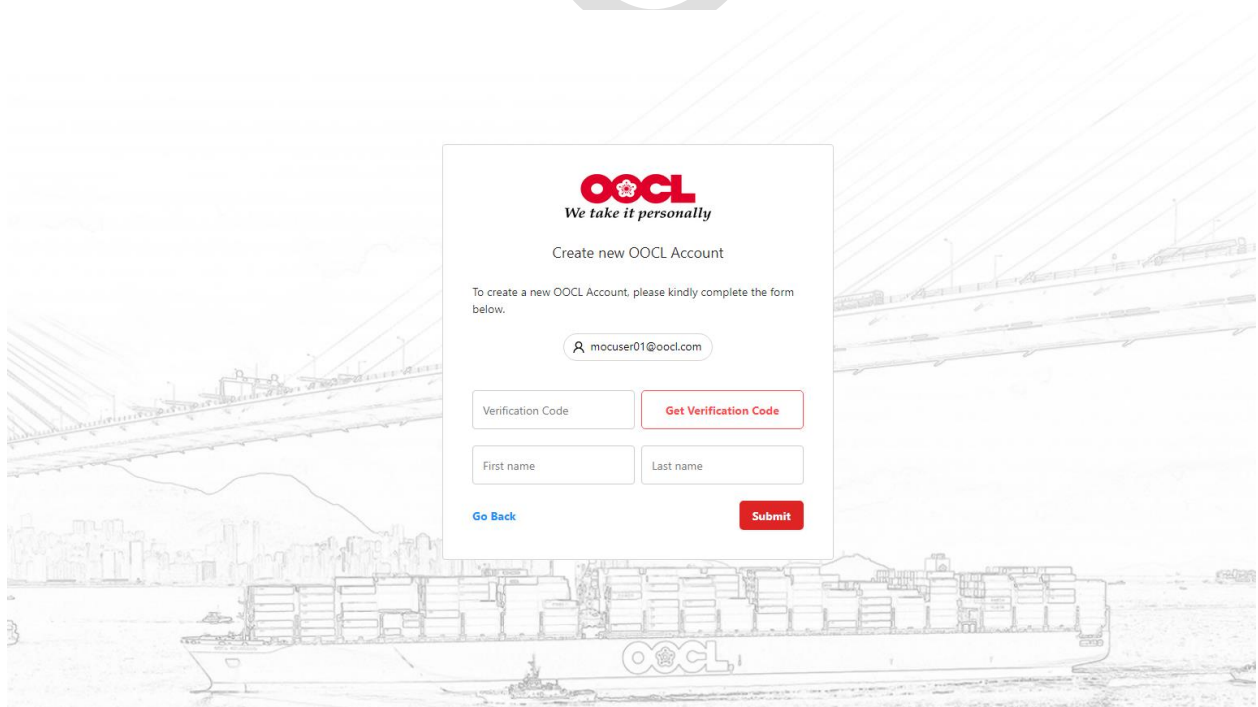
- You will see a popup message notifying you that using **MOC User ID** to sign in will no longer be supported. Please use your email address (your "OOCL Account") as your username to sign in. Then click **"Next"** to proceed. (Note that skipping the upgrade process by clicking **"Not now"** is no longer an option.)



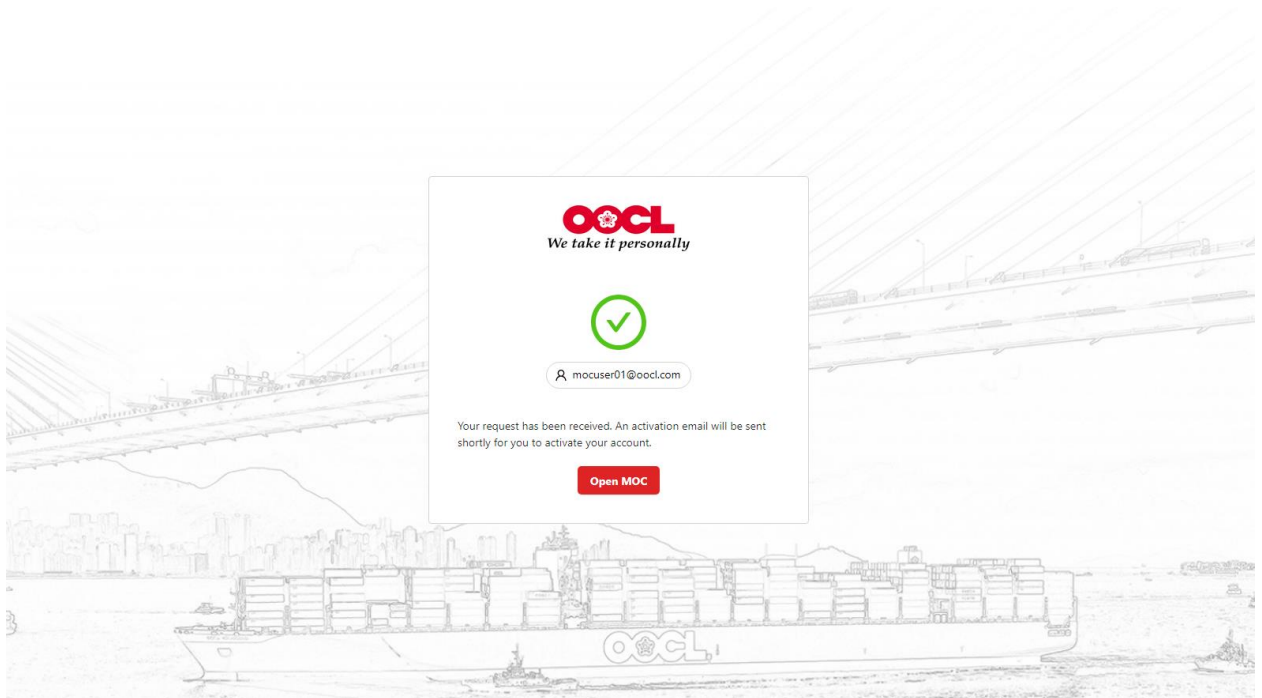
5. To proceed with the **OOCL Account** upgrade.
 - a. Click "**Get Verification Code**". The verification code will be immediately sent to your email mailbox. (If you do not receive the code, please wait for 40 seconds countdown to complete, and then click again.)



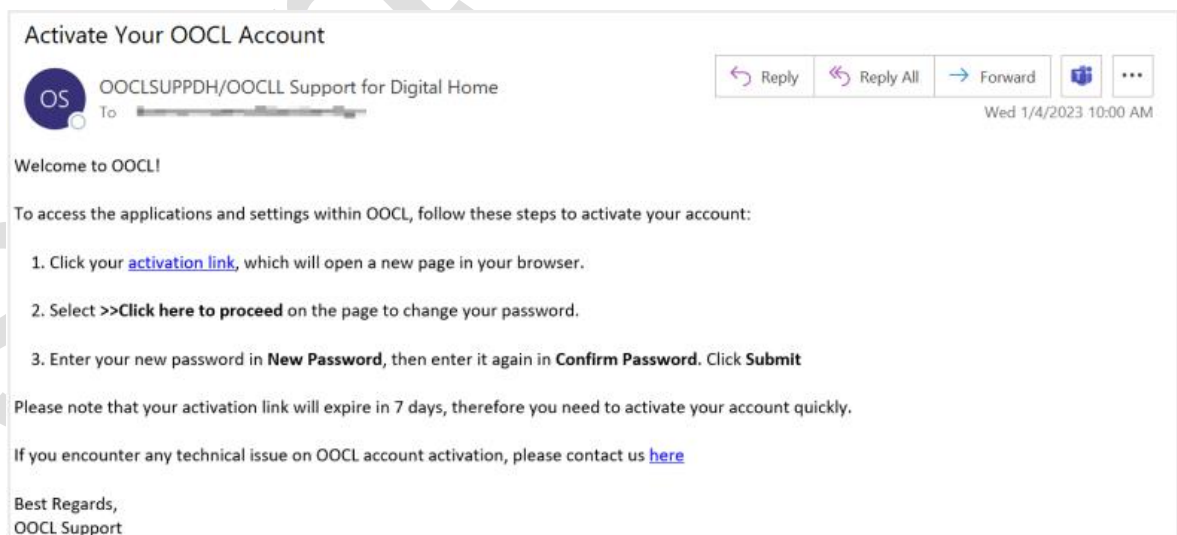
- b. Input the mandatory information on the Account Upgrade Form
 - i. *Verification Code*
 - ii. *Your First Name*
 - iii. *Your Last Name*
 And click "**Submit**" to continue.



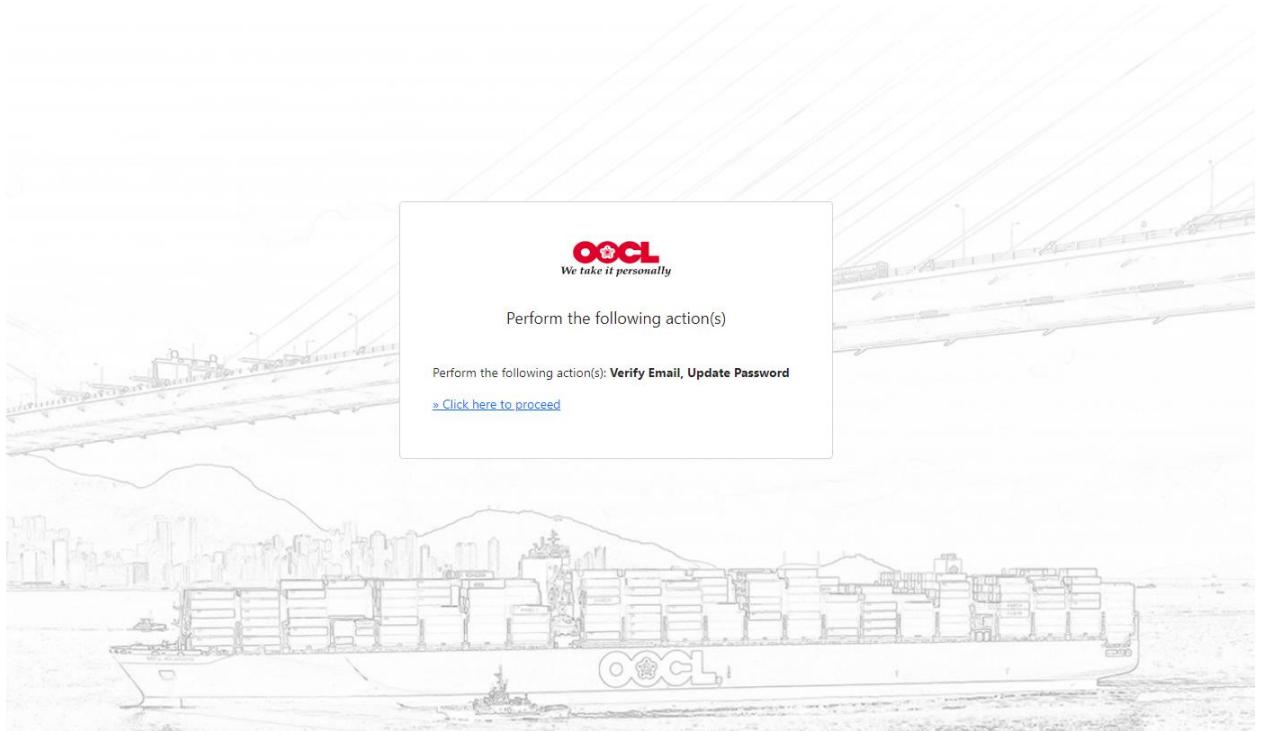
6. You will see a popup message to indicate that your **MOC User ID** has been successfully bounded to "**OOCL Account**". It is ready to take an action either
- Click "**Open MOC**" to sign in **MOC** directly ([Please remember to sign out of MOC before activating your OOCL Account](#)), or



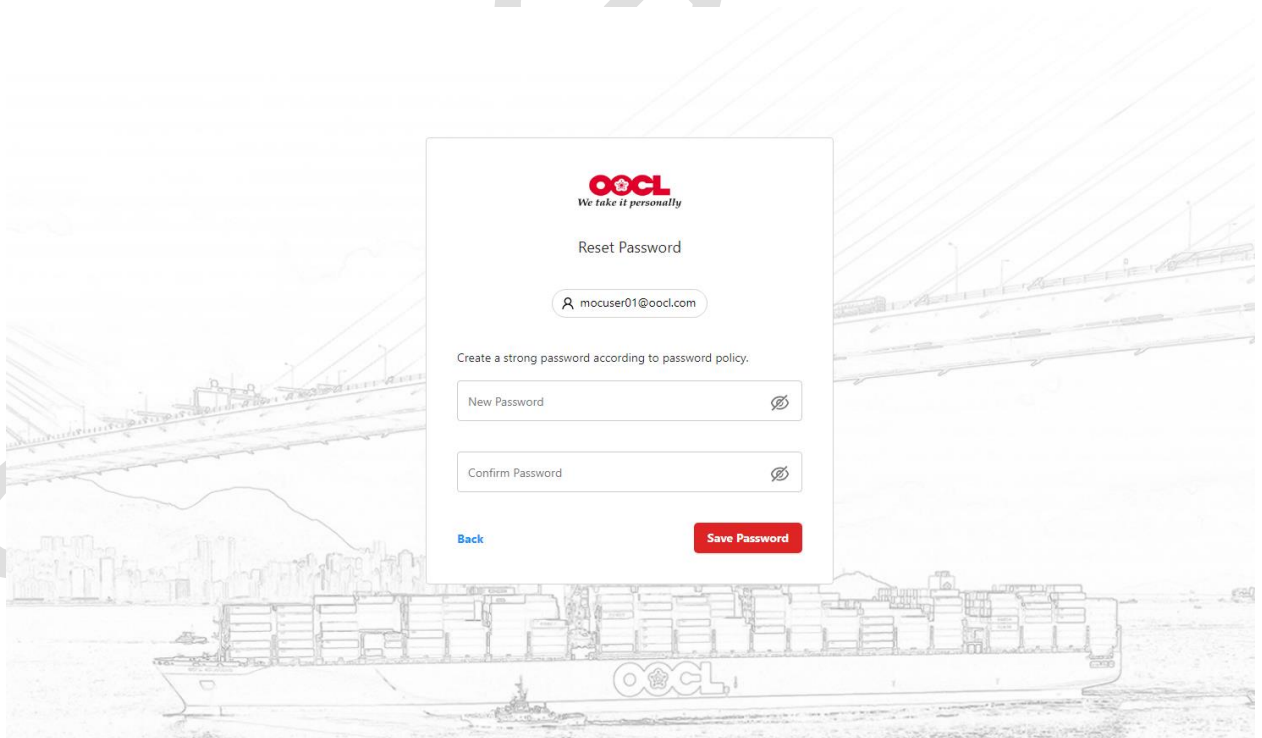
- Check an activation email from your email mailbox and please follow the instructions on activating your **OOCL Account** by below steps.
 - Click the "**activation link**" from the email.



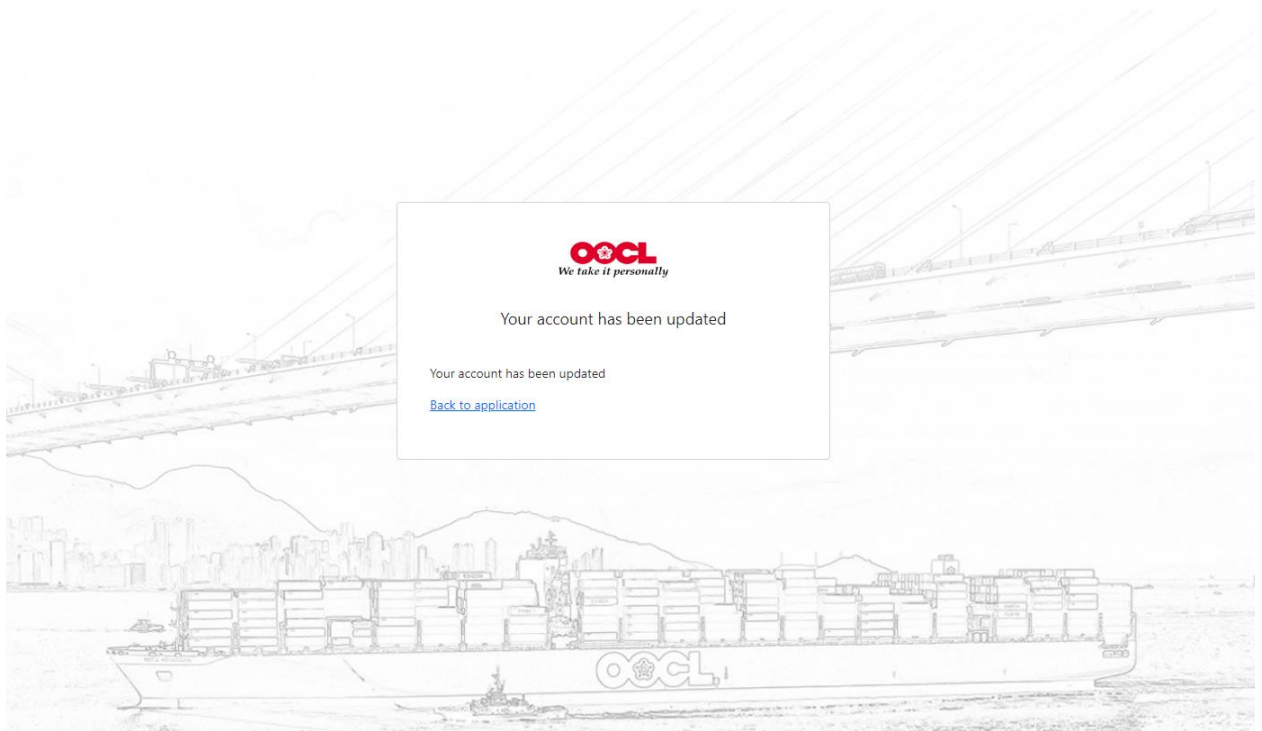
- ii. And further click the “>> Click here to proceed”.



- iii. Create the new **OOCL Account Password** according to [OOCL Password Policy](#) for your sign in and click “**Save Password**” to continue.



- iv. Finally, your **OOCL Account** has been activated and please click the “**Back to application**” for **MOC** sign in.



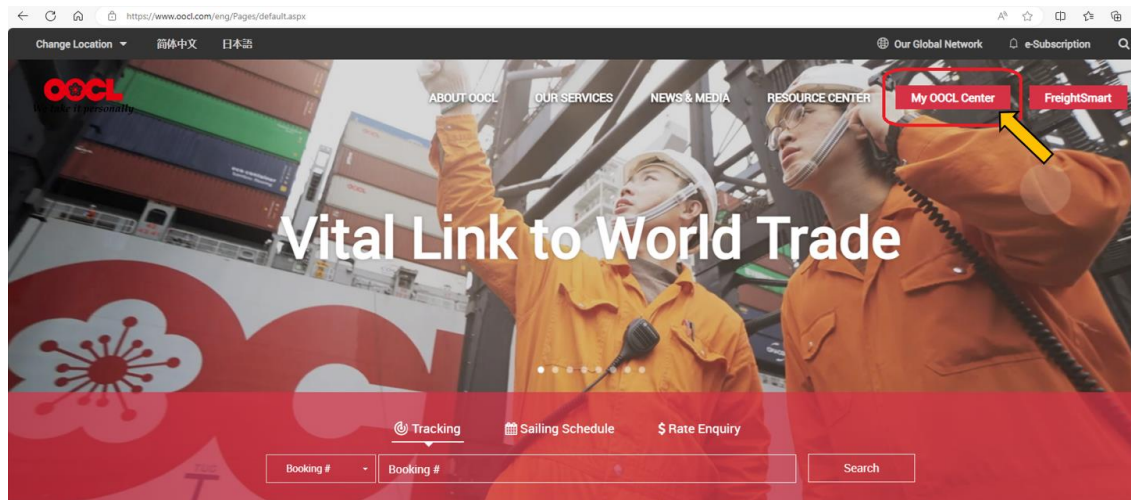
- v. You are now ready to access **MOC** by using your register email address.

Start

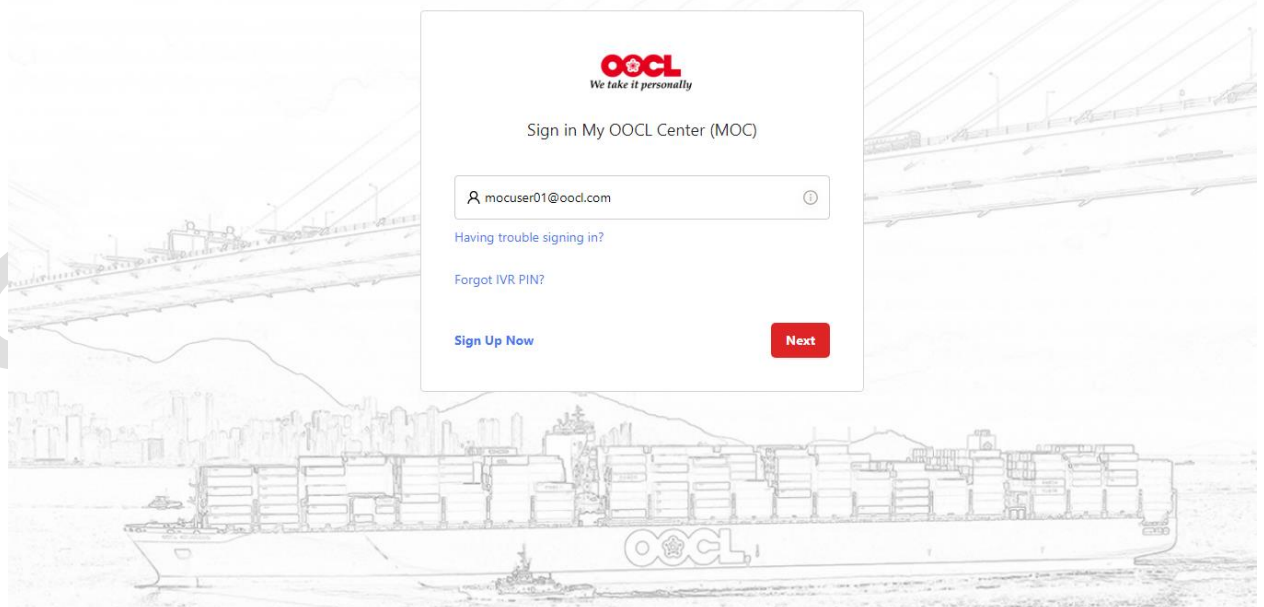
How do I sign in My OOCL Center (MOC) after upgrading to OOCL Account?

Case 1: Sign in My OOCL Center (MOC) by using OOCL Account (your email address)

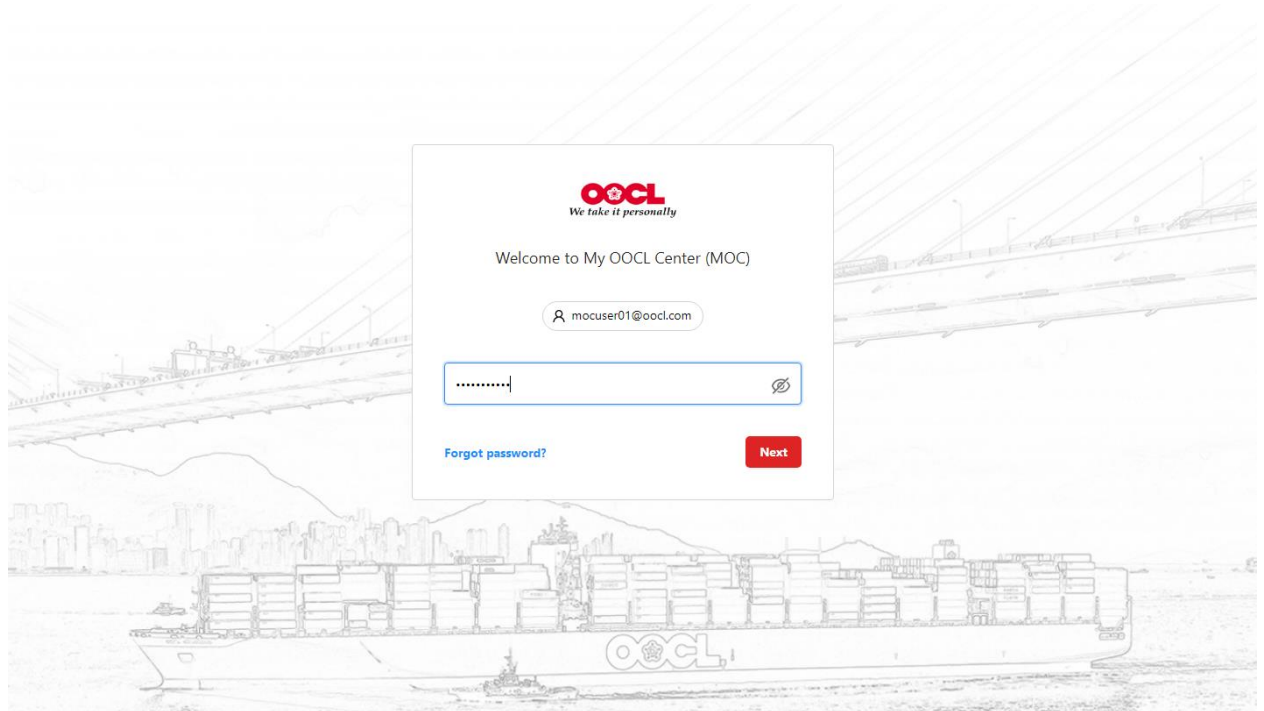
1. Go to www.oocl.com and sign in to **My OOCL Center (MOC)**.



2. Sign in **MOC** by using your register email in **OOCL Account** and then click **"Next"** to continue.



3. Enter the **OOCL Account Password** and then click **"Next"** to proceed.



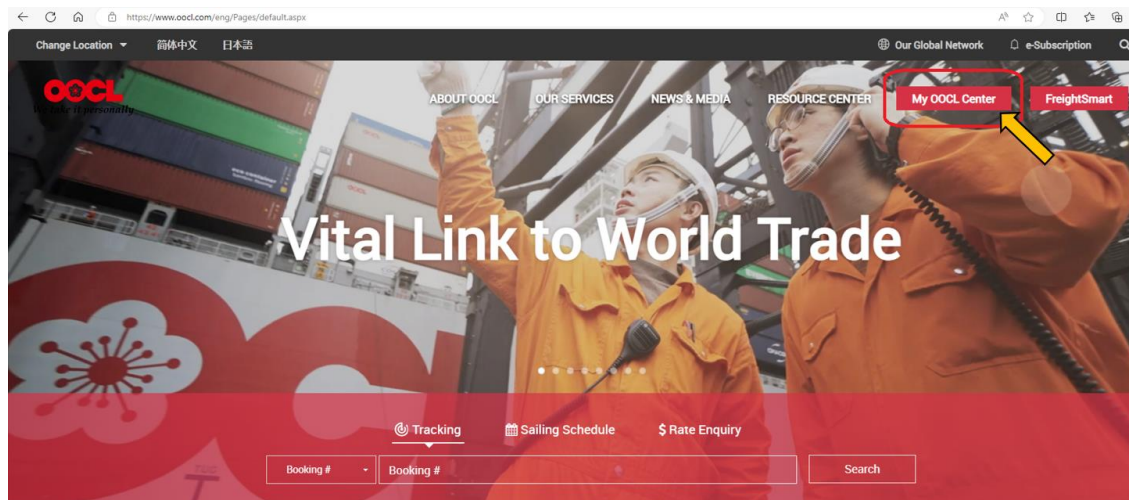
4. You are accessing **MOC** right now by using your **OOCL Account** (your email address).

New Announcement

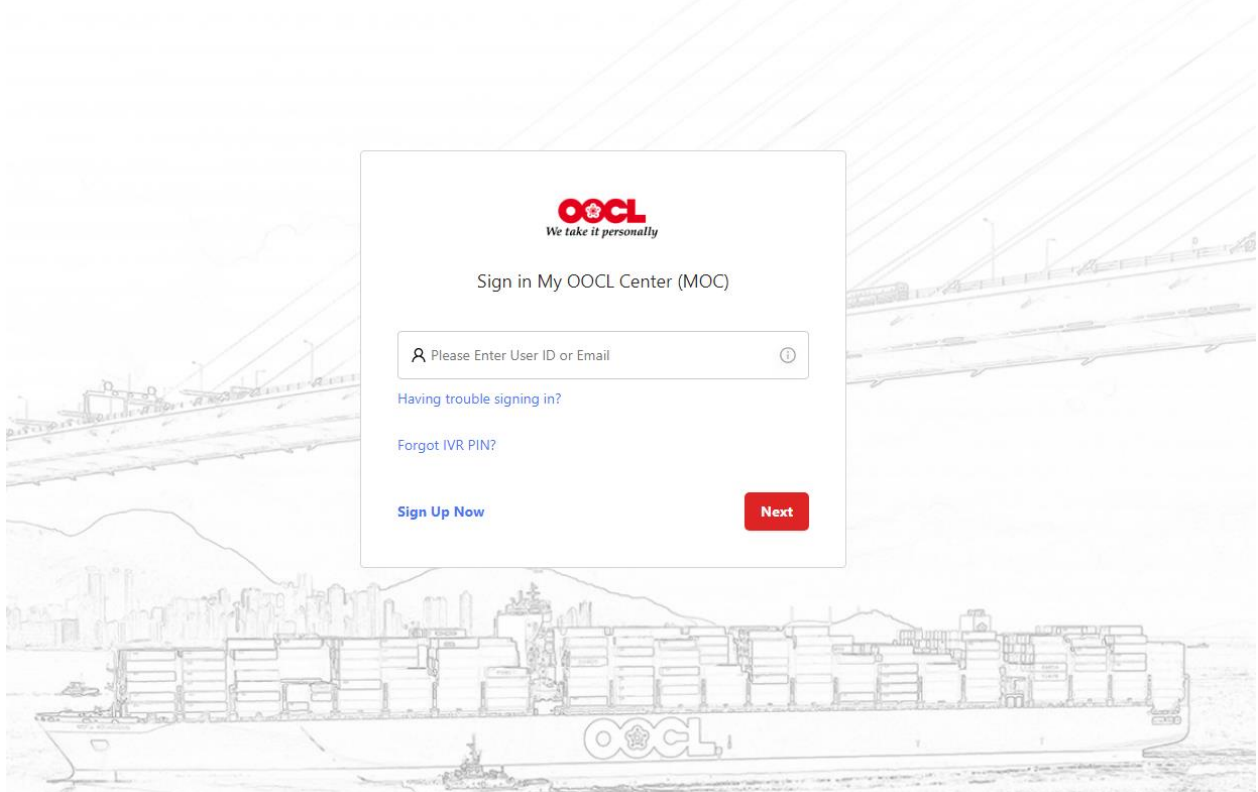
Category	Date	Details
New	New Booking Form	2024-04-28 A new online booking form is now available for easier and faster booking. The new booking form can be found under menu "Booking (New)". For more details, please click here .
New	ICS2	2024-11-01 A new EU Customs Filing section has been integrated into the MOC Shipping Instruction form to comply with EU ICS2 (Import Control System 2) customs filing requirements. Such filing section will be enabled when system identifies that an ENS filing is required for the shipment, allowing you to provide the necessary filing information. Please click here to learn more.
New	SmartInvoice	2024-05-06 A new SmartInvoice function is now available to provide invoice search (globally), tax invoice release self-service (PRC only), ePayment (PRC only) and Payment Instruction submission (non-PRC) to streamline your payment process under menu "SmartInvoice". For more details, please click here for PRC version, and here for non-PRC version.
New	Account Management	2024-08-18 A new MOC Account Management function is now available for customers to establish and maintain your own profile. The user guides are ready. For more details, please click here .
New	Electronic Bills of Lading (eBL)	2024-04-28 Electronic Bills of Lading (eBL) is now available. You can go to the "Documentation" main menu to access or register. Alternatively, you can also click this link directly to register and enjoy a seamless customer experience. For more details, please click here .

Case 2: Sign in My OOCL Center (MOC) by using MOC User ID

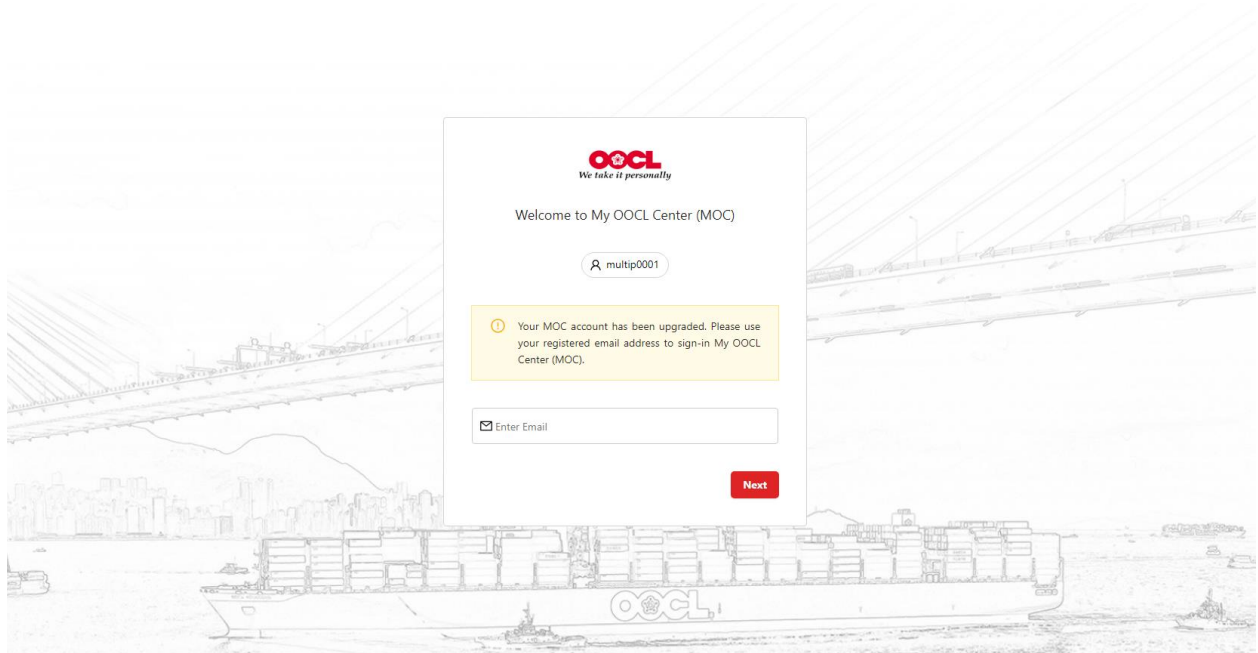
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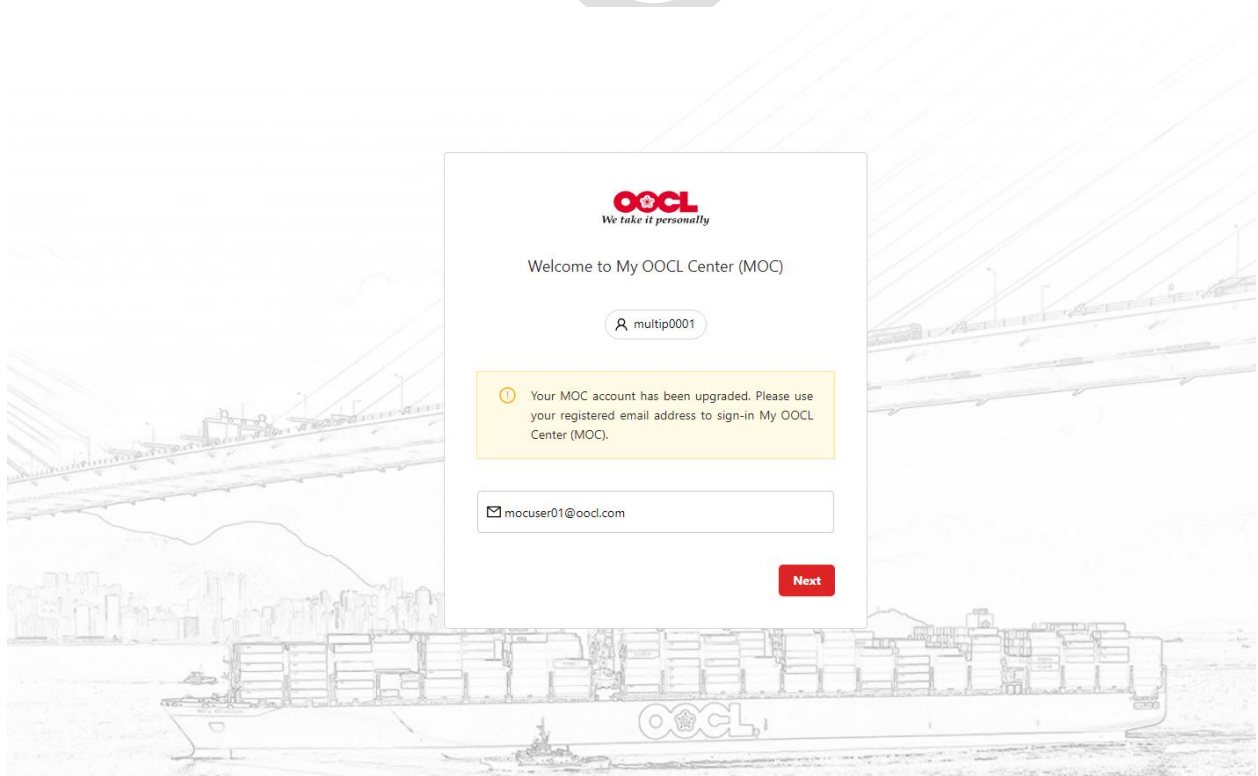
2. Sign in **MOC** with your **MOC User ID** and then click **"Next"** to continue.



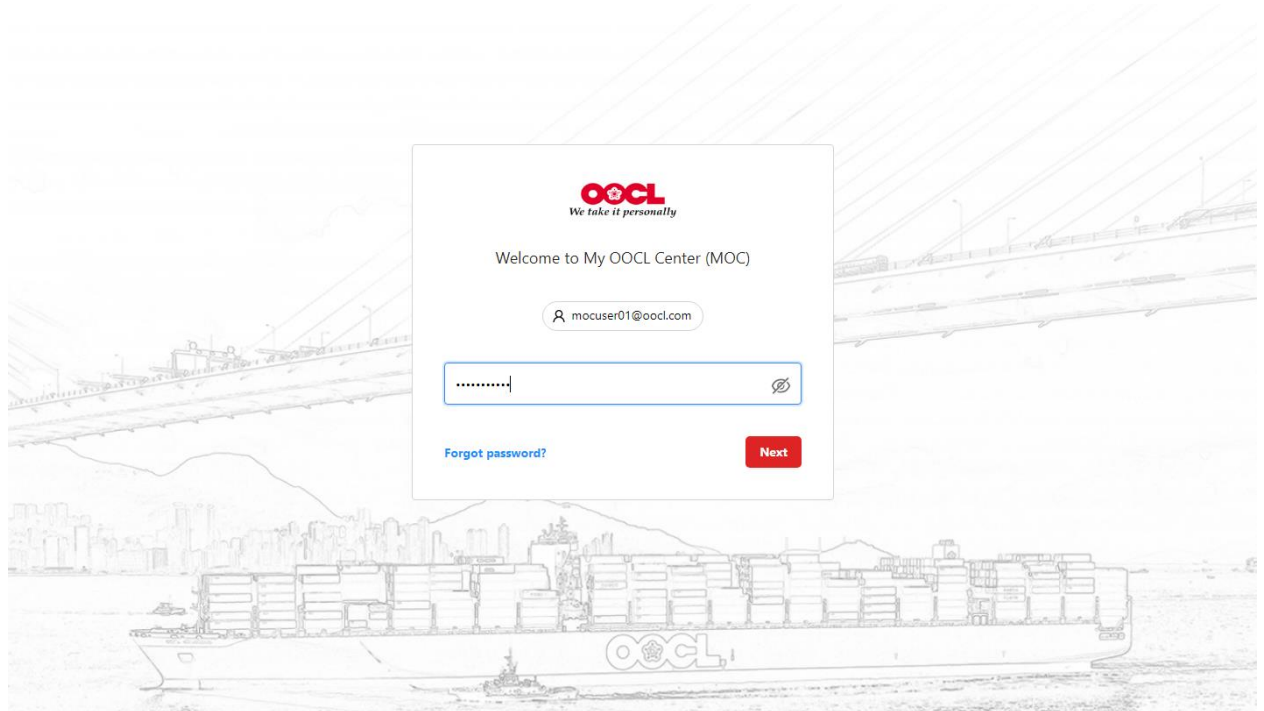
3. You will see a popup message notifying you that your **MOC User ID** has been upgraded and please be reminded to use your register email address in OOCL Account for **MOC** sign-in. (Please be advised that the option to click “Continue as” to sign in with your MOC User ID is no longer available. You must now use your register email in OOCL Account for MOC sign in).



4. Please use your register email in **OOCL Account** to sign in **MOC** again and then click “Next” to continue.



5. Enter the **OOCL Account Password** and then click **"Next"** to sign in MOC.



6. You are accessing **MOC** right now.

New Announcement

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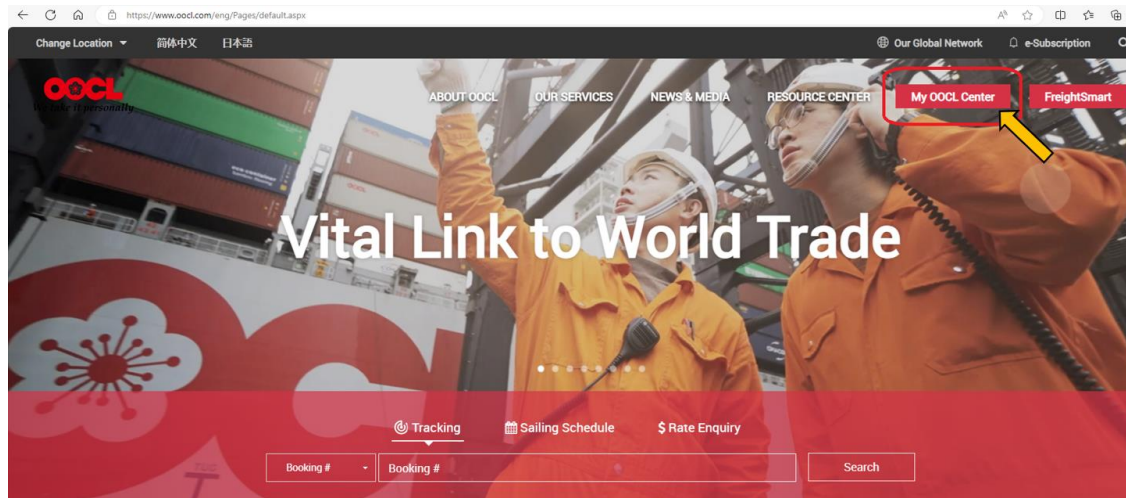
Send Date Request # Authentication

2025-06-24 APT		Shipment Folder
2025-06-24 APT		Shipment Folder
2025-06-21 APT		Shipment Folder
2025-06-21 APT		Shipment Folder

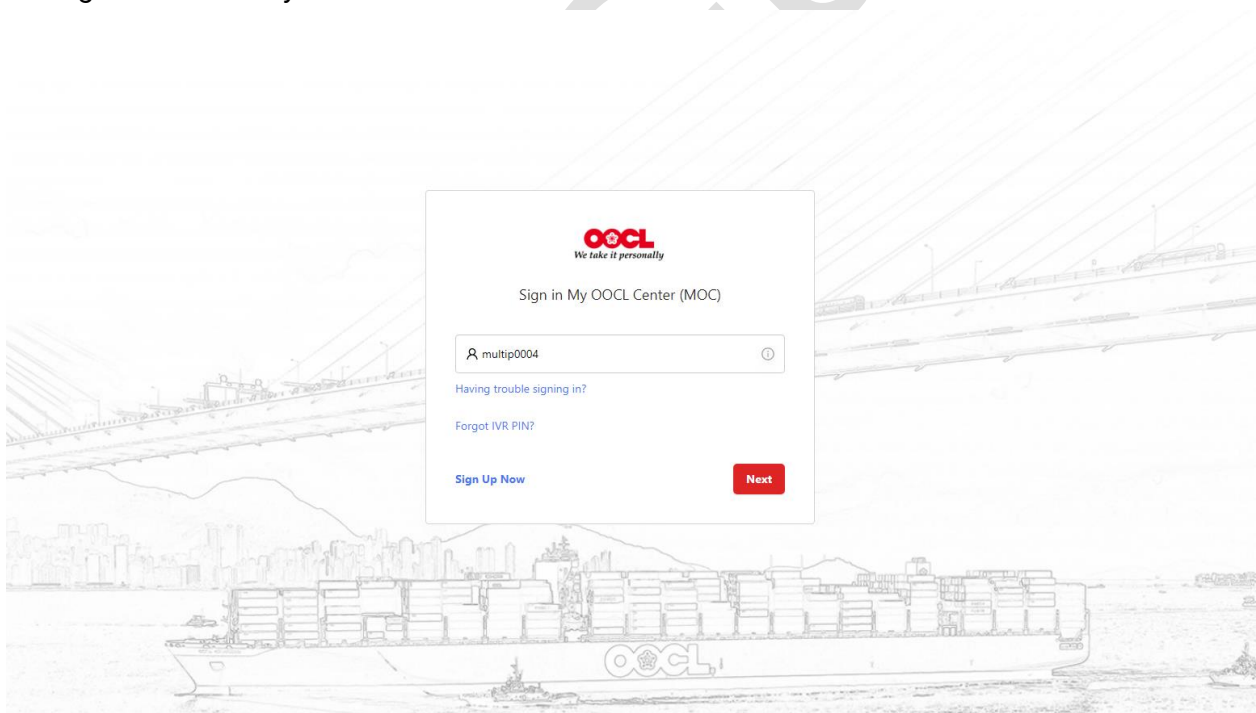
Ask Fin

How do I upgrade My OOCL Center (MOC) User ID to bound with an existing OOCL Account

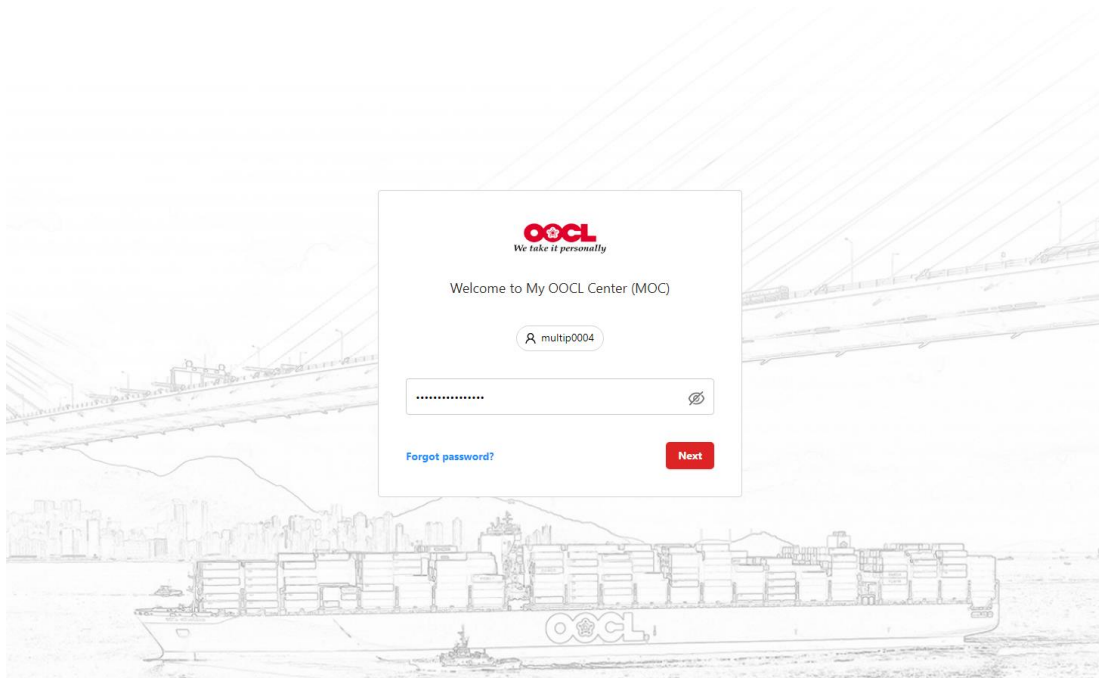
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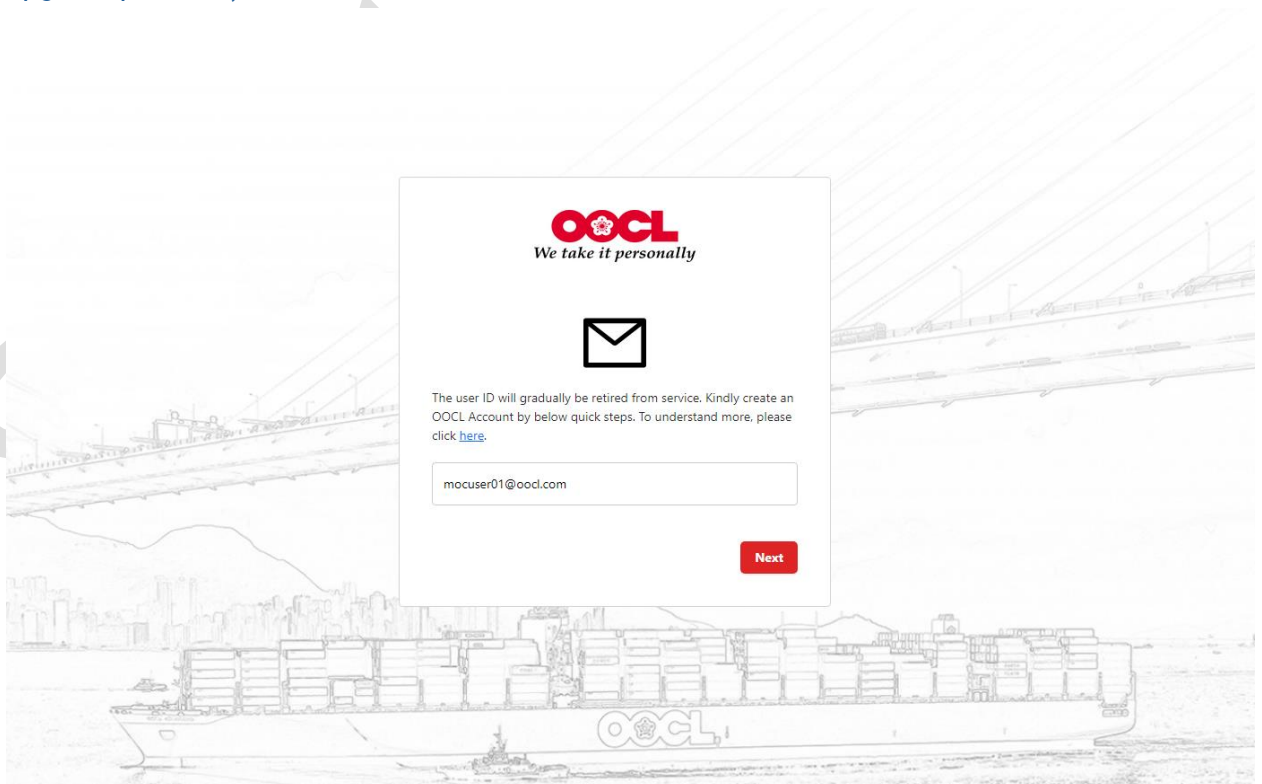
2. Sign in **MOC** with your **MOC User ID** and then click **"Next"** to continue.



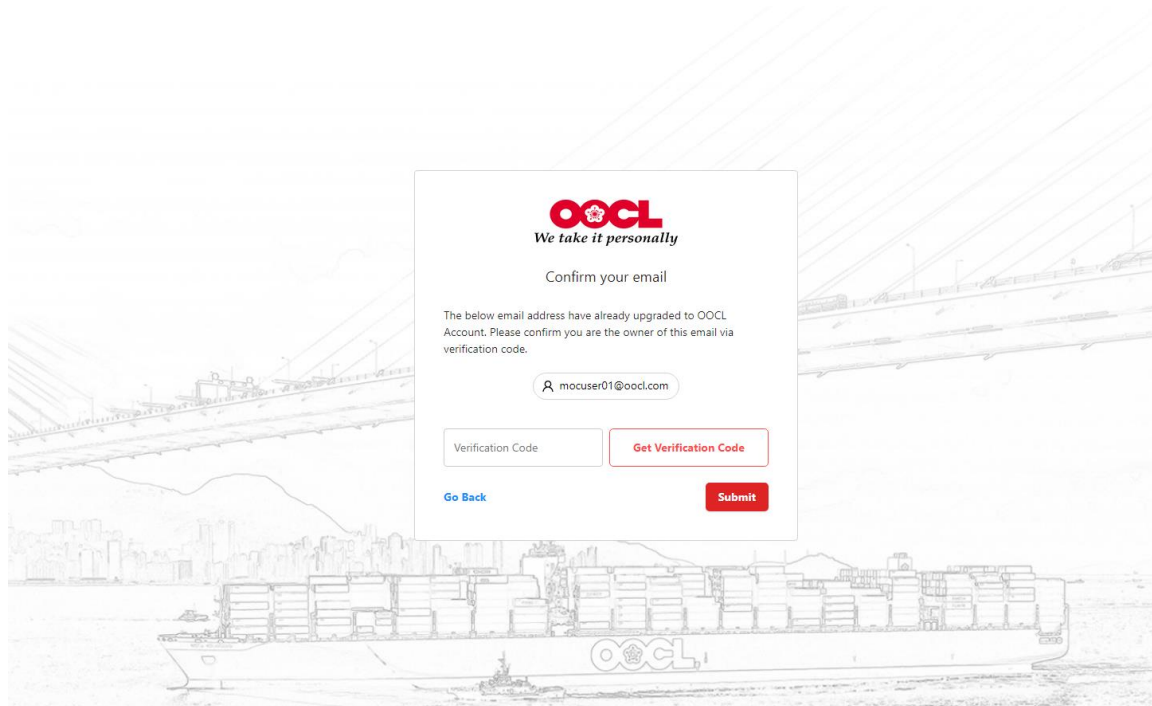
- Please enter your **MOC User ID** password and then click **"Next"** to continue. (In case you have forgotten the password, please click **"Forgot password?"** link to reset the password.)



- You will see a popup message notifying you that using **MOC User ID** to sign in will no longer be supported and please use your **OOCL Account** (your email address) as your username to sign in. Then click **"Next"** to proceed. (Users are no longer to click **"Not now"** link to skip the upgrade process.)



5. Another popup message indicates that the email address that you have input is already registered with an **OOCL Account**. To proceed, click the **"Get Verification Code"**. A verification code will be sent to your register email mailbox immediately. After inputting the verification code, please click **"Submit"** to continue.



OOCL Email Verification Code

Dear Customer,

Thank you for your registering a new email address with My OOCL Center(MOC). It appears that your email address has been registered with us.

You can now associate your existing user ID **multi0004** with the email address **mocuser01@oocl.com**.

After confirmed the association, you can also use your email address to sign-in My OOCL Center(MOC).

Please find your verification code:

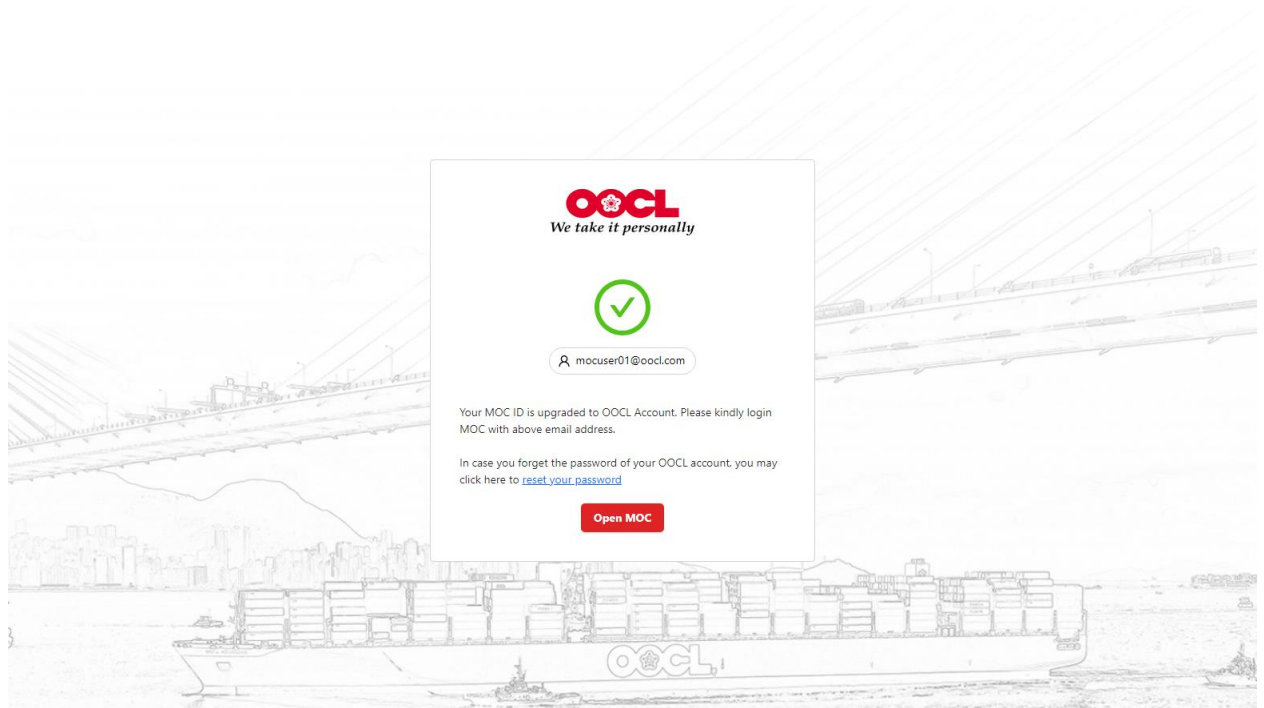
551918

This verification code is valid for 15 minutes only. If expired, please click "Get Verification Code" again.

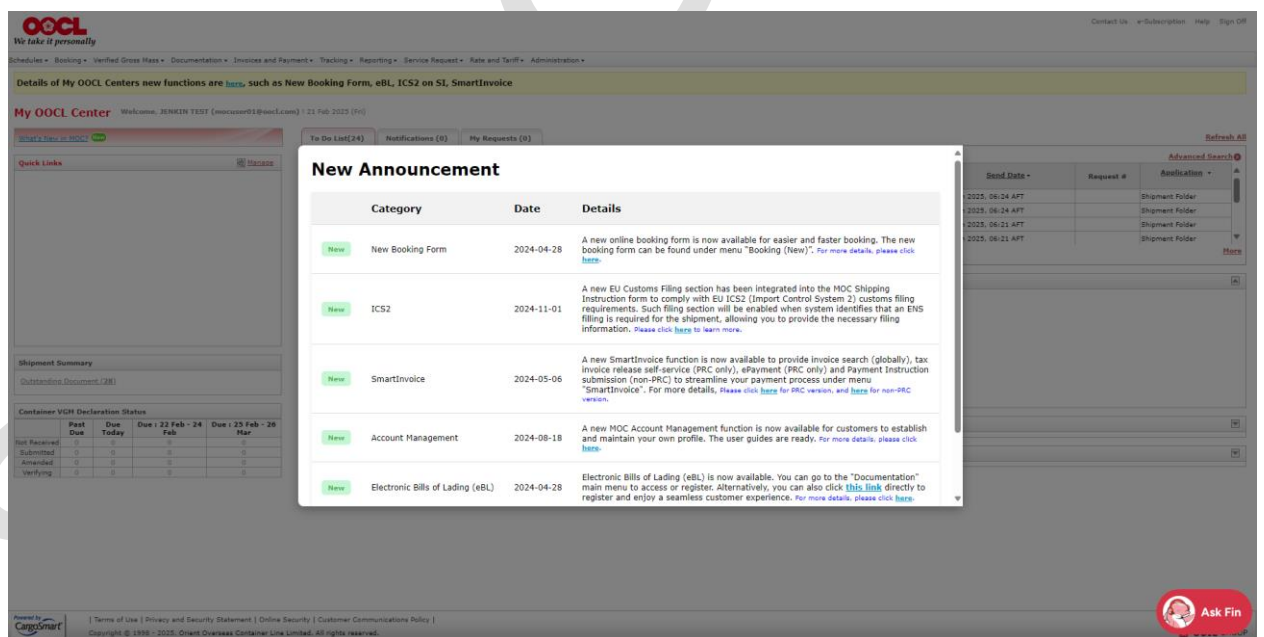
If you have any question, please kindly contact the system support support_dh@oocl.com

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6. You will see a popup message indicated that your **MOC User ID** has been successfully linked and upgraded to your existing OOCL account. You can now click the **"Open MOC"** to sign in directly.

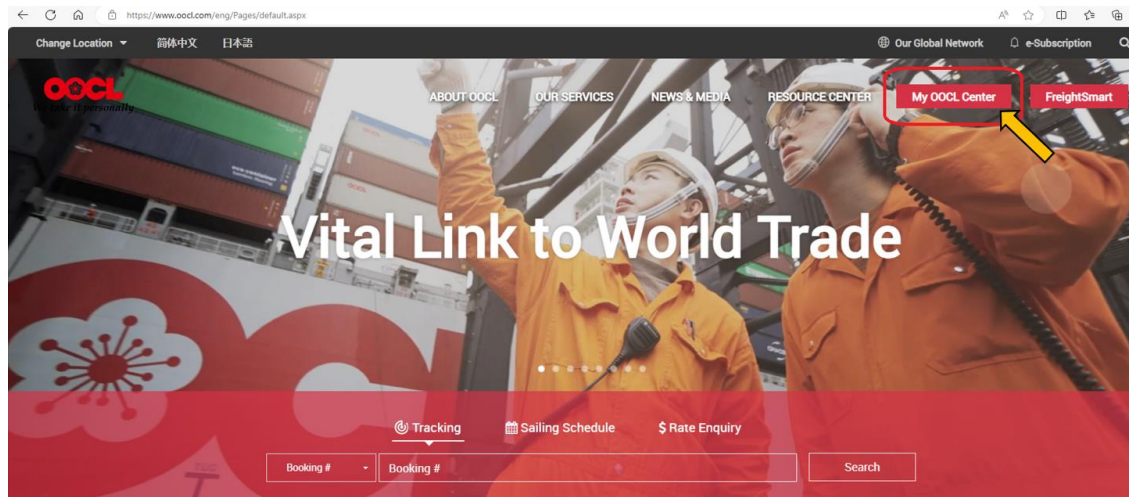


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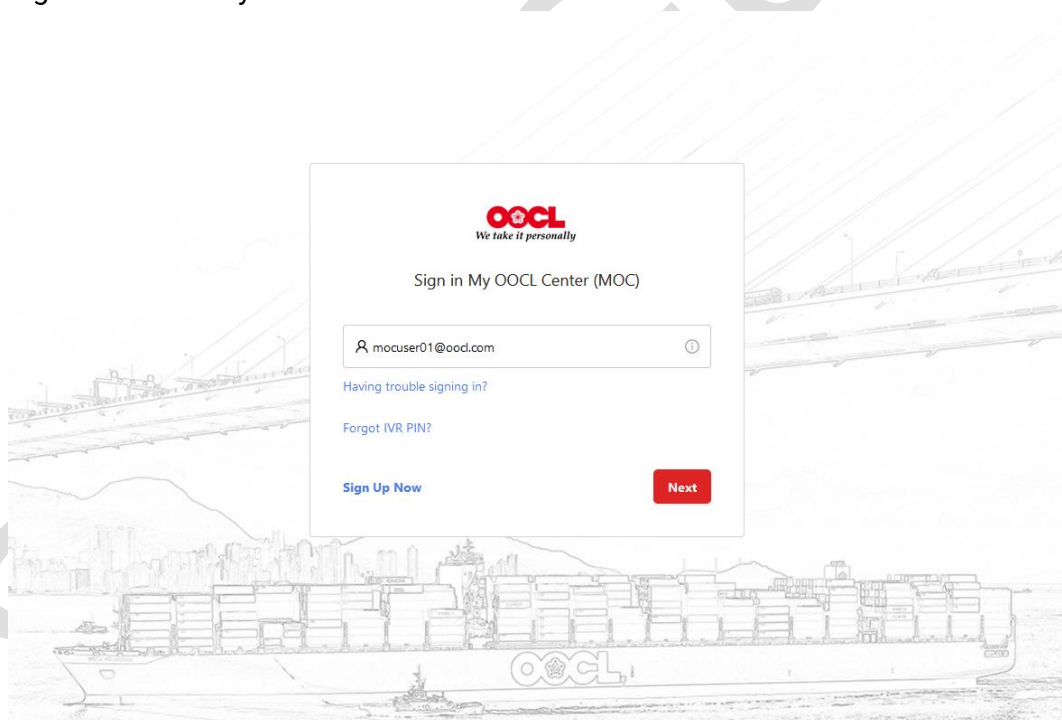


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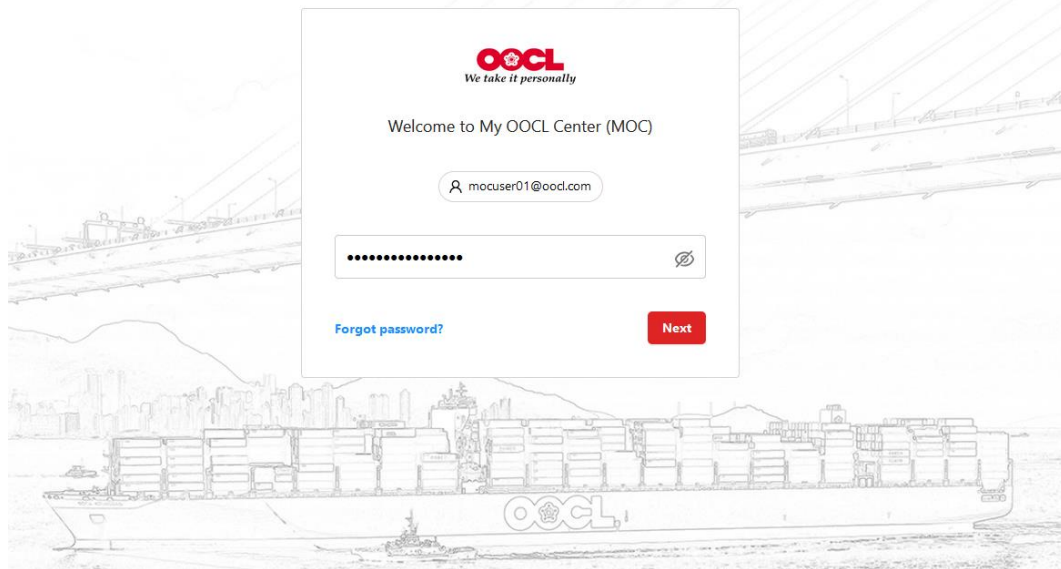
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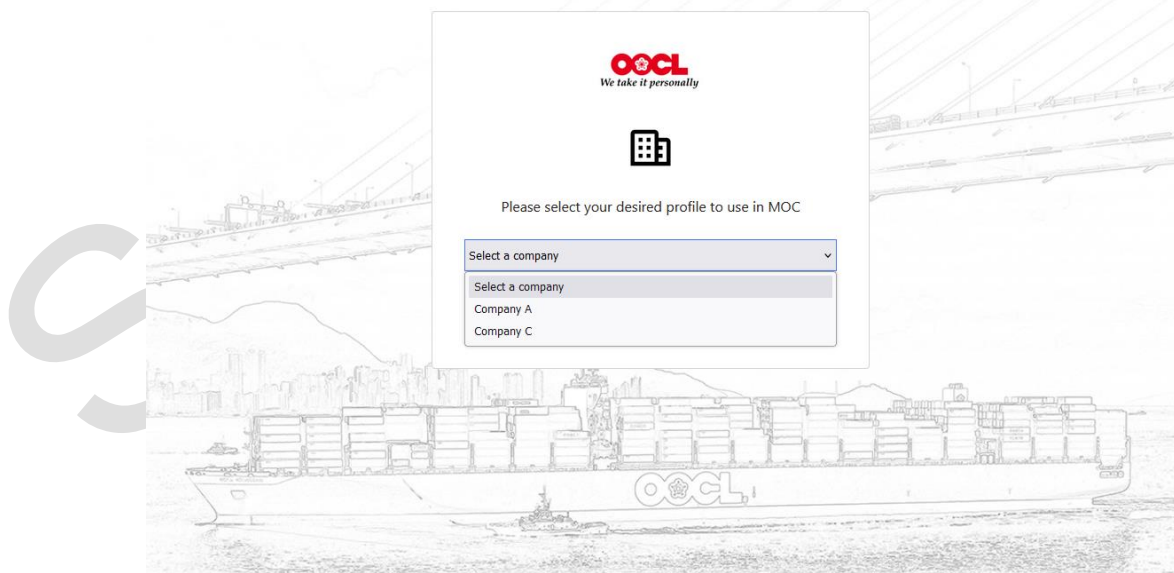
2. Sign in **MOC** with your **MOC User ID** and then click **"Next"**.



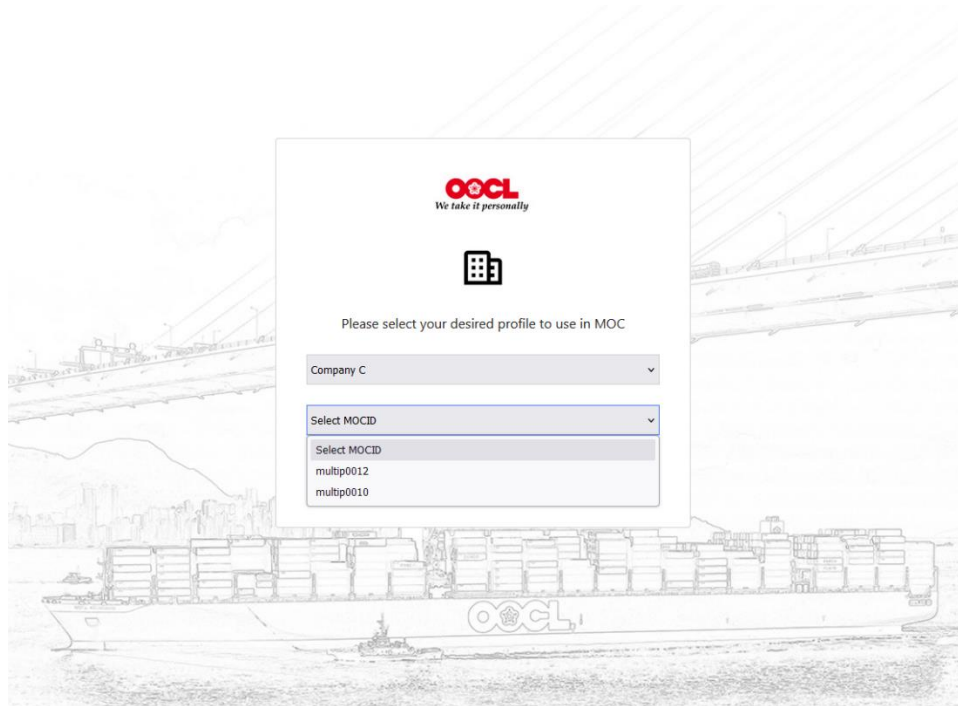
- Please enter your **MOC User ID** Password and then click **"Next"**. (In case you have forgotten the password, please click **"Forgot password?"** link to reset the password.)



- Select **a desired company profile** from the drop-down list if there are **MULTIPLE Profiles under the SAME OOCL Account.**



5. Select **a desired MOC User ID** from the drop-down list if there are **MULTIPLE MOC User IDs under the SAME OOCL Account**.



6. It is ready to access **MOC** with my desired company profile.

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