



We take it personally

Export Process

Place a Booking

Customer can place bookings with us through the following channels:

1. Online booking via My OOCL Centre (www.oocl.com) or CargoSmart (www.cargosmart.com).

Booking Acknowledgement will be sent within 2 Hours

You need to register before making the first booking. Please register at https://moc.oocl.com/admin/registration/reg_registration_submit_main.jsf.

For details, please refer to

<http://www.oocl.com/eng/ourservices/eservices/myooclcenter/Booking.htm>

2. EDI Booking

Booking Acknowledgement will be sent within 2 Hours

We can handle both the EDIFACT as well as X.12 formats. Please refer to <http://www.oocl.com/eng/ourservices/eservices/edi/> for implementation guides, more information about messages, formats and protocols, and other information to help you get started.

3. Email Booking

Booking Acknowledgement will be sent within 4 Hours

Please fill in the Booking Order Form

(<http://www.oocl.com/philippines/eng/localinformation/eforms/>) and email form to opibkgcsv@oocl.com

For reefer, dangerous goods, shipper owned containers, additional forms are required. Please fill in the appropriate forms and send to opibkgcsv@oocl.com and upload to us via the Shipment Folder in *My OOCL Center*.

For details of the Shipment Folder, please visit:
<http://www.oocl.com/eng/ourservices/eservices/myooclcenter/Shipment+Folder.htm>.

For additional forms, please visit:
<http://www.oocl.com/philippines/eng/localinformation/eforms/default.htm>

For Booking general enquiries, please enquire via:
 My OOCL Centre <http://www.oocl.com> or
 OOCL Mobile <http://m.oocl.com> or
 CargoSmart <http://www.CargoSmart>

Any other information not available from above 3 channels, please contact our Customer Service:

<http://www.oocl.com/philippines/eng/localinformation/localcontacts/>

Export Documentation

Shipping Instruction (SI). Please submit SI to us on/ before the S.I. cutoff as per below schedule:

I. FINAL SHIPPING INSTRUCTION (EXCLUDING TRANSPACIFIC)

Service	Vessel	Sailing	SI Cut-Off		Remarks
			Via Fax/Email	Via Cargo Smart	
PHF (via KHH)	OOCL TAICHUNG	Sunday	SAT 1000H	MON 1000H	Taiwan Bound cargo
			MON 1000H	MON 1600H	All other Destinations except North America* and Taiwan
MFS (via SIN)	KOTA HARMUNI RESOURCEFUL TEERA BHUM	Monday	MON 1600H	TUE 1000H	all destinations
		Thursday	THUR 1600	FRI 1000H	All destinations
PHF2 (via HKG)	MAGNAVIA	Monday	MON 1000H	TUE 1000H	HKG and T/S

II. FINAL SHIPPING INSTRUCTION for TRANSPACIFIC

To UNITED STATES and CANADA	
Direct BL	Friday 1600H
Non AMS Filers	Friday 1600H
AMS Filers (NVOCC's w/ House B/L)	Saturday 1000H
All Cargo Smart Users (Filers/Non Filers)	Saturday 1600H

Customer can submit SI to us through the following channels:

1. SI via My OOCL Centre (www.oocl.com) or CargoSmart (www.cargosmart.com).

Draft B/L will be available within 6 working hours upon receipt of complet SI.

2. SI via EDI

We can handle both the EDIFACT as well as X.12 formats. Please refer to <http://www.oocl.com/eng/ourservices/eservices/edi/> for implementation guides, more information about messages, formats and protocols, and other information to help you get started.

Draft B/L will be available within 6 working hours upon receipt of complete SI

3. SI via eMail form

Please fill in the SI Template form (<http://www.oocl.com/philippines/eng/localinformation/eforms/>) and email the form to opibkgcsv@oocl.com

Draft B/L will be available within 24 hours upon complete S.I. is submitted.

Issuance of Original Bill of Ladings (OB/Ls) or Sea Waybill (Express Bill)

For complete SI received before the vessel sailed, the OB/L will be ready for collection within 24 hours after vessel sailed.

For complete SI received after vessel sailed, the OB/L will be ready for collection within 24 hours after submission of the complete SI.

You may obtain OB/Ls or Sea Waybill by:

- On-Line Download through *My OOCL Center*
(<http://www.oocl.com/eng/ourservices/eservices/myooclcenter/BL+Document+Manager.htm>)
- OOCL Counter Offices
(<http://www.oocl.com/philippines/eng/localinformation/eforms/>)

Import Process

Arrival Notice

Arrival Notices will be sent to customer

- 1 day before vessel arrival at port for short transit time shipment
- At least 1 day before vessel arrival at port for long transit time shipment.

For arrangement to receive arrival notice through *My OOCL Center*, please refer to:

<http://www.oocl.com/eng/ourservices/eservices/myooclcenter/Arrival+Notice.htm>

Delivery Order

Delivery Order will be released upon the submission of:

- a) payment of outstanding charges including Detention and Demurrage
(Please refer to <http://www.oocl.com/philippines/eng/localinformation/ddfreetime/>)
- b) submission of relevant IB documentation
- c) duly endorsed Original Bill of Lading; or a proof of identity if a Sea Waybill

Merchant Haulage Arrangement

- a) Please access *My OOCL Center* and submit service request; or
- b) Send email to opiibdoc@oocl.com for such arrangement.

Payment Process

Invoice

Please obtain Copy of Invoice via email. Please send email to mnlobdoc@oocl.com for non-credit account.

Payment Method

Bank In Deposit – All Banco De Oro Branches

a.) Payment via Over-the-Counter

- Cash/check, peso/dollar payment. Fill up Payment Slip Form (orange form) with details:

Company Name: OOCL or Orient Overseas Container Line

Institution Code : 9230 (peso) or 9260 (dollar)

Subscriber acct no: B/L reference number (should be 10digits)

Subscriber Name: Client's company name

b.) Payment via deposit on either of our accounts

Peso account no.: 1650-07165-3

Dollar account no.: 1650-11838-2