

12 December 2019

Re: Christmas and New Year Holiday Notice - December 24-25 & 30-31, 2019 and January 1, 2020

Dear Valued Customers,

This is to inform you of the terminal operations, container depot schedule, shipping instruction cut off and counter service schedule for the coming Christmas and New Year holidays.

- I. Terminal schedule – to be advised upon receipt of advisory from terminals
- II. Container depot schedule will be as follows:

DATE	TRANS-OCEAN (CY7)	TRANS-OCEAN (CABUYAO)	IRS CEZ2 (EPZA, Cavite)	IRS-NAVOTAS	LGICT
Dec. 24	open from 0800H to 1700H	open from 0800H to 1700H	open from 0800H to 1700H	open from 0800H to 1700H	open from 0800H to 1200H
Dec. 25	close	close	close	close	close
Dec. 30	open from 0800H to 1700H	open from 0800H to 1700H	open from 0800H to 1700H	open from 0800H to 1700H	open from 0800H to 1700H
Dec. 31	open from 0800H to 1700H	open from 0800H to 1700H	open from 0800H to 1700H	open from 0800H to 1700H	open from 0800H to 1200H
Jan. 1	close	close	close	close	close

- III. There will be no changes on the final shipping instruction cut off. For complete details, kindly refer to customer service guide through the following link: <http://www.oocl.com/philippines/eng/localinformation/customerserviceguide/exportprocedures/Pages/default.aspx>

Please note that final and complete shipping instruction is needed for your cargo not to be unmanifested and retained on board. To avoid penalties such as, but not limited to late shipping instruction fee of USD100, we encourage you to submit final shipping instruction no later than the standard cut off.

- IV. Customer service inbound and outbound counters will be closed on December 24-25 & 30-31, 2019 and January 1, 2020.
- V. Operations counter service schedule (import/export)

Export Receiving/Pre-advise

- Closed from 1900H December 24, 2019 to 1900H December 25, 2019
- Closed from 1900H December 31, 2019 to 1900H January 01, 2020

Import Releasing

- Closed on December 24 and 25, 2019.
- Closed on December 30 and 31, 2019 to January 01, 2020
- Import releasing will resume on January 02, 2020

The following emergency contact numbers during holidays for your perusal.

Location	Scope	Mobile Number
Manila	Outbound Customer Service	09178633081
		09178630698
		09178413695
	Outbound Documentation	09178395019
		09178395024
	Inbound Customer Service	09178317907
		09175227854
	Operations (vessel and terminal concerns)	09178395002
	Operations (equipment and depot concerns)	09178179551
	Terminal Checker - 24/7 Pre-advise (both MICT and South Harbour)	09123916215

For complete contact lists, you may refer to the following link:

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

Thank you very much for patronizing OOCL.

Respectfully Yours,

Customer Service Department

OOCL (PHILIPPINES), INC.

*(This is an electronic letter. No signature is required)*