

# STANDARD SERVICES

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## North America Customer Service

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## 1. Booking Information

### Place a Booking

Customers can place bookings through several different methods:

- Registered customers can book online via My OOCL Center (MOC), which is recommended due to quicker turnaround time.
- EDI Bookings: We can handle both the EDIFACT as well as X.12 formats. For details information please refer to our [EDI implementation guide](#).
- Booking requests can also be e-mailed to our Customer Service staff located throughout North America (USA, Canada and Mexico).

### Booking Confirmation

OOCL is committed to providing booking confirmation within 4 business hours from the time an online booking (via EDI or MOC) is submitted. If a booking request is submitted via email, please allow up to 1 business day for email response and confirmation.

A Booking Acknowledgement (BA) will be sent to the customer once the booking is processed. The BA will provide the following information: booking number, booking party information, route information, booking quantity, size and type of container, advanced manifest information, cargo, and trucking information, required document information and remarks. At the time of booking, it is the customer's responsibility to provide:

- Valid agreement/contract number.
- Correct Shipment Party information (shipper, consignee, notify party, etc).
- Accurate service route. For any special route request, please notify sales department to evaluate possibility and upon agreement ensure Sales creates a Service Item (SVI).
- Accurate cargo description.
- Any necessary documentation.

### Hazardous Cargo

- **Vessel Operator and Port:** All hazardous shipments are subject to acceptance by vessel operator, port of loading, port of discharge, transship port and final destination approval prior to container delivery at point of origin.
- **Document Upload:** Documents related to Hazardous (Dangerous Goods) shipments must be uploaded under appropriate document name via our online platform, My OOCL Center (MOC) at [www.oocl.com](http://www.oocl.com).
- **Preliminary DG:** Preliminary DG documentation must:
  - Be provided same day as booking registration.
  - Be uploaded to MOC as "Preliminary DG Certificate."
- **Port Restrictions:**
  - YTI/LA requires the final DG document 24 hours prior to arrival.
  - Port of Houston requires shippers to submit final DG documents via [hazpro@poha.com](mailto:hazpro@poha.com).

- Maher Terminal in NYC requires shippers to send all hazardous documentation to this email address: [hazdoc@maherterminals.com](mailto:hazdoc@maherterminals.com) prior to the arrival of the container. The subject line must include the vessel name and container number.
- **Material Safety Data Sheets:** Material Safety Data Sheets/Safety Data Sheets to be uploaded to MOC as “Material Safety Data Sheet.”
- **Special Certificates:** Special Certificates of approval to be uploaded to MOC as “Certificate of Conformance”.
- **Tank Information:** Tank Certification/Tank Container Periodic Inspection Report must be provided for DG tank containers indicating tank is under current certification.
- **DG Documentation Review:** It can take up to one business day to review documentation for DG bookings. OOCL may require additional documentation due to OOCL’s own regulations in addition to the IMDG regulations.
- **Final DG Documentation:** Final DG documentation including container number information must:
  - Be received no later than two business hours prior to receipt of cargo at origin and one business day in advance of dispatch and rail billing request.
  - Be uploaded to MOC as “DG Certificate for International Transportation”.

## 2. My OOCL Center (MOC)

My OOCL Center allows you to manage all OOCL shipments online. All the basic shipment management functions are available in the My OOCL Center. Moreover, our innovative ‘dashboard’ user-interface enables you to monitor and control all the interactions regarding your shipments easily. For any questions relating to My OOCL Center (MOC), please contact our e-commerce team at [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com). For more information on MOC features, please visit our [site](#).

### Business Benefits

- Interacts with OOCL customer service online.
- Completes the required business process without delays.
- Monitors the status of all the outstanding tasks and requests.
- Provides savings on phone and courier costs.

### Booking Creation

- Submit booking requests 24/7.
- Save time completing forms with templates.
- Improve data accuracy.

### Shipment Details

- Lookup detailed shipment information
- Details include reference numbers, status, parties, routing, freight charges, cargo, container, package, and last free day information.
- Arrival Notice Management (share access with business associates).
- Manage freight charges and monitor detention and demurrage expiry days.

### **Shipment Folder**

- A quick and easy way for uploading required documents to OOCL.
- Confirmation that documents have been received by OOCL once uploaded.
- Sharing any documents with your business counterpart through My OOCL Center.

### **Service Requests**

- Offer a streamlined process for managing the interaction between OOCL and you.
- All service requests will be automatically routed to the responsible staff.
- All transactions are logged with an audit trail and allows you to monitor the status of your request.
- Service requests are pre-filled forms that allow you to make changes to your bookings, AES submission, delivery instructions, etc.

### **Shipping Instructions and Documentation**

- You can submit shipping instructions to OOCL through My OOCL Center.
- Improves accuracy and saves time re-typing information.
- It allows 24/7 access to submit and make amendments to the shipping instruction.
- Order OOCL stationery to print original B/Ls.
- View, amend and approve draft B/Ls.
- View and print B/Ls (seaway and originals).

### **Invoices and Payment**

- View and print OOCL Invoices online.
- View current charges and payment history.
- Search by using one reference number instead of multiple B/L numbers.

### **Reports**

- View 9 standard reports designed to fit into your specific business processes.
- Create customized ad hoc reports from over 100 columns and several filtering options.
- Schedule reports to receive them daily, weekly, bi-weekly, or monthly.

## **3. VGM**

SOLAS: The International Maritime Organization (IMO) has made amendments to the Safety of Life at SOLAS) convention indicating that all shippers must comply with mandatory container weight verification requirements, or Verified Gross Mass (VGM), effective July 1, 2016.

### **Verified Gross Mass (VGM)**

- Customers are responsible to provide timely and accurate VGM data where required through our efficient and convenient “E-Submission channels” outlined at [www.oocl.com](http://www.oocl.com) under ‘Resource Center’.
- For USA load port cargo OOCL will use equivalency methods and customers are not required to provide VGM information.
- For Canada and Mexico load port cargo shippers are required to submit VGM information.
- Reminder that VGM weights must include the container tare weight, in pounds or kilograms only, in the VGM.

### **USA Load Ports**

- U.S. Marine Terminal Load Port Delivery Cargo and U.S. Intermodal Cargo Off-Dock Rail
  - In lieu of customer's VGM submission, OOCL will accept marine terminal gate weight as VGM equivalent.
- U.S. Intermodal Cargo On-Dock Rail
  - In lieu of customer's VGM submission, OOCL will either use the marine terminal provided gate weights or use the certified gross cargo weight declared by the Shipper from the rail billing, and OOCL will add the container tare weight to produce a VGM and submit it on behalf of the Shipper.

### **Canada Load Ports**

- For electronic VGM submission:
  - VGM cut will be 1200 day of marine terminal cargo cut for any vessels cutting off at 1600 or later. For those vessels with a marine terminal cargo cut off before 1600, the VGM cutoff will be 1600 the prior day. If the marine terminal cargo cutoff is on a Saturday, Sunday or holiday, the VGM cutoff will be calculated as if the marine terminal cargo cutoff were at 1600 on the prior business day.
  - Exception - GEX2 VGM cutoff will be the same time as cargo cutoff.

### **Mexico Load Ports**

- For Mexico, VGM cutoff submission is the same as shipping instructions cutoff.

### **Email VGM submission**

- The [Excel file](#) found on [www.oocl.com](http://www.oocl.com) allows for pre-validation of the VGM information prior to submission and a convenient button to allow direct email submission of your VGM to OOCL.

## **4. Documentation**

### **Shipping Instruction (SI) Submission**

- Standard Shipping instructions submission deadline is 2 working days before cargo cut off at load port for shipments that require advanced manifest. For shipments that do not require advanced manifest, the deadline is 1 working day before cargo cut off at load port.
- SI can be submitted via My OOCL Center (MOC) either by uploading the instructions or preparing the SI within the online platform. SI are also accepted via EDI or email. For email contact information, please click on [this link](#).
- Shipping instructions are processed within two hours of receipt if received during working hours. Upon completion of the Bill of Lading (BL), OOCL will provide customers with a proforma copy so data can be reviewed for accuracy.

- Our preferred method for AES submission is to send AES or Exemption number on the shipping instructions. It is also accepted to submit this information separately via MY OOCL Center. Alternatively, you can send an email to [AES@OOCL.COM](mailto:AES@OOCL.COM).
- For US Import but also cargo transiting via US ports and remaining on board a vessel, the US Customs 24-hour Advance Cargo Manifest Declaration requires all ocean carriers or NVOCC's (non-vessel operating common carriers) to submit a complete cargo manifest to US Customs at least 24 hours prior to cargo loading. The name of the actual shipper and actual consignee is part of the requirements. If these parties are not listed on the BLs, please provide them on shipping your instructions OR if you are a self-filer, please provide your SCAC Code and House BL number. For more regulatory information, please refer to [this link](#).

### **Bill of Lading (BL) Amendment**

- BL amendment can be requested via MOC. Amendments may also be accepted via EDI or via the same email address as the shipping instruction submission. Email contacts can be found at [this link](#).
- BL amendment requests are processed within one hour if received during working hours unless further clarification is needed. If amendments are requested within a few days of vessel arrival, one working day processing time may be required in order to obtain acceptance from destination.

### **BL Issuance**

- Onboard vessel BL's are released within 24 hours of vessel sailing, while Received for Shipment or Onboard Rail BLs are released within 24 hours after proforma BL completed and delivered. OOCL's recommended BL release method is via My OOCL Center allowing you to print the BL from your desk whether BL's are Original or Seaway BL. This method speeds up the process when amendments are necessary. OOCL provides BL Paper Stock for printing OBL while Seaway BL can be printed on plain paper. Other means of BL delivery are via overnight courier or via email for Seaway BL.

### **Vessel Certificate**

- Upon request, our Documentation team can prepare vessel certificates to satisfy Letter of Credit requirements. The request can be submitted using same email as shipping instructions submission, click on [this link](#) for email contacts. Certificates are issued at the time when cargo is confirmed on board as certificate may include vessel related information.

### **Invoice Issuance**

- Invoices for BL freight charges are issued upon confirmation of vessel departure for export shipments. And for import shipments invoices for BL freight charges are issued 3-5 working days prior to vessel arrival of first North America port.

- OOCL issues Invoices via email based on Customer Profile set up of Freight Payer, or through Internet Upload to MOC. Invoice may also be issued via EDI and set up need to be done before shipment delivery.
- Regarding freight invoice dispute, customers can send emails to [NAGINVQUR@oocl.com](mailto:NAGINVQUR@oocl.com). Freight Invoice Disputes must contain full details of the dispute reason along with supporting documentation to include the following:
  - Invoice #, container #, shipment # (booking or BL#).
  - Reason for dispute.

### **Credit Term**

- If a credit term is approved for the account, then invoice due date can be calculated based on ETD/ETA or the invoice issued date. IB demurrage is not covered by credit terms.

### **Payment Methods**

- For remittance details, depending on your location, please visit the below sites:
  - USA/ Mexico [here](#).
  - Canada [here](#).

### **Change of Destination**

- Change of destination must be requested three business days prior to either the arrival of vessel at final discharge port, or the arrival of container(s) at final inland hub as long as the request is to change the door move destination city only. Inland intermodal hub needs to remain unchanged. The requested new destination must have a rate on file. One working day review time may be required for change of destination request.
- Change of Destination requests: customer should fill out the [COD form](#) and email to following address:
  - For registered OOCL.COM customers, the COD request may be submitted through MOC [Service Request](#).
  - Inbound shipments: [NAIMPCOD@OOCL.COM](mailto:NAIMPCOD@OOCL.COM)
  - Outbound shipment: [NAEXPCOD@OOCL.COM](mailto:NAEXPCOD@OOCL.COM)

### **Arrival Notice/Advice Note**

- Arrival Notice/Advice Note is provided 3-7 working days before vessel arrival depending on location. OOCL issues Arrival Notice/Advice Note via email based on Customer Profile set up. For new customers, email address(es) will be required in order to set up Arrival Notice/Advice Note.
- When vessel ETA schedule change is greater than 24 hours, an automated email notification is sent to Arrival Notice/Advice Note email contact(s) in Customer Profile.



### **Customs Clearance Locations (CCL)/IT Cancellation & Issuance**

- It is possible to change the CCL to either a US Inland point or port of discharge. The request must be submitted to [ITCANX@OOCL.COM](mailto:ITCANX@OOCL.COM) at least two business days prior to vessel arrival at the port of discharge by completing the [form](#).
- Customers with continual business for CCL changes can be requested to be added to the NAG Exceptional Customs Clearance List. Contact Inbound DOC team via [NAGIBQUERY@OOCL.COM](mailto:NAGIBQUERY@OOCL.COM) if more information is required.

### **Import Documentation Queries**

- Inquiries related to Inbound Documentation should be sent to [NAGIBQUERY@OOCL.COM](mailto:NAGIBQUERY@OOCL.COM).

## **5. Detention and Demurrage**

### **Inbound Demurrage and Reefer Monitoring Charges Collection**

- Please refer to OOCL.COM [page](#) for how to make demurrage and reefer monitoring charges payments.

### **DD Invoice Dispute**

- Regarding Detention & Demurrage invoice dispute, customers can send emails to [NADISPDD@oocl.com](mailto:NADISPDD@oocl.com).
- Detention and Demurrage Disputes must contain full details of the dispute reason along with supporting documentation to include the following:
  - Invoice #, container #, shipment # (booking or BL#)
  - Reason for dispute, for example:
    - a) Incorrect free time (must include details and supporting documentation of correct free time).
    - b) Incorrect rate (must include details and supporting documentation of correct rate).
    - c) Incorrect date(s) (must include TIR's).
    - d) Operational issue (must include specific issue with supporting documentation).
- Terminal's ERD vs. OOCL's DFRD
  - The DFRD (Demurrage Free Receiving Date) is the first date that customers may tender an export container without incurring OOCL demurrage. Delivering containers too early will result in OOCL outbound demurrage being charged per the tariff rules, regardless of the marine terminal's ERD (Earliest Receiving Date)
  - Outbound demurrage applies equally to both merchant and carrier haulage. In carrier haulage, the customer is responsible for instructing the trucker to return the container on time.
  - It is important to note the terminal's ERD and OOCL's DFRD are NOT always the same. The customer is obligated to check and follow both dates to avoid D&D charges. If the dates are different, you must use whichever date is later.



- It is also important to note both ERD and DFRD may change at any time due to the change of vessel schedules. It is recommended for the customer to verify the latest dates before making delivery.
- Corresponding Tier Detention & Demurrage Calculation
  - Corresponding Tier D&D Calculation is used to calculate D&D charge after free time expires for any shipments that have a service agreement that offers different D&D free time than the tariff.
  - Calculation of applicable D&D charge tier will start counting from the free time commencement day instead of always from the first charge tier.
  - For more information about Corresponding Tier, please see [Tariff OOLL-100 Rule A-2 "Definitions"](#).
- Booking Termination or Container Withdrawal after Container release
  - If a booking is terminated or the container is returned unused, there will be no free time allotted for the usage of the container. This includes any free time offered by the tariff and by any service agreement.
  - Detention in Tariff Rate will be billed for the whole period the container is under the customer's possession. Demurrage in Tariff Rate will be billed for the whole period the container is in the terminal or rail ramp.
  - For more information, please see [Tariff OOLL-100 Rule D-25 "Withdrawal of Export Shipment/Container"](#).

#### **6. OOCL Customer Service Contact Information**

- For the most up-to-date contact information, please refer to the [North America Customer Service Handling Structure](#) page on OOCL.com.