

CUSTOMER NEWSLETTER

April 19, 2019

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Dear Customer,

Thank you for signing up for our customer newsletter. Our goal is to provide you with the most up to date information on any service changes and adjustments, new products and relevant news to fulfill your service needs.

Respectfully yours,
OOCL

Service Updates-Marine Terminal Gate Schedules

The following marine terminal gates will be closed on April 19, 2019 in observance of Good Friday holiday:

- **New York/New Jersey**
 - Maher Terminal
 - APM Terminals
- **Charleston, South Carolina**
 - North Charleston Terminal
 - Open for DRY
 - Closed for REEFER
 - Wando Terminal
 - Open for DRY
 - Open for REEFER only between 08:00 am and 11:30 am
- **Savannah, Georgia**
 - Georgia Ports Authority
 - Open for DRY
 - Closed for REEFER
- **Florida**
 - Jacksonville - Blount Island Terminal
 - Miami - South Florida Terminal
 - Tampa - Ports America Terminal
- **Halifax, Nova Scotia**
 - Halterm Container Terminal
 - Ceres/Fairview Cove Terminal
- **Vancouver, British Columbia**
 - Vanterm Terminal
 - Deltaport Terminal
 - Centerm Terminal
 - DP World Prince Rupert Terminal

The following marine terminal gates will be closed on April 22, 2019 in observance of Easter Monday holiday:

- **Vancouver, British Columbia**
 - Vanterm Terminal
 - Deltaport Terminal
 - Centerm Terminal
 - Prince Rupert Terminal

Product Update-CN Rail Serving Port of Montreal

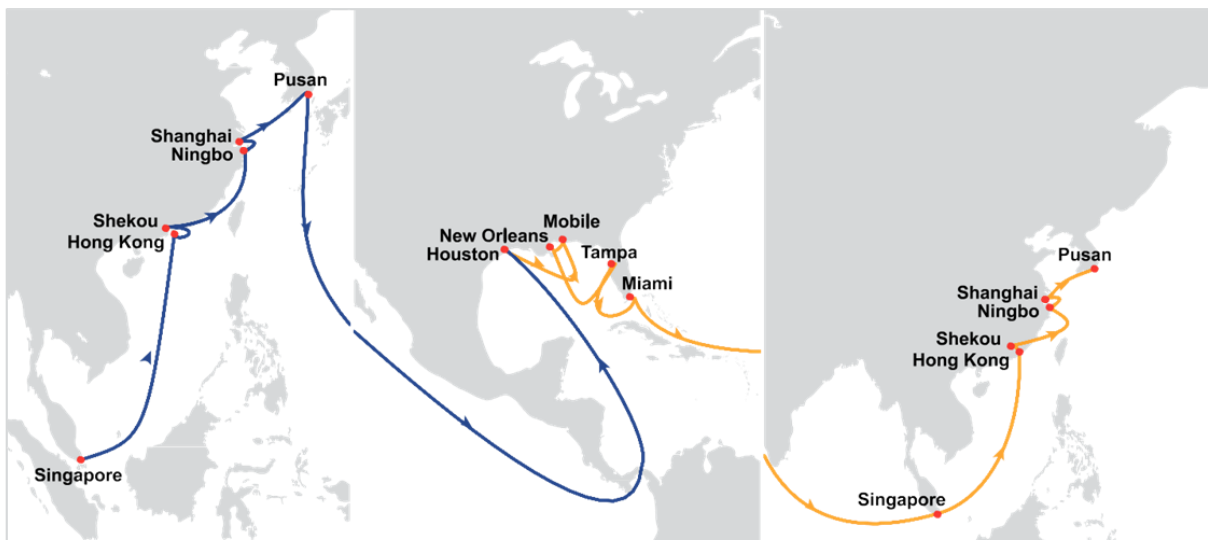
Our Rail Partners—CN Rail—have informed us that in order to help improve the fluidity and dock productivity at the Port of Montreal gateway, the Earliest Receiving Date (ERD) at their Inland Rail Ramps serving the load port of Montreal will be changed from 7 calendar days to 5 calendar days prior to the individual vessel cut-off. The new ERD comes into effect from April 22, 2019.

This change is only applicable for export containers moving inland via CN Rail through the Port of Montreal gateway. For shipments loading through other Canadian gateways, the current ERD at CN Rail's ramps of 7 days prior to cut-off continues to apply. Please note that additional information on the individual vessel receiving schedules for each location is available on the CN website, which can be accessed [here](#).

Product Update - GCC1

Please note that GCC1 will undergo a change in schedule **effective week 24 sailing (week of June 9, 2019)** of the GCC1 CID 400 W (CMA CGM Dalila). Port of load Jacksonville will no longer be serviced within GCC1 service. The last sailing calling Jacksonville will be the departing vessel of the GCC1 CGW (CMA CGM Tancredi) 396 W.

Gulf Coast China 1 (GCC1)



Port Rotation

EB: Singapore - Hong Kong - Shekou - Ningbo - Shanghai - Pusan - Houston - Mobile - New Orleans - Tampa - Miami
WB: Houston - Mobile - New Orleans - Tampa - Miami - Singapore - Hong Kong - Shekou - Ningbo - Shanghai - Pusan

Highlights

- Best-in-class transit time to/from US Gulf ports
- Extensive US Gulf Coast coverage

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Product of the Week-Vietnam China South (VCS) Service

As the OCEAN Alliance enters its third year of delivering quality products to market, OOCL has constantly been working with our partners to ensure that we continue to bring the best that we can offer to customers. OOCL is pleased to announce a new service with direct Haiphong coverage to launch in May 2019.

Vietnam China South (VCS)



Port Rotation

EB: Haiphong - Nansha - Hong Kong - Yantian - Long Beach - Oakland
WB: Long Beach - Oakland - Yantian - Haiphong - Nansha - Hong Kong

Highlights

- Direct Haiphong coverage
- Extensive product serving South China ports

Transit Time (Days)

Asia to North America (Eastbound)

From \ To		Long Beach	Oakland
		Sun	Sat
Yantian	Mon	13	19
Hong Kong	Sat	15	21
Nansha	Fri	16	22
Haiphong	Tue	19	25

Transit Time (Days)

North America to Asia (Westbound)

From \ To		Yantian	Haiphong	Nansha	Hong Kong
		Fri	Tue	Thu	Fri
Oakland	Sun	19	23	25	26
Long Beach	Thu	22	27	29	30

Why Book with OOCL?

Customer Focus and Excellence through Quality. We provide a vital link to your supply chain needs and world trade.

9 Service Centers

in the US, Canada and Mexico providing 24-hour a day coverage. In addition, virtual support and local representation throughout the Americas.

Over 80% of Bookings

are confirmed within 4 hours.

More than 150 Ocean Services

offered globally. Now offering new ocean services to Latin and South America.

98% of B/Ls

are issued with complete accuracy.

98% of Calls

are answered in 15 seconds.

1 Business Day

turn around time for email responses.

Expansive Intermodal Capabilities

intermodal network coverage throughout the US and Canada with 24-hour network monitoring.

More than 200 Awards

received and recognized worldwide for our quality. Most recently we received the "Company of the Year" award at the Lloyd's List Global Award Ceremony in Dec. 2018.



What our customers are saying about us—we take it personally!

"Quick response and answered the question in detail. Very appreciated and rare to find when working with other SSL's."

"Love working with OOCL—always quick in reply and solving problems. Best online system, love doing Booking/Sl online. Keep up the GOOD work ethics."

"Great Service, as many steam ship lines are not providing the same service as before. OOCL is doing much better and possible to talk to a human being."

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MOC- My OOCL Center



Monitor and Control all Shipments with MOC

Import Features

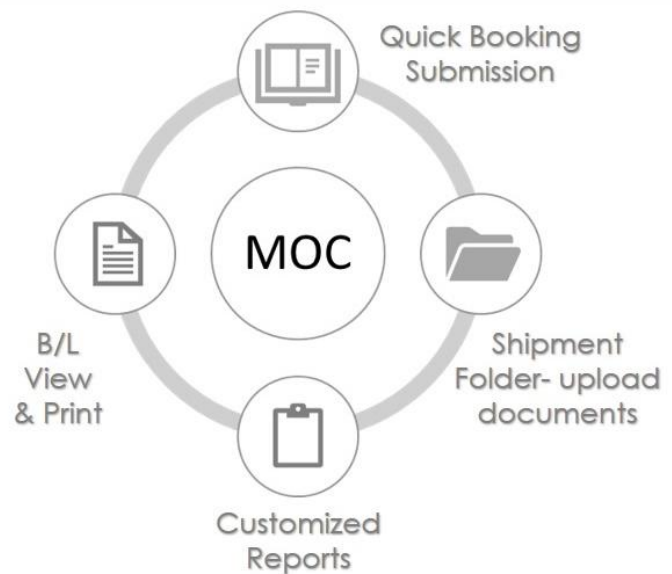
Full Cargo Tracking



Access to Pick-up Numbers



Submission of Delivery Orders Online



Export Features

How to sign up for MOC?

- 1 Register on our website: www.oocl.com and look for "My OOCL Center" tab.
- 2 You can also contact our customer service or sales team to assist you.

OOCL Receives Digital Transformation Award

OOCL is very proud to receive the **Digital Transformation Award** from **ESCP Europe** – a leading European business school celebrating its 200th anniversary this year. The awards program recognizes outstanding achievements and success in the organization's digital transformation journey. In the evaluation process, the judging criteria for the award was based on the following key considerations:

- Companies that have transformed themselves through technology;
- An overall vision that leverages technology across customer experience, employee experience and business processes;
- A long-term transformation driven by top management;
- Human Resources management based on both recruiting external digital experts and supporting current teams through the transformation;
- Positive initial results reflected in turnover growth, market share gain, process optimization or new products & services.

Mr. Steve Siu, Chief Information Officer of OOCL represented the company to receive the honor at the awards ceremony held on February 18, 2019, in Paris where he also participated in a sharing session to talk about digital transformation to an audience well over a thousand guests from the business community.



“Digital technology is developing and evolving very quickly, and it is very important for OOCL to be at the forefront of innovation to ensure we remain ahead of the competition.”

--Steve Siu, OOCL's Chief Information Officer.