

CUSTOMER NEWSLETTER

May 3, 2019

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OOCL
We take it personally

Dear Valued Customer,

Thank you for your interest in
our newsletter.

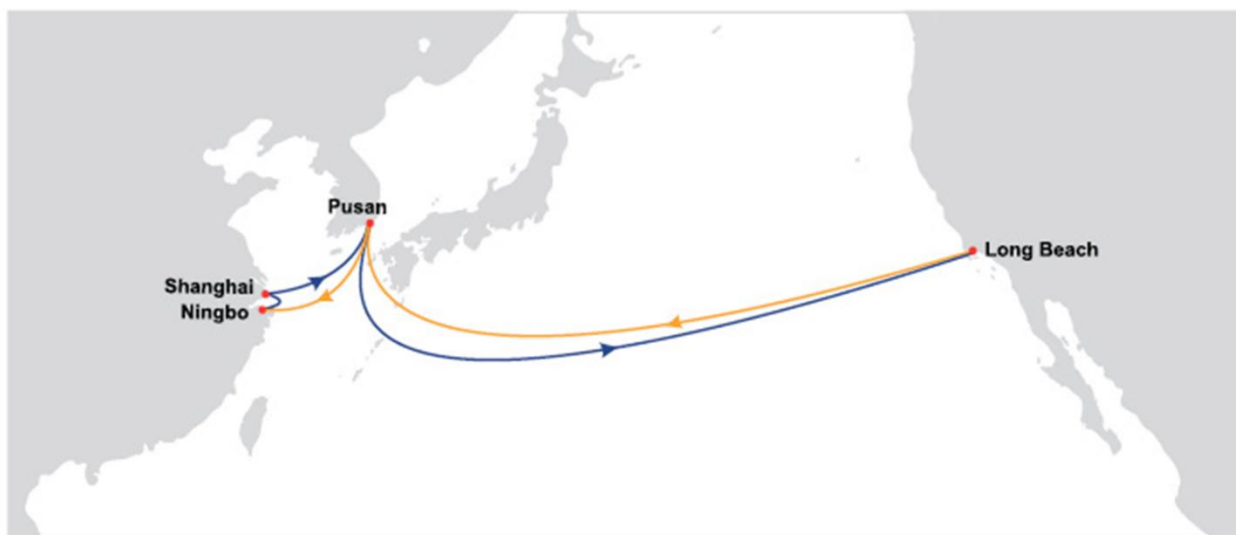
We hope you find our most
recent edition informative
and please contact OOCL
for your ocean transportation
needs.

OOCL
We take it personally.

Product of the Week- Pacific China Central (PCC1)

The PCC1 continues to be an OOCL core product operating within the Ocean Alliance partnership servicing the US Pacific Southwest gateway.

Pacific China Central 1 (PCC1)



Port Rotation

EB: Ningbo - Shanghai - Pusan - Long Beach

WB: Long Beach - Pusan - Ningbo - Shanghai

Highlights

- Best-in-class product to Pacific Southwest from Korea
- Fastest transit time to Pusan, Ningbo, and Shanghai from LA/LB

Transit Time (Days)

Asia to North America (Eastbound)

From \ To		Long Beach
		Mon
Pusan	Thu	11
Shanghai	Tue	13
Ningbo	Sun	15

Transit Time (Days)

North America to Asia (Westbound)

From \ To		Pusan	Ningbo	Shanghai
		Thu	Sat	Sun
Long Beach	Sat	19	21	22

Customer-Centric Solutions

OOCL constantly upgrades our network and information systems into the next generation to meet the requirements of our customers by providing innovative customer-centric solutions and cargo visibility options in today's sophisticated e-commerce environment.

My OOCL Center (MOC) provides capability for quick booking submission, B/L view and print functionality, customized reports, shipment folder to upload documents, full cargo tracking, access to pick-up numbers, submission of delivery orders online and much more. Connect today with our e-commerce team: OOCLECOM@oocl.com.

OOCL Lite is real time mobile solution and quality service at your fingertips! A simple 1 minute download provides you with shipment visibility and real time information. The OOCL Lite app also features: real time sailing schedule search, cargo tracking, shipment details, vessel tracking, port schedule, access rates of exchange for your selected voyage, detailed container specification enquiry, carbon calculator, and local information. Click on the icon below to download the app today.



Superior IT & E-Commerce Capabilities

Experience the power and convenience of our mobile phone applications and online tools!



Apple iPhone



Google Android



Apple iPad



Android APK File
for China Region



MyPodium



Apple iOS



Google Android



As a leading international container transportation service provider, OOCL offers quality customer-centric solutions supported by dedicated professionals and industry-leading IT support systems.



Customer-centric Solutions

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Documentation- Frequently Asked Questions (FAQ)

Q: I've submitted my Shipping Instructions (SI) already, so why isn't my Bill of Lading (B/L) uploaded online yet?

A: The most frequent reasons that your B/L has not been uploaded online are:

- There is a discrepancy between information provided for the Booking and the information provided in the SI.
- Rate filing issues.
- Additional information is required.
- Original Bill of Lading (OBL) will be expired and no longer available online after 30 days if not printed within that time frame.

Q: Why is my B/L copy showing as an OBL, yet my B/L Master required a Seaway Bill of Lading (SWB)?

A: If the customer listed as the Shipper on the B/L does not have credit, the B/L will be updated as a SWB upon receipt of payment of all freight and accessorial charges.

Q: Why is OOCL charging a B/L amendment fee before vessel sailing?

A: According to Rule C-12 of OOCL's tariff: For advanced manifest services, in the event that Carrier is required to correct cargo declaration information after declaration submission cut off time, as published, due to an error or omission on the part of Shipper or its Agent, a declaration correction fee shall be charged each time a submission is corrected and the fee shall be US \$40.00 per B/L correction.

Q: When is a late collection fee being assessed?

A: According to Rule D-41 of OOCL's Tariff: Late Pick Up of OBL/Delivery Order or late payment of freight applies if the OBL is not picked up by the Shipper and/or the Prepaid Freight and Charges for OBL/SWB are not paid before the date the cargo discharged at the final destination port.

Q: Can a B/L consigned "to order" be issued as a SWB?

A: No. A "to order" consignment is a negotiable document. An OBL must be issued.

If you have any questions regarding any Documentation concerns, including the FAQ's above, please contact our Documentation Department at:

- East Coast/Northeast U.S. – NADOCNE@oocl.com
- Midwest U.S. – NADOCMW@oocl.com
- West Coast U.S. – NADOCWC@oocl.com
- Canada – NADOCCA@oocl.com
- Mexico – NAGMEXOB@oocl.com

Or, in the United States and Canada you may dial 1-800-822-6625 to speak with a documentation representative.

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ERD**Earliest Receiving Date**

The ERD is the earliest date the marine terminal/rail depot will accept export containers at the gate for the intended vessel. It is key to check with the receiving terminal on the ERD for the individual vessel as the date could have changed after your booking has been made.

Clarification**ERD vs. DFRD****DFRD****Demurrage Free Receive Date**

The DFRD date is the first date that you may tender an export container without incurring OOCL demurrage. Delivering containers too early will result in OOCL outbound demurrage being charged per our tariff rules, regardless of the marine terminal's earliest receiving date. Outbound demurrage applies equally to merchant and carrier haulage.



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!

"Another awesome experience with OOCL! I work with many carriers but OOCL is by far the best —always prompt, accurate and kind."

"Prompt attention to request and satisfactory results in a timely fashion."

"Always happy to have a n import or export shipment with OOCL . Just wanted to thank the team in general from Sales to Customer Service - all great! "



We take it personally

www.oocl.com

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