

CUSTOMER NEWSLETTER

May 17, 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.

Service Updates-Marine Terminal Gate Schedules

The following marine terminal gates will be closed on May 20, 2019 in observance of the **Victoria Day** holiday in **Canada**:

- **Halifax, Nova Scotia**
 - Halterm Container Terminal
 - Ceres/Fairview Cove Terminal
- **Vancouver, British Columbia**
 - Global Container Terminals (GCT) Vanterm
 - Global Container Terminals (GCT) Deltaport
 - DP World Centerm
 - Fairview Container Terminal - Prince Rupert

The following marine terminal gates will be closed on May 27, 2019 in observance of the **Memorial Day** holiday in the **United States**:

- **Boston, Massachusetts**
 - Conley Marine Terminal
- **New York & New Jersey**
 - Port Elizabeth (APMT)
 - Maher Terminal
- **Baltimore, Maryland**
 - Seagirt Marine Terminal (Ports America Chesapeake)
- **Norfolk, Virginia**
 - Virginia International Gateway (VIG)
 - Norfolk International Terminals (NIT)
- **Charleston, South Carolina**
 - North Charleston Terminal – Open (dry gate only)
 - Wando Terminal – Open (dry gate only)
- **Savannah, Georgia**
 - Georgia Port Authority
- **Florida**
 - Blount Island (Jacksonville)
 - Port Of Tampa
 - South Florida Container Terminal (Miami)
- **West Coast**
 - West Coast terminal gate schedules have not been finalized yet.
 - Please visit the individual marine terminal websites for further information.

The following rail depot gates will be closed on May 27, 2019 in observance of the **Memorial Day** holiday in the **United States**:

- **BNSF Railway**
 - Complete list of all BNSF's rail gate hours for Memorial Day can be found at this [page](#).
- **Norfolk Southern (NS)**
 - Complete list of all Norfolk Southern's rail gate hours for Memorial Day can be found at this [page](#) (Intermodal Gate Hours is the second table on this webpage).
- **Union Pacific (UP)**
 - Complete list of all Union Pacific's rail gate hours for Memorial Day can be found on a link at this [page](#) (Intermodal Terminal plan is the second table when opening the link on the UP page).

Product of the Week- Atlantic Mediterranean Express (ATM1) service connecting to West Africa (MAF)

OOCL now offers a service to West Africa utilizing the ATM1 service with transshipment in Algeciras, Spain. West African ports include Dakar, Tincan, Tema and Abidjan.

Atlantic Mediterranean Express (ATM1)



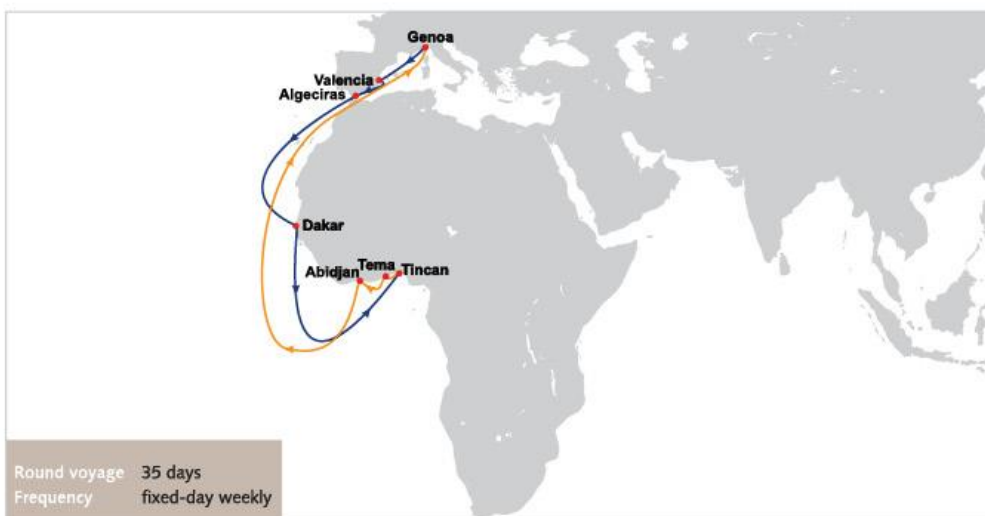
Port Rotation

WB: Fos - Genoa - La Spezia - Barcelona - Valencia - New York - Norfolk - Savannah - Miami
 EB: New York - Norfolk - Savannah - Miami - Algeciras - Fos - Genoa - La Spezia - Barcelona - Valencia

Highlights

- Comprehensive direct port coverage in the West Mediterranean
- One of the fastest services in the market from Spain to U.S. East Coast
- Eastbound transshipment option via Genoa to Jebel Ali / Arabian Gulf (Medbridge)

Mediterranean - West Africa (MAF)



Port Rotation

SB: Genoa - Valencia - Algeciras - Dakar - Tincan - Tema - Abidjan
 NB: Dakar - Tincan - Tema - Abidjan - Genoa - Valencia - Algeciras

Highlights

- Dedicated West Mediterranean to West Africa service
- Fast transit time from Spain to West Africa

Refrigerated
Cargo is our
Specialty

OOCL's Refrigerated Services

Features



-35°C

Ultra-Cool Magnum Reefer Technology that maintains temperatures as low as -35°C.



Genset

Used mainly for domestic transportation by truck/rail. Genset service is free with our OOCL equipment.



Service

At OOCL, our dedicated reefer team is ready to assist you throughout the entire shipment.

Special Services

1

Controlled Atmosphere

An atmosphere in which temperature and humidity; as well as oxygen, carbon dioxide and nitrogen concentrations are regulated.

2

Modified Atmosphere

An atmosphere in which oxygen, carbon dioxide and nitrogen are different from those in air but NOT precisely regulated.

3

Advanced Fresh Air Management

This is OOCL's own controlled atmosphere solution.



Equipment

Two types of equipment available:

- 20' Standard
- 40' High Cube



Analytics

Reefer temperature data is available upon request.

Contact Us



1-888-388-OOCL



For Long Beach Refrigerated Cargo Customer Service: REEFERLGB@OOCL.com

For all other Refrigerated Cargo Customer Service (US & CAN): REEFERCHI@OOCL.COM

Submitting Verified Gross Mass (VGM)

OOCL encourages the use of electronic submission of Verified Gross Mass (VGM), such as EDI, to avoid potential delays in the loading of your cargo on to the vessel.

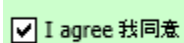
If you are not using EDI with OOCL, we recommend that you submit your VGM using [My OOCL Center \(MOC\)](#) or the excel spreadsheet below which will submit the VGM data to OOCL via email.

Below is the guidance for VGM submission using OOCL's Excel Form:

1. Open the Excel Form using this [link](#).
2. On the "Declaration" tab, read the General Usage Agreement.



3. Click the "I Agree" box.



4. Open the "VGM Template" tab.



5. Enter information for at least the minimum required data fields listed below and in red font on the Excel Form:
 - Carrier (OOCL) (This will self-populate once you enter a container #)
 - Booking #
 - Container #
 - Verified Gross Mass
 - VGM Unit (Kilograms or Pounds)
 - Authorized Person

- The "Authorized Person" must be entered in ALL CAPS.

You will receive two emails within approximately 2-5 minutes.

- The first email is a confirmation that your submission was received.
- The second email will confirm that the submission was accepted or list any errors, by container number, with a brief description of why the VGM was rejected.
- VGM may be resubmitted once initial errors are fixed.

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 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 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!

"OOCL is the most professional and organized company in this business."

"I appreciate that my email was answered and addressed so quickly."

"Excellent Customer Service—patient and cordial."
