

CUSTOMER NEWSLETTER

May 31, 2019

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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 – Trans-Pacific Trade

In response to the expected low seasonal demand, we would like to inform you of the withdrawal of the following Trans-Pacific sailings:

Pacific North West 1 (PNW1)

- **OOCL OAKLAND (OAK) 084E/W:**
 - ETA Shekou on June 8 in Week 23 for EASTBOUND
 - ETA Vancouver on June 24 in Week 26 for WESTBOUND
- **Service resumes with OOCL VANCOUVER (OVN) 108E/W:**
 - ETA Shekou on June 15 in Week 24 for EASTBOUND
 - ETA Vancouver on July 1 in Week 27 for WESTBOUND

East Coast China 2 (ECC2)

- **No Vessel Scheduled:**
 - ETA Qingdao on June 18 in Week 25 for EASTBOUND
 - ETA Savannah on July 19 in Week 29 for WESTBOUND
- **Service resumes with EVER LAMBENT (LMT) 042E/W:**
 - ETA Qingdao on June 25 in Week 26 for EASTBOUND
 - ETA Savannah on July 26 in Week 30 for WESTBOUND

Product of the Week- Pacific China South 2 (PCS2)

OOCL now offers service with a direct call to Taipei, Taiwan from the U.S. Southwest. Transit time from Oakland to Taipei is only 18 days and from Los Angeles to Taipei is only 21 days.

Pacific China South 2 (PCS2)



Port Rotation

EB: Taipei - Xiamen - Shekou - Yantian - Los Angeles - Oakland

WB: Los Angeles - Oakland - Taipei - Xiamen - Shekou - Yantian

Highlights

- Extensive South China coverage
- Unique and rapid access to/from Taipei

E-Service Spotlight

How Do I sign-up to receive Arrival/Advice notice?

Step 1

- Login into My OOCL Center (MOC).

Step 2

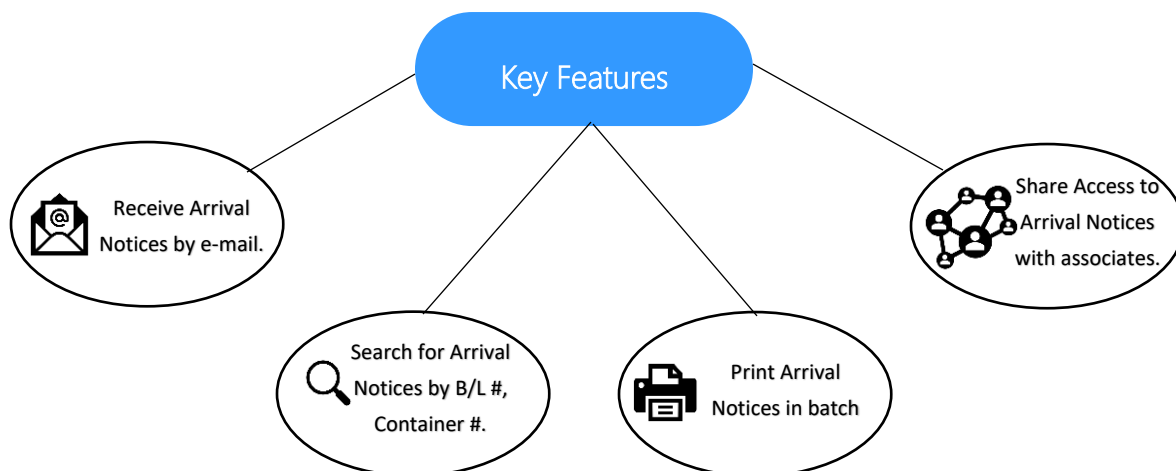
- From the Documentation menu option, select "Arrival Notice/Advice Note."
- Then select "Sign-up for A/N Print."
- Submit Request.

Step 3

- Once approved by OOCL, update the appropriate user profiles to allow users to view and print arrival notices.

Step 4

- Under User Profiles in the Administration menu option, you can also subscribe users to receive arrival notices by e-mail (either in batch or single mailings).



PROTIP

Booking Submission

Cargo Description

When submitting your booking request, please provide the most descriptive Commodity or Cargo Description available.

Example:



Sports equipment-
basketball, baseballs



General Cargo

Result:



Faster Booking
Confirmation

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 and performance. Recent awards include "Company of the Year" award at the Lloyd's List Global Award Ceremony (Dec 2018) and "Digital Transformation Award" from ESCP Europe recognizing OOCL's outstanding achievements and success in our organization's digital transformation journey (Feb 2019).



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

"OOCL team,
THANK YOU!!!"

"I appreciate the
quick response to my
inquiry."

"Everyone
involved...were so
very helpful."