

CUSTOMER NEWSLETTER

June 28, 2019

Inside This Issue:

[Introduction](#)

[Service Updates](#)

[Sailing Schedule Updates](#)

[Product of the Week](#)

[Feature Article- OOCL
Awarded AgTC Top Ranked
Carrier 2019](#)

[My OOCL Center](#)

[How to Submit a Service
Request](#)



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

We have been advised of the following marine terminal gates will be closed on July 01, 2019 in observance of Canada Day:

- **Vancouver/Prince Rupert, British Columbia**
 - GCT Vanterm Terminal
 - GCT Deltaport Terminal
 - Centerm Terminal
 - Prince Rupert Terminal
- **Montreal, Quebec:**
 - Termont Terminal
- **Halifax, Nova Scotia:**
 - Halterm Terminal

We have been advised of the following marine terminal gates will be closed on July 04, 2019 in observance of Independence Day:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Boston, Massachusetts <ul style="list-style-type: none"> ○ Conley Marine Terminal • New York/New Jersey <ul style="list-style-type: none"> ○ Maher Terminal ○ APM Terminals • Baltimore, Maryland <ul style="list-style-type: none"> ○ Ports America (Seagirt) Terminal • Norfolk, Virginia <ul style="list-style-type: none"> ○ Virginia International Gateway Terminal ○ Norfolk International Terminal • Charleston, South Carolina <ul style="list-style-type: none"> ○ North Charleston Terminal ○ Wando Terminal • Savannah, Georgia <ul style="list-style-type: none"> ○ Georgia Ports Authority • Miami, Florida <ul style="list-style-type: none"> ○ South Florida Container Terminal • Tampa Bay, Florida <ul style="list-style-type: none"> ○ Port of Tampa • Mobile, Alabama <ul style="list-style-type: none"> ○ APM Mobile Terminal • New Orleans, Louisiana <ul style="list-style-type: none"> ○ Napoleon Terminal | <ul style="list-style-type: none"> • Houston, Texas <ul style="list-style-type: none"> ○ Bayport Terminal ○ Barbours Cut Terminal • Long Beach, California <ul style="list-style-type: none"> ○ Long Beach Container Terminal (LBCT) ○ SSA Pier J • Los Angeles, California <ul style="list-style-type: none"> ○ West Basin Container Terminal (WBCT) ○ Fenix Marine Terminal ○ Yusen Terminals Inc. (YTI) ○ Everport Container Terminal • Oakland, California (also closed July 5, 2019 for Bloody Thursday) <ul style="list-style-type: none"> ○ TraPac Terminal ○ Everport Terminal ○ Oakland International Container Terminal (OICT) • Seattle/Tacoma, Washington (also closed July 5, 2019 for Bloody Thursday) <ul style="list-style-type: none"> ○ T-18 Terminal ○ T-30 Terminal ○ Everport Tacoma Terminal |
|---|---|

****Please refer to each marine terminal website for updates on holiday gate hours.****

Cross-border (USA/Canada) Rail Movements

- Due to the upcoming holidays, Canada Day on July 1st and Independence Day on July 4th (USA), please ensure that you consider these national holidays as you prepare your customs paperwork for any cross-border rail traffic and file prior to any holiday closures.

Sailing Schedule 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 China South 1 (PCS1)

- **CMA CGM MEXICO E/W:**
 - ETA Fuqing on July 13 in Week 28 for EASTBOUND
 - ETA Los Angeles on August 4 in Week 31 for WESTBOUND
- **Service resumes with CMA CGM CHRISTOPHE COLOMB (GCO) 211 E/W:**
 - ETA Fuqing on July 20 in Week 29 for EASTBOUND
 - ETA Los Angeles on August 11 in Week 32 for WESTBOUND

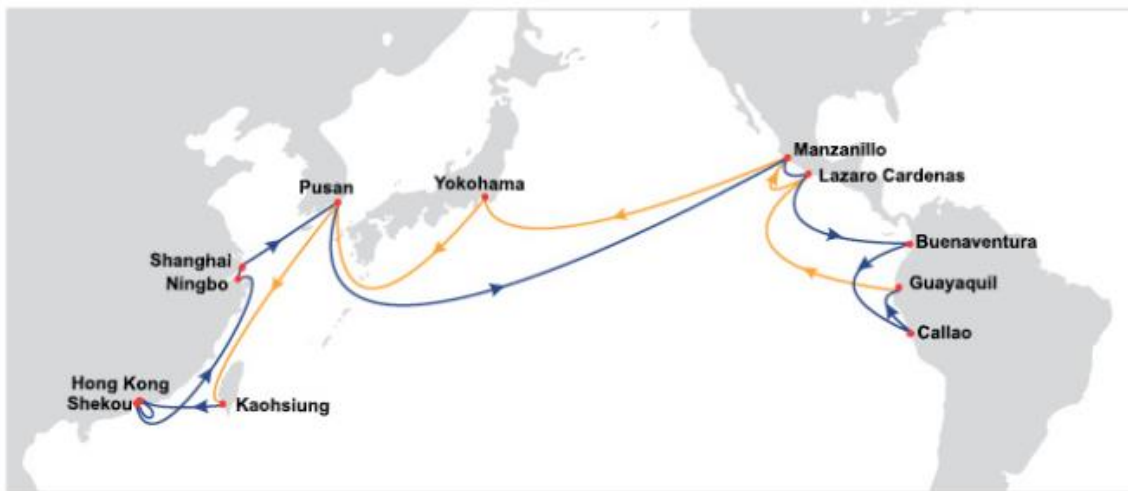
Pacific North West 2 (PNW2)

- **APL HOUSTON E/W:**
 - ETA Yantian on July 1 in Week 27 for EASTBOUND
 - ETA Seattle on July 21 in Week 29 for WESTBOUND
- **Service resumes with APL SOUTHAMPTON 229 E/W**
 - ETA Yantian on July 8 in Week 28 for EASTBOUND
 - ETA Seattle on July 28 in Week 30 for WESTBOUND
- **CMA CGM MUSCA E/W:**
 - ETA Yantian on July 15 in Week 29 for EASTBOUND
 - ETA Seattle on August 4 in Week 31 for WESTBOUND
- **Service resumes with APL PARIS 405 E/W:**
 - ETA Yantian on July 22 in Week 30 for EASTBOUND
 - ETA Seattle on August 11 in Week 32 for WESTBOUND

Product of the Week- Transpacific Latin Pacific 2 (TLP2)

OOCL is pleased to highlight one of our newest services, namely the Transpacific Latin Pacific 2 (TLP2). TLP 2 provides customers with competitive and reliable services between the Far East and Latin America with direct calls to strategic ports such as Manzanillo (Mexico), Lazaro Cardenas (Mexico), Guayaquil (Ecuador), Callao (Peru) and Buenaventura (Colombia).

Transpacific Latin Pacific 2 (TLP2)



Port Rotation

EB: Kaohsiung - Hong Kong - Shekou - Ningbo - Shanghai -
 Pusan - Manzanillo - Lazaro Cardenas - Buenaventura -
 Callao - Guayaquil
 WB: Buenaventura - Callao - Guayaquil - Lazaro Cardenas -
 Manzanillo - Yokohama - Pusan - Kaohsiung

Highlights

- Rapid access to Manzanillo from Shanghai
- Superior product to Yokohama from Mexico

FEATURE ARTICLE

OOCL AWARDED AgTC TOP RANKED CARRIER 2019

OOCL wins the Agriculture Transportation Coalition (AgTC) Top Carrier 2019 award. This award is a result of the Ocean Carrier Performance Survey, which is decided purely on the votes of the AgTC members—a direct voice of our customers. The criteria used in selecting the top carrier are: (1) booking and/or pre shipment customer service, (2) terminal service and equipment availability, (3) documentation, (4) post shipment services and (5) vessel schedules /on time transit.

The top ranked carrier was announced at the dinner during the AgTC's annual meeting held June 2019 in Tacoma, Washington. The award was presented by AgTC Executive Director, Peter Friedmann.



Ernesto Torres (Dir. National Accounts), Peter Friedmann (AgTC) Mike Young (PSS SLC) Spencer Young (AgTC) and Vincent Delprete (VP Sales) at the AgTC conference after winning the Top Carrier of 2019 award.



The annual conference brings together members of the AgTC which includes: shippers, forwarders, importers, agricultural trade associations. It also includes participation from service providers to the agricultural community: carriers, brokers, port/terminal operators, truckers, and rail vendors.

The key issues addressed in the meeting this year revolved around the Tariff impact for goods between the US and China, low sulfur fuel surcharges and chassis shortages.

This award is a testimony to OOCL's customer commitment which takes into account the end to end services provided to the AgTC members in the movement of their cargo.

More information about the Agriculture Transportation Coalition and the Annual Meeting can be found at www.agtrans.org.

How to Sign Up for MOC

My OOCL Center (MOC) provides you with several different features for both your import and export needs. For export, you can quickly submit your booking, customize reports, view bill of lading, submit service requests and much more. For Import, you can access pickup number, full cargo tracking, etc.



MOC- My OOCL Center



Monitor and Control all Shipments with MOC

Import Features

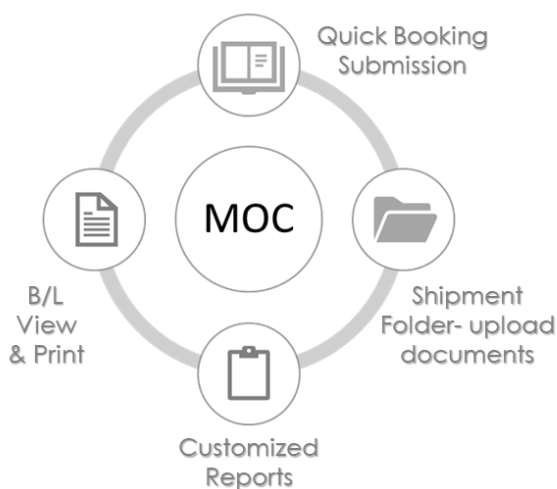
Full Cargo Tracking



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.

My OOCL Center

How to Submit a Service Request

Do you want to amend your existing booking but not sure how to do it? Submit a service request through [My OOCL Center](#) (MOC). Service request features vary from changing booking party, routing to updating cargo nature or cargo description. You can also submit a service request to roll booking, increase/split/roll and reduce booking and many more features.

If you have any additional questions on submitting a service request, please contact our e-commerce team: OOCLECOM@oocl.com.

HOW TO SUBMIT A SERVICE REQUEST

STEP 1

Log into your "My OOCL Center" at www.oocl.com with your user ID and password. Click on menu item "Service Request" and choose option "Submit Service Request."



STEP 2

Input booking number into the "Booking Number" field and click on the "Search" button.

Create Service Request

Search Related Shipment

Bill of Lading Number		Search
Booking Number	1000340878	Search
Container Number		Search
Invoice Number		Search
Vessel/Voyage	Cassini/Starline Voyage Number Search	Search
Reference Number	Select	Search

STEP 3

Click on the "Online" highlighted text to the correspondent service request that you desire. Your service request will be processed quickly.

Service Request Summary

Booking Number:

Service Request	Type
ABC-Canada Proof of Export Information	Online
Add-Change Booking Reference Information	Online
Booking-Container Amendment Request	Online
Cancel Booking Request	Online
Change Booking Parties Request	Online
Change Booking Routing Request	Online
Change Cargo Nature or Description Request	Online
Export Carrier Door Pickup Instructions	Online
Export Change of Destination North America	Online

Service requests are a fast way to amend your booking without having to take extra steps to call or email. You're in control of your booking and one click away to make the necessary changes in a fast and friendly user environment.