

CUSTOMER NEWSLETTER

July 12, 2019

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OOCL
We take it personally

Dear Valued Customer,

Thank you for your interest in
our newsletter.

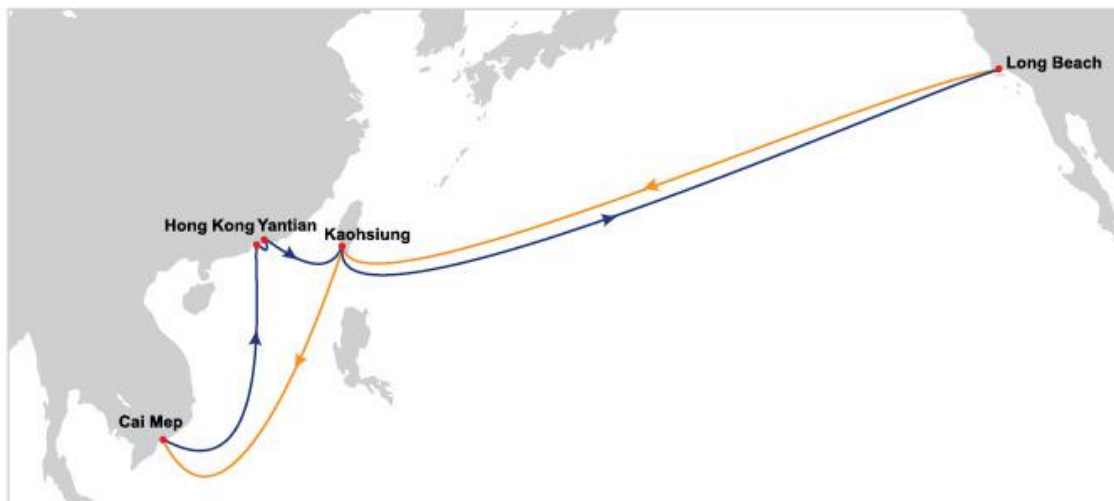
We hope you find our most
recent edition informative
and please contact OOCL
for your ocean transportation
needs.

OOCL
We take it personally.

Product of the Week- Pacific Vietnam China South (PVCS)

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

Pacific Vietnam China South (PVCS)



Port Rotation

EB: Cai Mep - Hong Kong - Yantian - Kaohsiung - Long Beach
WB: Long Beach - Kaohsiung - Cai Mep - Hong Kong - Yantian

Highlights

- Best-in-class product to Pacific Southwest from South China
- Direct Vietnam coverage
- OOCL Long Beach Container Terminal
- OOCL-operated service

Transit Time (Days)

Asia to North America (Eastbound)

From \ To		Long Beach
		Tue
Kaohsiung	Wed	13
Yantian	Tue	14
Hong Kong	Mon	15
Cai Mep	Thu	19

Transit Time (Days)

North America to Asia (Westbound)

From \ To		Kaohsiung	Cai Mep	Hong Kong	Yantian
		Sun	Thu	Sun	Mon
Long Beach	Sat	15	19	22	23

OOCL Honored with Distinguished Green Shipping Award



Ms Agnes CHOI Heung-kwan, M.H., Chairman of the Promotion and External Relations Committee, Hong Kong Maritime and Port Board (left) handing out the Green Shipping Award to Mr. Raymond FUNG, Director of Trades of OOCL at the awards ceremony.

With our commitment to environmental excellence, OOCL is proud to receive the "Green Shipping Award" at the Sea-trade Maritime Awards Asia ceremony in Hong Kong on June 28, 2019. Highly recognized as one of the most important events in the industry, this distinguished award celebrates and recognizes our exceptional accomplishments in environmental sustainability.

This awards program pays tribute to an organization with remarkable achievements in areas on green technology investment, carbon management, compliance to environmental regulations, promotion in environmental awareness and maintaining an outstanding reputation in the industry.

Through years of efforts and dedication, this award win is undoubtedly a milestone for OOCL, reflecting our persistent

commitment to achieving environmental excellence.

Upon receiving the award at the event, OOCL Director of Trades Mr. Raymond Fung said: "As a global carrier with our roots deep in Hong Kong, OOCL is very proud to receive this honor in our homeland. Taking the award for two consecutive years is a huge encouragement for us to continue our commitment to protecting our environment. As a responsible corporate citizen, we are taking proactive steps in developing our sustainability profile and minimizing our environmental impact. Moving forward, OOCL will continue to embrace our long-term sustainability goals and achieve higher levels of operational excellence in the shipping industry."

For more information about our environmental and sustainability work, you can visit our website or download our latest Sustainability Report.



How to Upload Delivery Instructions via My OOCL Center (MOC)

1 Login to MOC

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."



2 Search by Bill of Lading Number

Input the bill of lading number into the "Bill of Lading Number" field and click on the "Search" button.



Create Service Request

Search Related Shipment

Bill of Lading Number:

Booking Number:

Container Number:

Invoice Number:

Vessel Voyage: Vessel Name: Voyage Number:

Reference Number:

3 Select Import Carrier Door Delivery Instructions

Click on the "Online" highlighted text next to the "Import Carrier Door Delivery Instructions."



Service Request Summary	
B/L Number: 1234567890	
Service Request	Type Tip
Change of Destination NAT	Online
Empty Store Door Container Return Notification	Online
Import Carrier Door Delivery Instructions	Online
Inbound Service Amendment NAT	Download
Motorbridge Service Request	Online

4 Upload Document or Fill Out Form

You will have the option to either upload your Delivery Instructions file or you can fill out the "Import Carrier Door Delivery Instructions." Then Click on the submit button at the bottom.

You can track the Delivery Instructions Request status to ensure it was submitted and accepted.



on Apple App Store for your experience

13 Apr 2011 (Wed)

To Do List(0) Notifications(4) My Requests(3)

Description	Reference #	Request Date	Request #	Request Status
Service Request - Import Carrier Door Delivery Instructions	B/L #: 1234567890	13 Apr 2011: 15:24 CST	9000344266	Accepted

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Pro Tip: Export Customer Service Contact

Thank you for booking online with OOCL. In order to help us serve you better, please note below pro-tip.

PRO TIP

Export Customer Service Contact

To facilitate communication on any questions or updates for your booking, please utilize the email address found in your Booking Acknowledgement. This will allow a quicker response to any queries you might have. You can also make request changes to your booking, or track your shipment via My OOCL Center (MOC).

Booking Acknowledgment Example:

BOOKING ACKNOWLEDGEMENT	
DATE BOOKED	: 01 Jul 2019 13:50
FROM	: OOCL (USA) Inc
EMAIL	: SLCEXPORT@oocl.com

Result:



Quicker
Response



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.



"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."
