# CUSTOMER
## NEWSLETTER

August 23, 2019

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Why Book with OOCL?


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 Monday, September 02, 2019 in observance of the **Labor Day** holiday in **Canada and 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)

- **Charleston, South Carolina**
  - North Charleston Terminal
  - Wando Terminal

- **Savannah, Georgia**
  - Georgia Ports Authority

- **Miami, Florida**
  - South Florida Container Terminal (Miami)

- **Tampa, Florida**
  - Port of Tampa

- **Vancouver, British Columbia**
  - Global Container Terminals (GCT) Vanterm
  - Global Container Terminals (GCT) Deltaport
  - DP World Centerm
  - Fairview Container Terminal - *Prince Rupert*

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## 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 China South 1 (PCS1)**

- Service suspends for one week with APL FULLERTON E/W:
  - Original ETA in Fuqing on August 24 in Week 34 for EASTBOUND.
  - Original ETA in ETA Los Angeles on September 14 in Week 37 for WESTBOUND.
- Service resumes with CMA CGM G. WASHINGTON (GWS) 390E/W:
  - ETA Fuqing on September 1 in Week 35 for EASTBOUND.
  - ETA Los Angeles on September 21 in Week 38 for WESTBOUND.

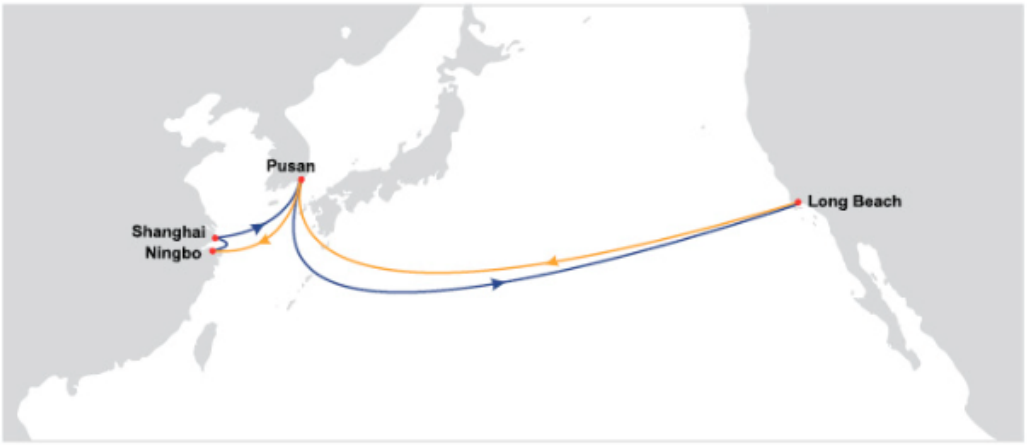
**Pacific North West 2 (PNW2)**

- Service suspends for one week with CMA CGM TUTICORIN E/W:
  - Original ETA in Yantian on August 26 in Week 35 for EASTBOUND.
  - Original ETA in Seattle on September 15 in Week 37 for WESTBOUND.
- Service resumes with APL DUBLIN (DBL) 398E/W:
  - ETA Yantian on September 2 in Week 36 for EASTBOUND.
  - ETA Seattle on September 22 in Week 38 for WESTBOUND.

## Product of the Week- Pacific China Central 1 (PCC1)

The PCC1 continues to be an OOCL core product operating within the Ocean Alliance partnership servicing the US Pacific Southwest gateway. Fast transit time from Pusan to Long Beach—only 11 days.

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
- Long Beach Container Terminal
- OOCL-operated service

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## ERD vs. DFR

### ERD

**Terminal/Rail 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**

**TIP: ERD and DFRD might have different dates. To avoid incurring DD charges, please utilize the latest date.**

### DFRD

**OOCL's 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. This information is provided with the Booking Acknowledgement.

**Example**

In the example below, the terminal's ERD is August 19 and OOCL's DFRD is August 21. To avoid demurrage charges, utilize the latest date, which is OOCL's DFRD of August 21.

| Category | Date |
|---|---|
| Terminal's ERD | Monday, August 19, 2019 |
| OOCL's DFRD | Wednesday, August 21, 2019 |

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## OOCL's Global Rule Tariff Search

If you would like to read our global rule tariff, please follow the steps below. For any questions related to our tariff, please contact your local customer service.

# Global Rule Tariff

1. Visit our website at www.oocl.com

2. Scroll down until the "Providing E-Services" section and click on the "Tariff & Rates Enquiry" option.

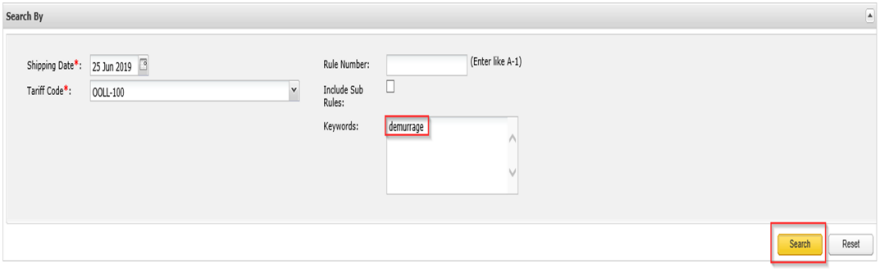
3. Go to Global Rule Tariff and click on "Click Here."

**Tariffs & Rates**

From this channel you can have access to our tariffs and rates (including freight and surcharges) for all ocean trades.

| | |
|---|---|
| Global Rate Tariff | Click Here |
| Global Rule Tariff | Click Here |
| North American (NA) Inland Tariff (for TAT only) and European (EU) Inland Tariff | Click Here |
| All other inquiries (Online Web inquiry form) | Click Here |
| Historical U.S. rules/rates prior to 01 Nov 2016 | Click Here |

4. In the keywords box, input the key terminology. For example, if you want to know global tariff for demurrage, then you would type "demurrage." Then click on the "Search" button. Other common searches include "Bunker", "tier detention and demurrage calculation", etc.




5. In the search results, please click on the appropriate Rule name to read the respective global rule tariff.

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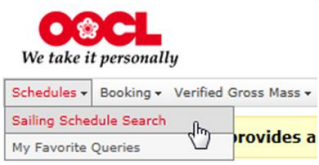
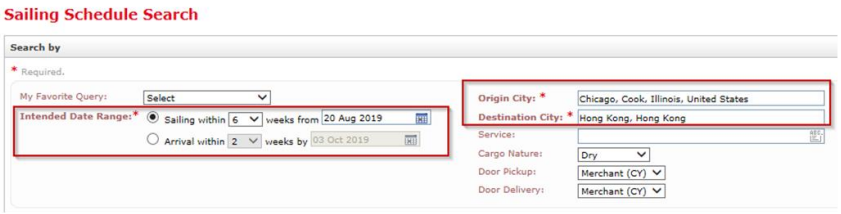
## Sailing Schedule Subscription

Did you know you can setup a subcription via My OOCL Center (MOC) to receive specific sailing schedules directly to your inbox? Please find the steps below on how to set up. For any questions, please reach out to our e-commerce team at OOCLECOM@oocl.com.

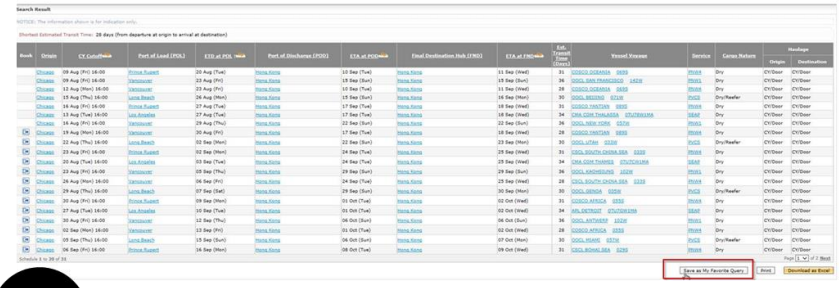
**1** Log into MOC and click on "Schedules" from the menu and then on "Sailing Schedule Search".




**2** Search for your desired port pairs and sailing date range. Then click on the "Search" button.




**3** After the search results populate, click on the button "Save as My Favorite Query." A pop-up screen will ask the name of your favorite query. Type the name and click on the "Save" button.



**4** After saving your favorite query, go back to the top and click on "Schedules" from the main menu and then click on "My Favorite Queries." Click on the "Update" link to update your subscription with the desired frequency and delivery method.

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# 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.

**98% of Calls**
are answered in 15 seconds.

**Over 80% of Bookings**
are confirmed within 4 hours.

**98% of B/Ls**
are issued with complete accuracy.

**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 150 Ocean Services**
offered globally. Now offering new ocean services to Latin America.

**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)".

50 YEARS OF CONTAINERIZATION

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

"Your Export Customer Service team is AMAZING! Quick to reply and so helpful in resolving potential crisis situation."

"Always receive great help and prompt replies to my requests—thank you!"

"Good service, fast answers, I always appreciate the contact!"

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