

CUSTOMER NEWSLETTER

September 20, 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- East Coast Express (ECX1)

The East Coast Express (ECX1) provides fast access from the US East Coast to Cai Mep and Hong Kong. This loop also features the following:

- On dock rail from CY locations in the Eastern United States; including Memphis, Atlanta, Charlotte, and the Ohio Valley.
- Hong Kong transshipment opportunities to South China outports and Manila, Philippines.
- Barge service to Cat Lai from Tan Cang - Cai Mep Thi Vai Terminal.

East Coast Express 1 (ECX1)



Port Rotation

EB: Cai Mep - Hong Kong - Yantian - Xiamen - Shanghai -
Colon - New York - Savannah - Charleston
WB: New York - Savannah - Charleston - Cai Mep -
Hong Kong - Yantian - Xiamen - Shanghai

Highlights

- Best-in-class product to North Atlantic from Central China
- Rapid access to Cai Mep, Hong Kong and Yantian from Charleston

Transit Time (Days)

Asia to North America (Eastbound)

From \ To		Colon	New York	Savannah	Charleston
		Wed	Tue	Sun	Tue
Shanghai	Thu	20	26	31	33
Xiamen	Mon	23	29	34	36
Yantian	Sun	24	30	35	37
Hong Kong	Fri	26	32	37	39
Cai Mep	Tue	29	35	40	42

Transit Time (Days)

North America to Asia (Westbound)

From \ To		Cai Mep	Hong Kong	Yantian	Xiamen	Shanghai
		Mon	Thu	Sat	Mon	Wed
Charleston	Wed	33	36	38	40	42
Savannah	Mon	35	38	40	42	44
New York	Fri	38	41	43	45	47

FAQ: Cutoff Clarification

What is a cut off and why does it matter? Is it just a suggested time to turn in cargo or is it really the deadline?

- A cut off is the last time that a container can be received and have a reasonable expectation of loading the ship as booked.
- Turning in a unit before cutoff (within reason) is always good.
- Turning in a unit AFTER the cut off passes will not be accepted for the booked vessel.
- Many locations will not allow the unit to be received AFTER the cutoff and for the next vessel, resulting in dry run charges from truckers, detention and chassis rental charges. All costs/charges will be for the account of the customer.
- This is a firm date/time and not flexible.

Why are cutoffs not flexible, especially on rail cargo?

- Cutoff dates/time must be within deadline in order for manifests to be filed, stevedores to be notified and in order for terminals to prepare for the vessel to be worked.
- On rail cargo, the train is built with a specific terminal or designated vessel's cargo. If cargo is not received before the train is being built, cargo may have to wait up to a week to depart depending on train schedules for the load port.

DG Cargo Cut off vs. General cargo cut off vs. Reefer cut off

- Some terminals have different cutoff dates/times for reefer, dangerous and general cargo. This is due to special handling or stowage on the ship.
- These cutoffs are important to observe as Dangerous cargo is NEVER allowed on a late gate, to ensure proper declaration and safety measures are in place.

Can't I just ask for a late gate if I miss my cut off?

- Late gates can be requested but are not guaranteed.
- Late gates are very limited and may not be applicable for all terminals and services.
- Late gates are ONLY for cargo in distress.
- DG cannot be on a late gate due to safety and stowage.

Cutoff dates/times are not just for cargo

- Apart from physical cargo cutoff, there are also individual cut times for various paperwork requirements.
- Cutoff deadlines for documentation, VGM, AES submission and Hazardous paperwork are all equally important.
- Deadlines are provided on the booking acknowledgement sent to you when the booking is created.



FAQ- Cutoff Clarification



My OOCL Center: Password Change Part II- Via Group Administrator



We take it personally



Password Change Part II

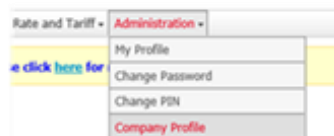
On our last edition, we showed steps on how to change your password via My OOCL Center. Here's another alternative to changing your password via your Group Administrator.

1

If you do not remember your Administrator, then proceed with the following. Otherwise go to step 2.

A

Login to your My OOCL Center by visiting our site www.oocl.com. In the upper right corner, click on "My OOCL Center." Under the "Administration" menu option, select "Company Profile."



B

Your Administrator Information will be under the "Primary Information" tab.



2

Changing the password as the Administrator.

A

Login to your My OOCL Center by visiting our site www.oocl.com. In the upper right corner, click on "My OOCL Center." Under the "Administration" menu option, select "User Profiles" then "User Profile Search."

B

Select the correct user and under “Actions” column, you can click on the lock which will reset the password.

Manage User Profile

Search by [Export](#)

List of All User Profile(s)

User Name	User ID	Phone Number	E-mail Address	User Group	Actions
Shashidhar Vaidhyanathan  	Administrative			Standard Access	 
Other Information	Admin			Standard Access	  

[Create New Profile](#)

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Press Release: OOCL Wins the Singapore Environmental Achievement Award

OOCL Wins Again the Singapore Environmental Achievement Award

OOCL is once again a proud winner of the 2019 Singapore Environmental Achievement Award (Regional) this year, an award that recognizes persistence and dedication to achieving environmental sustainability in all aspects of the business operation.

Over the years, OOCL has been an honored award recipient at the Singapore Environmental Achievement Award (SEAA) ceremony organized by the Singapore Environment Council (SEC). This would be OOCL's third time winning this award in the same category when it was bestowed to OOCL by the event's Guest of Honor, Mr. Masagos Zulkifli, Minister for the Environment and Water Resources of Singapore, on August 27, 2019.

As one of the most respected and revered environmental awards program in Asia, receiving the SEAA (Regional) is a testament of OOCL's outstanding environmental stewardship. In the review and evaluation process, the SEAA Assessment Committee



(AC) assigned both the SEC and Deloitte, an international auditing firm, with the important task to review the shortlisted organizations for their environmental management, performance, leadership and innovation in their sustainability profile.

Commenting on the award win, Mr. Richard Hew, Managing Director of OOCL (Singapore) Pte. Ltd. said: "It is a real honor to win this remarkable award again. [...] This is certainly another important milestone reflecting OOCL's years of culminative efforts in building an outstanding sustainability profile in the industry."

For more about this article, visit our site [here](#).



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!

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

"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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