

CUSTOMER NEWSLETTER

December 27, 2019

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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.

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Service Updates-Marine Terminal Gate Closures

Please see below table for marine terminal gate closures.

Coast	Port	Terminal	New Year's Eve	New Year's Day	Jan. 2, 2020
East Coast	Halifax	PSA (Halterm)	Open till 1100	Closed	Open
	Halifax	Fairview (Ceres)	Open till 1100	Closed	Open
	Montreal	Racine Terminal	Closed	Closed	Closed
	Montreal	Cast Terminal	Closed	Closed	Closed
	Montreal	Maisonneuve	Closed	Closed	Closed
	Montreal	Viau Terminal	Closed	Closed	Closed
	Boston	Conley Terminal	Open	Closed	Open
	New York	APM Elizabeth	Closed	Closed	Open
	New York	Maher Terminal	Closed	Closed	Open
	Baltimore	Seagirt (POA)	Closed	Closed	Open
	Norfolk	VIG	Open	Closed	Open
	Norfolk	NIT	Open	Closed	Open
	Charleston	North Charleston	Open till 1500	Closed	Open
	Charleston	Wando Terminal	Open till 1500	Closed	Open
	Savannah	Georgia Ports	Open till 1500	Closed	Open
	Miami	SFCT	Closed	Closed	Open
Gulf	Tampa	Ports America	Closed	Closed	Open
	Mobile	APM	Closed	Closed	Open
	New Orleans	Napoleon	Open till 1130	Closed	Open
	Houston	Bayport	Open till 1600	Closed	Open
	Houston	Barbours Cut	Open till 1600	Closed	Open
West Coast	Los Angeles	WBCT	Closed	Closed	Open
	Los Angeles	Fenix	Closed	Closed	Open
	Los Angeles	YTI	Closed	Closed	Open
	Los Angeles	Everport	Open till 1500	Closed	Open
	Long Beach	LBCT	Closed	Closed	Open
	Long Beach	PCT	Closed	Closed	Open
	Oakland	Trapac	Closed	Closed	Open
	Oakland	Everport	Closed	Closed	Open
	Oakland	OICT	Closed	Closed	Open
	Seattle	T-30	Closed	Closed	Open
	Seattle	T-18	Closed	Closed	Open
	Tacoma	Pierce Cty	Open till 1500	Closed	Open
	Vancouver	Vanterm	Closed	Closed	Open
	Vancouver	Deltaport	Closed	Closed	Open
	Vancouver	Centerm	Open	Closed	Open
	Prince Rupert	DP World	Open	Closed	Open

Product of the Week- East Coast China 1 (ECC1)

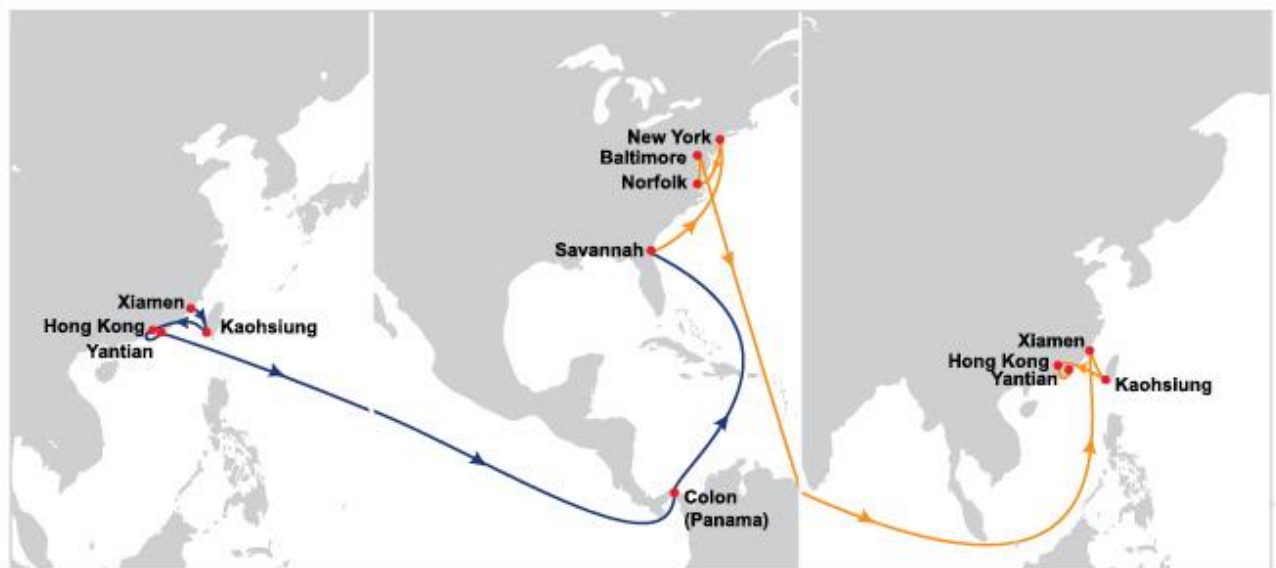
The East Coast China 1 (ECC1) service has a **new** port rotation, which offers a faster transit time from the US East Coast to Kaohsiung:

- **East Bound:** Xiamen – Kaohsiung – Hong Kong – Yantian – Colon – Savannah – New York – Norfolk – Baltimore
- **West Bound:** Savannah – New York – Norfolk – Baltimore – Xiamen – Kaohsiung – Hong Kong – Yantian

Additional features are:

- Norfolk gateway offers intermodal routing from Kansas City, Louisville, and the Ohio Valley.
- Kaohsiung provides direct transshipment connections to the Philippines, Australia, New Zealand, and North.

East Coast China 1 (ECC1)



Port Rotation

EB: Xiamen - Kaohsiung - Hong Kong - Yantian - Colon - Savannah - New York - Norfolk - Baltimore

WB: Savannah - New York - Norfolk - Baltimore - Xiamen - Kaohsiung - Hong Kong - Yantian

Highlights

- Competitive product to US East Coast from South China
- Rapid access to South Atlantic

Pro-Tip: Shipment Folder Notifications

PROTIP

Shipment Folder Notifications

For any documentation requirements regarding your shipment(s), you can submit it via My OOCL Center. Did you know that you can also subscribe to receive alerts when you upload your documents to indicate if they have been verified or rejected? These alerts are ideal for auto titles and dangerous goods requirements. Follow the steps below to turn on these notifications.

1 Log into MOC

Log into your "My OOCL Center" at www.oocl.com with your user ID and password. Make the following selection from the main menu bar: Administration → My Profile. Then click on the "E-mail Subscriptions" tab.



2 Select Shipment Folder

Under Shipment Folder, check box to receive email notifications when the document you uploaded has been verified/rejected. Click on the "Save" button.

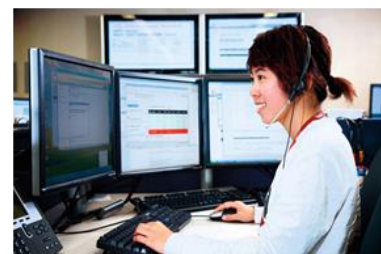
Result:



Easy to identify if documentation provided was approved or rejected.



Quick solution to re-submit proper documentation which will result in faster Booking Confirmation.



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My OOCL Center: MOC Reports- Standard Reports



MOC- My OOCL Center



MOC Reports Part II: Standard Reports

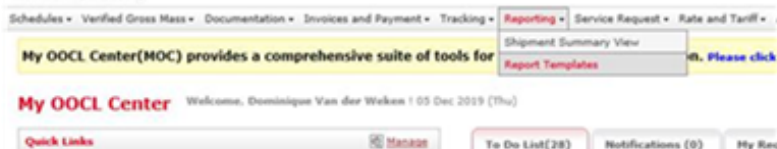
With My OOCL Center Reports you have access to 9 standard template reports for both export and import shipments including but not limited to:

- Receiving end-to-end milestone updates
- Verifying that cargo was loaded on vessel
- Monitoring import cargo

These reports provide you with access to your shipments' information in a quick and efficient manner.

1

Log into MOC and click on "Reporting" option from the menu then select "Report Templates."



2

Under "Customized Report Templates" select the "Standard Templates" tab. Select 1 of the 9 reports of your choice and copy the template to "My Templates" by clicking on the copy icon under the "Actions" column.

Customized Report Templates

Customized Report Templates							
My Templates Standard Templates My Company Templates Shared by Associates Shared by Carriers							
Standard Templates are provided by Carriers for your convenience and cannot be modified. To create your own version of a template, click on the Copy to My Templates icon.							
Template Name	Description	Shipments	Subscriptions	Last Requested	Last Modified	Actions	
Active Bill of Lading	Shipments by bill of lading number.	Active	No Schedule Update		12 Jun 2019		
Active Bookings	Shipments by booking number.	Active	No Schedule Update		12 Jun 2019		
Carrier Invoice	Shippers and Consignees. Consolidate your carrier freight invoices by vessel/voyage and bill of lading number. Note: User must have the View Invoice Details privilege assigned in their user profile to run this report.	Active	No Schedule Update		12 Jun 2019		
End-to-End Milestones	Transportation. Manage your complete shipment cycle from booking to delivery and return of containers.	Active	No Schedule Update	15 Dec 2019	12 Jun 2019		
Export Bookings	Shippers and Forwarders Obtain booking details and container activities before the cargo is loaded on the vessel.	Active	No Schedule Update		12 Jun 2019		
Export Load Confirmation	Shippers and Forwarders. Track container movements from carrier receipt to arrival at destination.	Active	No Schedule Update		12 Jun 2019		
Import Cargo Release	Consignees. Manage cargo pick-up based on cargo and Customs release.	Active	No Schedule Update		12 Jun 2019		
Import Shipments	Warehouse Managers and Consignees. Manage your U.S. import shipments and arrange for pick-up/return of containers before demurrage/detention accrues.	Active	No Schedule Update		12 Jun 2019		
Around Advice	Consignees. Plan for your cargo arrival and pickup as soon as the cargo is loaded on the vessel.	Active	No Schedule Update		12 Jun 2019		
Total 9 Templates							

3

Once the standard template is saved under "My Templates," you will have the ability to modify, view the report online or email the report. These features are available under the "Actions" column.

Customized Report Templates

My Templates Standard Templates My Company Templates Shared by Associates Shared by Carriers							
Only reports limited to Active shipments can be viewed online.							
Template Name	Description	Shared	Shipments	Subscriptions	Last Requested	Last Modified	Actions
Export Bookings	Shippers and Forwarders Obtain booking details and container activities before the cargo is loaded on the vessel.		Active	No Schedule		15 Dec 2019	
Total 1 Template(s)							

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Why Book with OOCL?

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.



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

“Loved the quick response—this saved us from having to pay an extra day of demurrage!

“All of my shipments arrived on time and in sound condition. It takes a lot of hard work and dedicated employees to make this happen and to me OOCL has always stood apart from the rest.”

“OOCL representative's prompt action and reply are very professional.

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