

CUSTOMER

NEWSLETTER

August 21, 2020

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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.

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Digital Solutions- OOCL's e-Commerce Features

DIGITAL SOLUTIONS



My OOCL Center

- ✓ 24/7 Online Booking Submission
- ✓ Create and Submit Shipping Instructions
- ✓ View and Print B/Ls
- ✓ Shipment Folder-Documentation Upload (DG, Auto, etc)
- ✓ VGM Declaration Submission



N2C3 Lite

- ✓ Track & Trace
- ✓ Dwell Monitoring
- ✓ Vessel, Rail ETA
- ✓ Container Watchlist
- ✓ Shortfall Indicator
- ✓ Internal Operations Remarks
- ✓ Map visualization to identify active incoming shipments at sea



API

CAPABILITIES

To achieve greater efficiencies, API protocol is also available for direct integration with your software.

ADDITIONAL FEATURES



Create and choose reports from over 100 data fields with flexible frequency.



Shipment details including access to pick-up numbers and full cargo tracking.

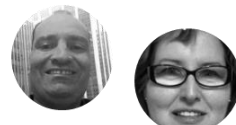


Customize and automate the receiving of your arrival notice and shipment exception alerts.



Service Requests: Submit booking amendments and import delivery instructions.

e-Commerce Team



Contact us to be introduced to our digital products.

OOCLCOM@oocl.com

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Prevention and Control of Solid Waste Imports into China

The government of the People's Republic of China has recently adopted a new legislation concerning the Prevention and Control of Solid Waste Pollution in China, whereby all solid waste including waste paper, waste plastics, waste metals, waste chemicals, amongst others are prohibited from importation into China in order to achieve zero import of solid waste by the end of 2020.

A Penalty of CNY500,000 to CNY5,000,000 shall be imposed for violations and strict requirement for import solid waste to be returned to its place of origin at the expense of cargo, including cost of disposal if any.

To comply with the legislation, OOCL shall cease cargo acceptance of all solid waste related materials into China **effective from 16 October 2020** (on-board date).

For more details, please visit our [local news page](#).

Fraud Awareness



OOCL is committed to being vigilant and diligent when it comes to security measures. Please be aware that fraudsters can hack email accounts and can lead to negative impact including unwanted payment transfer.

Be cautious when receiving correspondence from OOCL requesting additional remittance information from an unknown source. In the event you suspect fraudulent activity:

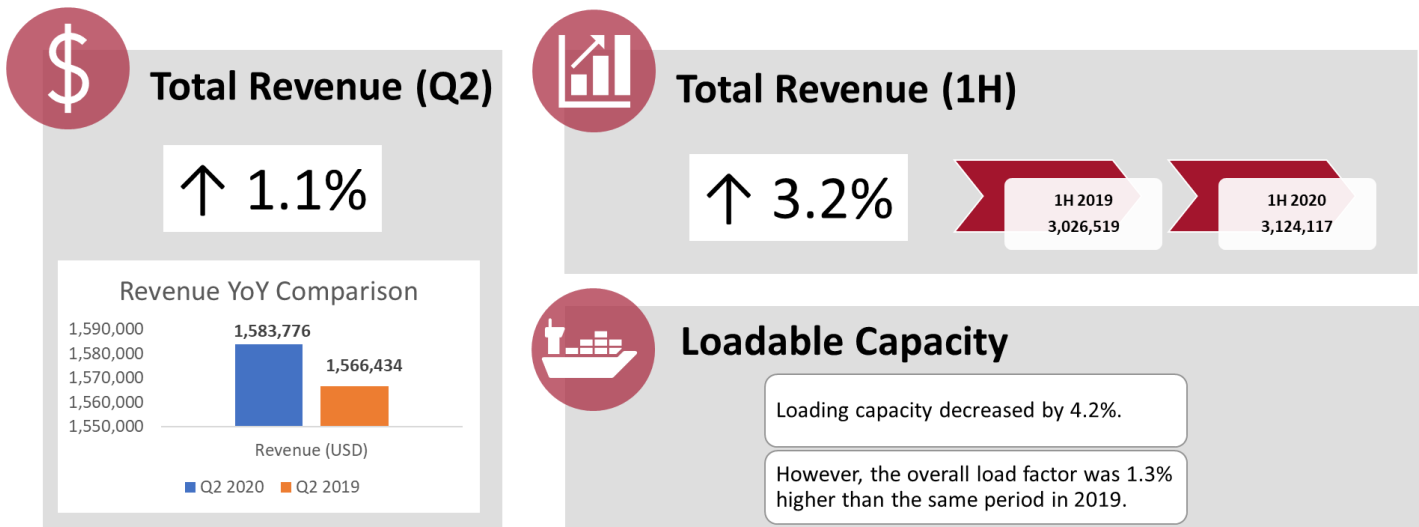
- Contact OOCL directly using trusted methods instead, such as a known email addresses and phone numbers. Dual verification methods provide better security.
- Report any suspicious phishing attempts – please report any fraudulent or suspicious emails that you receive to OOCL Customer Service via your usual contact.

For more information, please read our [customer advisory](#).

Positive Second Quarter Results

OOCL continues to have strong and positive results as highlighted below. For more information on OOCL's Operational Updates for Q2 2020, please visit our [website](#).

2Q Operational Update Highlights



Verified Gross Mass (VGM) Requirements

VGM is the total gross mass of a packed container which includes the cargo weight, block and bracing materials, and container tare.

To improve safety, please ensure your VGM weight does not exceed container payload plus the container tare weight.

The shipper is the responsible party to provide the VGM to the ocean carrier and/or port terminal in order to meet the local regulatory requirements and/or specific port terminal procedures.

If a container with a gross mass exceeding its maximum permitted limit (the maximum payload) as indicated on the Safety Approval Plate under the International Convention for Safe Containers (CSC), the container will **NOT be loaded** onto a ship even with the proper VGM documentation.

My OOCL Center: Submitting Verified Gross Mass (VGM)



MOC- My OOCL Center



Submitting Verified Gross Mass (VGM)

OOCL utilizes the marine terminal VGM submission for cargoes that have a port of loading (POL) within the US. For non-US POL or shippers that would prefer to submit their own VGM, they can do it quickly online via My OOCL Center (MOC).

VGM Submission Options:

- Option 1- VGM Declaration (MOC UI Data Input): used for individual booking with a few containers.
- Option 2- VGM Form and Submission (excel download): used for bookings with many containers.

1

For option 1 to submit VGM, log into MOC, and click on “Verified Gross Mass” option from the main menu, then select “VGM Declaration.”

Make sure to select the appropriate weighing methods. Please ensure that the **authorized party** adds their name in capital letters along with utilizing the calendar icon to select the cargo weight date. The e-signature is required.



Method 1- Add the weight of the container after being weighed along with the date.

Method 2- A calculator will pop up. Enter the weight of the cargo. Choose unit in Pounds or Kilogram. Add the tare weight provided by the calculator by clicking on it. This will be your VGM.

Once you have provided the information, click on the “Next” button. User will have the ability to either cancel or submit. To continue, click on the “I agree” box and then “VGM Declaration” button.

2

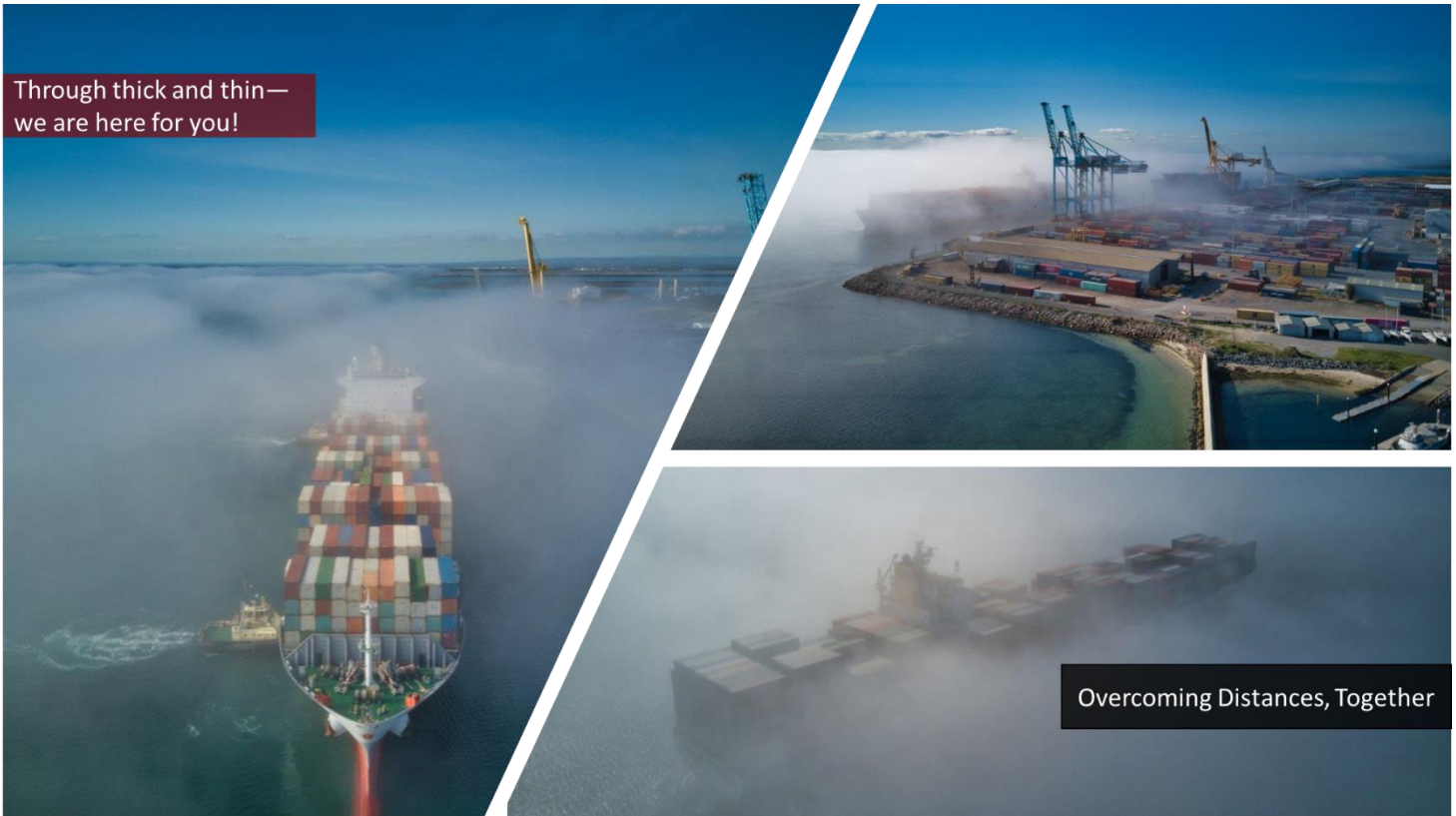
For option 2 to submit VGM, click on “Verified Gross Mass” option from the main menu, then select “VGM Form and Submission.” Click on the “Download OOCL VGM Excel File Template. Input the respective container and VGM information on the excel file. Save file and upload to MOC and click on the “Upload” button.



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Overcoming Distances, Together—We are here for you!



OOCL continues to live by these 4 main principles:

1. Prioritize the health and safety of our staff while continuing to provide excellent service to our customers.
2. Maintain business continuity by maximizing our virtual network to deliver quality services that you have come to expect from OOCL.
3. Our IT strength and capability have proved to be successful in providing us operational agility to continue servicing our customers.
4. We have the financial stability and the strengthened resources to weather the global environment and market uncertainties.

Overcoming distances, together—we are here for you!