

CUSTOMER NEWSLETTER

January 24, 2020

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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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Spotlight of the Week- Reefer Cargo via ATE1 and ATG1

OOCL's dedicated reefer specialists, together with an extensive and young fleet of technologically advanced reefer containers, will ensure that your cargo is shipped under the most precise temperature control from origin to destination. In addition, please find below features when transporting your reefer cargo:

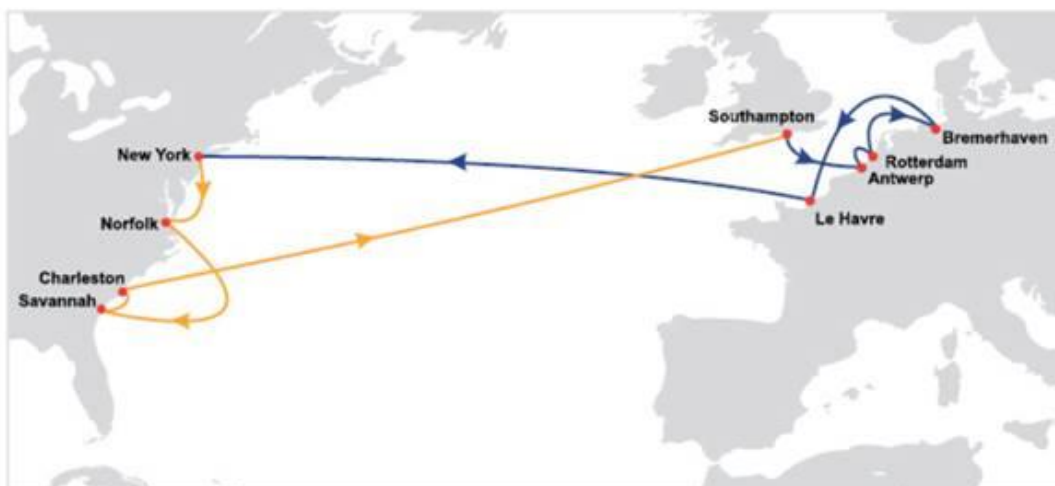
- Exact temperature, humidity, atmosphere, stowing and compatible commodity mix are crucial to preserve the quality of your perishables during transit.
- Dedicated reefer team offers one-stop customer service from booking enquiry to technical support.
- Each reefer is manufactured to the best quality.
- Example of advanced reefer services: Ultra-cool Magnum.

Our service network for Atlantic Gulf Express (ATG1) and Atlantic East Coast Express 1 (ATE1) provides extensive coverage for your reefer shipments with direct services to major ports in North America and Europe.

Atlantic Gulf Express (ATG1)



Atlantic East Coast Express 1 (ATE1)



OOCL presents 2020 Ocean Alliance products



OOCL has been working very closely with our Ocean Alliance partners to ensure we continue to offer the most competitive and comprehensive services to customers. The fine-tuning adjustments that we make to the products each year have been key to our success in building a consistently strong and reliable network, as well as to ensure we continue to meet the evolving needs of the market.

Please note that the port rotations can be subject to changes before the launch of the products in April 2020. If you have any questions or enquiries, please feel free to contact our local customer service representative.

- **6 Pacific Southwest Services (PSW):**
 - Pacific China Central 1 (PCC1)
 - Pacific China North 1 (PCN1)
 - Pacific China South (PCS1 and PCS2)
 - Pacific Vietnam China South (PVCS)
 - South East Asia Pendulum (SEAP-PSW)
- **4 Pacific Northwest Services (PNW):**
 - Pacific Northwest (PNW1, PNW2, PNW3 and PNW4)
- **7 Asia - East Coast North America and U.S. Gulf Services:**
 - East Coast China (ECC1 and ECC2)
 - East Coast Express (ECX1 and ECX2)
 - South East Asia Pendulum (SEAP-USEC)
 - Gulf Coast China (GCC1 and GCC2)
- **2 Trans - Atlantic Services:**
 - Atlantic East Coast Express 1 (ATE1)
 - Atlantic Gulf Express (ATG1)
- **7 Asia - North Europe Services:**
 - Loop (LL1, LL2, LL3, LL4, LL5, LL6, LL7)
- **4 Asia - Mediterranean Services:**
 - Asia-West Mediterranean (WM1 and WM2)
 - Asia-East Mediterranean and Black Sea (EM1)
 - Asia-Adriatic Sea (AAS)
- **4 Asia - Middle East Services:**
 - Asia Middle East (ME1, ME3, ME4 and ME5)
- **2 Asia - Red Sea Services:**
 - Asia- Red Sea (RS1, RS2)

For more details on the Ocean Alliance products that will commence on April 2020, please click [here](#).

Pro-tip: Freight, Customs and OBL Status

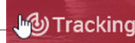
Did you know you can find freight, customs and OBL status on OOCL.com? In addition, you can also find container activity as well as Detention and Demurrage information. Please find below the steps to obtain this information.

Pro-Tip: Freight, Customs and OBL Status

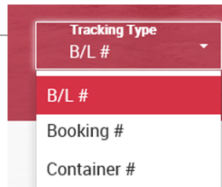
1 Visit OOCL.com



2 Go to the "Tracking" tab on the home page.



3 Select the "Tracking Type" to be "B/L#".



4 A new window will pop-up with the detailed information for your Bill of Lading, which contains freight, customs and OBL status as indicated below.



https://www.oocl.com/eng/Pages/default.aspx

Change Location

Tracking Sailing Schedule Rate Enquiry

B/L # Search

OOCL Cargo Tracking - Maile Fortes

oocl.com/partysite/tracking/ht_result.html?ipf=ANONYMOUS_TOKEN=.../WPAJURS/V5/.../MCCOCL/ENTRY-MCCOCL/ENTRY-TYPE=OOCL/PREF=LANGUAGE=en-US

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Cargo Tracking

Search Result - Bill of Lading Number 2109459310

Container Number	Container Size Type	Quantity	Gross Weight	Verified Gross Mass	Event	Location	Latest Event	Time	Final Destination
OOCL098232-2	36 Package	36 Package	13995.270 KGS	13795.000 KGS (Submitted)	Arrived	Illinois Transport (Chicago), Chicago, Cook, Illinois, United States		04 Dec 2019, 04:40 CST	Chicago, Cook, Illinois, United States (04 Dec 2019, 04:40 CST (Actual))

Summary

Vessel Invoicing	OOCL 4584 142W	Customs Reference Number	13795000000000000000
Bill of Lading Number	2109459310 (B/L Ready)	Inbound Customs Clearance Status	Completed (21 Nov 2019, 19:10 CST)
Booking Number	2109459310 (Confirmed)	Payment Status (Inland charges)	Not Cleared
Total Containers	1 x 40' HC Cube Container	Cargo Release Status	Not Released
Total Quantity	36 Package	Original B/L Received by Carrier	N/A (Under Sea War@)

Detail of OOCL Container OOCL098232-2 [Detailed Container Specification Enquiry](#)

Inbound Customs Clearance Status: **Released** (21 Nov 2019, 19:10 CST)
 Payment Status (Inland charges): **Cleared** (08 Nov 2019, 12:11 CST)
 Linked Reference Number: **13795000000000000000**

Route: [Equipment Attributes](#) | [Detention & Demurrage](#)

Origin	Destination	Full Return Location	Port of Load	Vessel Invoicing	Port of Discharge	Final Destination Hub	Destination	Empty Return Location	Headlog
Bremerhaven, Bremen, Germany	08 Bremerhaven, Germany	Eurogate Bremerhaven	06 Nov 2019, 22:00 CET (Cargo Cutoff Date At First Full Hub)	ATE1 OOCL 142W	New York, New York, New York, United States	Illinois Transport (Chicago)	Chicago, Cook, Illinois, United States	Illinois Transport (Chicago) (Subject to Confirmation)	CHVDOOR

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My OOCL Center: Booking Remarks



MOC- My OOCL Center



Booking Remarks

My OOCL Center lets you manage all your OOCL shipments online. When submitting an e-booking, there is a field called “Booking Remarks.” This is a free form field where customers can add special comments. All Booking Remarks are reviewed by our OOCL customer service team at the time of booking creation. Please find below a popular use for Booking Remarks:

1

Multiple Booking Requests. You can consolidate multiple booking requests into one if it’s the same port pairs, commodity, container size, weight and vessel. For example, if you would like to make 8x 40’ bookings, you can input the total number of containers (8), the weight and add the following remarks: “One container per booking” and submit request.

Container (Note: If an item is over one ton, enter the Gross Weight per package in

Container Information			
Quantity	Size Type	Cargo Weight	Tip (per container)
8	40' General Purpose Container	10000	Pounds

Remarks for Entire Booking

One container per booking

2

Shipper owned container or tank. To facilitate booking process, you can provide the container number in the Booking Remarks during booking creation request.

3

Marine Terminal Destination. If the port of discharge has multiple terminals, you can request specific terminal in the Booking Remarks field to further clarify request.



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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 customer support and intermodal network monitoring 24-hour coverage. In addition, virtual support and local representation throughout the Americas.



Over 80% of Bookings

are confirmed within 4 hours.



99% of B/Ls

are issued with complete accuracy.



More than 150 Ocean Services

offered globally to and from the Americas.



99% of Calls

are answered in 15 seconds.



99.8% of Freight Invoices are issued accurately.



1 Business Day

turn around time for email responses.



More than 200 Awards

received and recognized worldwide for our quality and approach to the environment.

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.”
