

CUSTOMER NEWSLETTER

February 07, 2020

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OOCL
We take it personally

Dear Valued Customer,

Thank you for your interest in our newsletter.

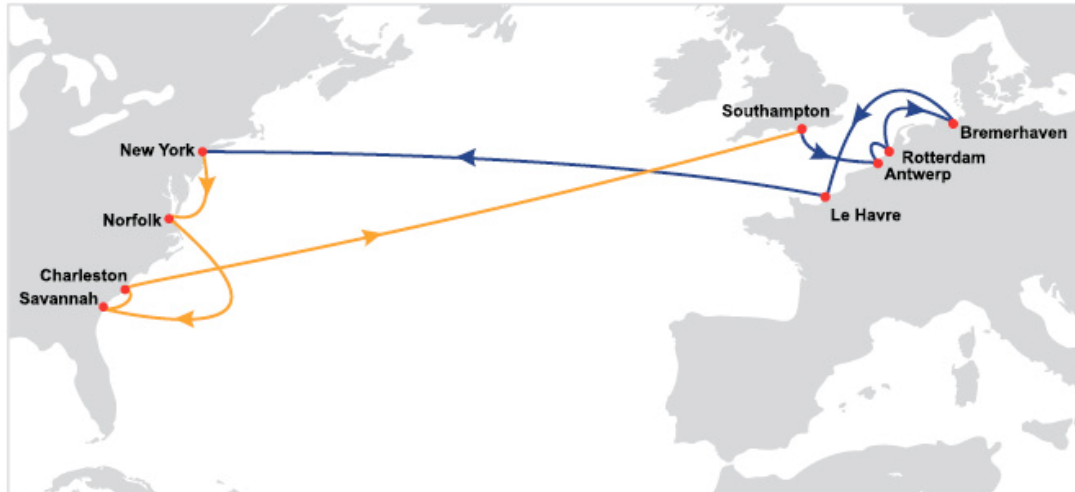
We hope you find our most recent edition informative and please contact OOCL for your ocean transportation needs.

OOCL
We take it personally.

Product of the Week- Atlantic East Coast Express 1 (ATE1)

The ATE1 provides direct service from US East Coast to key North European ports.

Atlantic East Coast Express 1 (ATE1)



Port Rotation

WB: Southampton - Antwerp - Rotterdam - Bremerhaven - Le Havre -
New York - Norfolk - Savannah - Charleston
EB: New York - Norfolk - Savannah - Charleston - Southampton -
Antwerp - Rotterdam - Bremerhaven - Le Havre

Highlights

- Non-stop from France to New York
- Market-leading transit times WB from Le Havre and EB to the UK

Service Updates - Marine Terminal Holiday Gates

The following marine terminal gates will be closed on **February 12, 2020** in observance of **Lincoln's Birthday** in the United States:

- **New York & New Jersey**
 - APM Terminals Elizabeth, LLC
 - Maher Terminal
- **Baltimore, Maryland**
 - Seagirt Terminal
- **Miami, Florida**
 - South Florida Container Terminal
- **Los Angeles/Long Beach, California**
 - Everport Terminal Services
 - Fenix Marine
 - Long Beach Container Terminal (LGBT) – Closed first shift, open second shift
 - Pacific Container Terminal (PCT)
 - West Basin Container Terminal (WBCT)
 - Yusen Terminals, Inc. (YTI)

- **Oakland, California**
 - TraPac – Open dayside, closed nightside
 - Everport Terminal Services
 - Oakland Intl Cntr Terminal (OICT) – Closed dayside, open nightside

- **Seattle/Tacoma, Washington**
 - T-18
 - T-30
 - Pierce County Terminal

The following marine terminal gates will be closed on **February 17, 2020** in observance of **President's Day** in the United States:

- **New York & New Jersey**
 - APM Terminals Elizabeth, LLC
 - Maher Terminal

- **Baltimore, Maryland**
 - Seagirt Terminal

- **Charleston, South Carolina**
 - North Charleston Terminal – Open for dry only

- **Tampa, Florida**
 - Ports America Tampa

- **Los Angeles/Long Beach, California**
 - Everport Terminal Services
 - Fenix Marine
 - Long Beach Container Terminal (LGBT)
 - Pacific Container Terminal (PCT)
 - West Basin Container Terminal (WBCT)
 - Yusen Terminals, Inc. (YTI)

- **Oakland, California**
 - TraPac – Open dayside, closed nightside
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- **Seattle/Tacoma, Washington**
 - T-18
 - T-30
 - Pierce County Terminal (TBD)

Trans-Pacific Trade- Service Updates

In response to the expected market downturn in the Lunar New Year period, we would like to inform you of the withdrawal of the Trans-Pacific Sailings listed below.

Service	NAG Rotation	1st Port ETA for Weeks with Blank Sailings			
PCC1	Long Beach	2/17/2020	2/24/2020	3/2/2020	4/6/2020
PCC2	Long Beach - Seattle	2/23/2020	3/29/2020		
PCN1	Prince Rupert - Los Angeles - Oakland	2/27/2020	3/5/2020		
PCS1	Los Angeles - Oakland	2/15/2020	2/22/2020	3/14/2020	4/11/2020
PCS2	Los Angeles - Oakland	2/16/2020	3/1/2020	3/29/2020	
PVCS	Long Beach	2/25/2020	3/24/2020		
SEAP-W	Los Angeles - Oakland	3/5/2020			
VCS	Long Beach	2/16/2020	3/1/2020		
PNW1	Vancouver - Seattle	2/17/2020	2/24/2020	3/9/2020	
PNW2	Seattle - Vancouver	2/16/2020	2/23/2020	3/1/2020	3/22/2020
PNW3	Tacoma - Vancouver	2/21/2020			
PNW4	Prince Rupert - Vancouver	2/15/2020	2/22/2020	2/29/2020	
ECC2	Savannah - Charleston - Boston - New York	3/6/2020			
ECX1	New York - Savannah - Charleston	3/10/2020			
ECX2	New York - Norfolk - Savannah	3/6/2020	3/13/2020		
SEAP-E	Halifax - New York - Norfolk - Savannah - Charleston	3/7/2020			
GCC1	Houston - Mobile - New Orleans - Tampa - Miami	3/3/2020	3/10/2020		
GCC2	Houston - Mobile - Tampa	3/4/2020			
TLP1	Callao - Lirquen - San Antonio - Manzanillo - Ensenada	3/8/2020			
TLP2	Buenaventura - Callao - Guayaquil - Lazaro Cardenas - Manzanillo	3/3/2020	3/10/2020		
TLA1	Rio De Janeiro - Montevideo - Buenos Aries - Rio Grande - Navegantes - Paranagua - Santos	3/18/2020			
TLA2	Itaguai - Paranagua - Itapoa - Navegantes - Itajai - Santos	3/9/2020	3/23/2020		
TLC1	Manzanillo (MX) - Balboa - Manzanillo (PA) - Cartagena - Kingston - Caucedo	3/7/2020	3/14/2020		

My OOCL Center: Import Features



MOC- My OOCL Center



Import Features: Arrival Notices and Customized Reports

My OOCL Center provides you with visibility to monitor all your shipments. In this edition, we will be featuring how to 1) view and print Arrival Notices and 2) setup customized reports for your inbound monitoring.

Arrival Notice

Features:

- Receive Arrival Notices by e-mail.
- Search for Arrival Notices by B/L number, container number, vessel name or ETA.
- Print Arrival Notices in batch.
- Share access to Arrival Notices with associates (e.g.: customs brokers, truckers, warehouses, etc)

Steps:

1. Login to My OOCL Center by visiting our site.
2. On the main menu, under "Documentation" option, select Arrival Notice/ Advice Note. Then select "Sign-up for A/N print."
3. Submit request.
4. Once approved by OOCL, update user profiles to allow users to view and print arrival notices.

Customized Reports

Did you know that your local e-commerce team can assist you to create customized reports? There are over 100 column data fields to choose from with sorting and filtering options.

Customized reports key features include:

- Track hot containers' rail movements.
- Review invoice details including due dates.
- Schedule reports to receive them daily, weekly, bi-weekly, or monthly.
- Share reports with other users in your organization or with other shipment parties.

For more information, please contact our e-commerce team at:
OOCLECOM@oocl.com



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Why Book with OOCL?

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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!

“Excellent Customer Service! It is really a pleasure to work with your company.”

“I truly appreciate OOCL’s courtesy reminder that the VGM was missing. It made a big impact on me since other carriers will allow container to miss and charge enormous roll fees.”

“Kudos to OOCL for their excellent service with a critical situation. They have been very cooperative and have assisted me to find a solution.”
