

CUSTOMER NEWSLETTER

February 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.

OOCL
We take it personally.

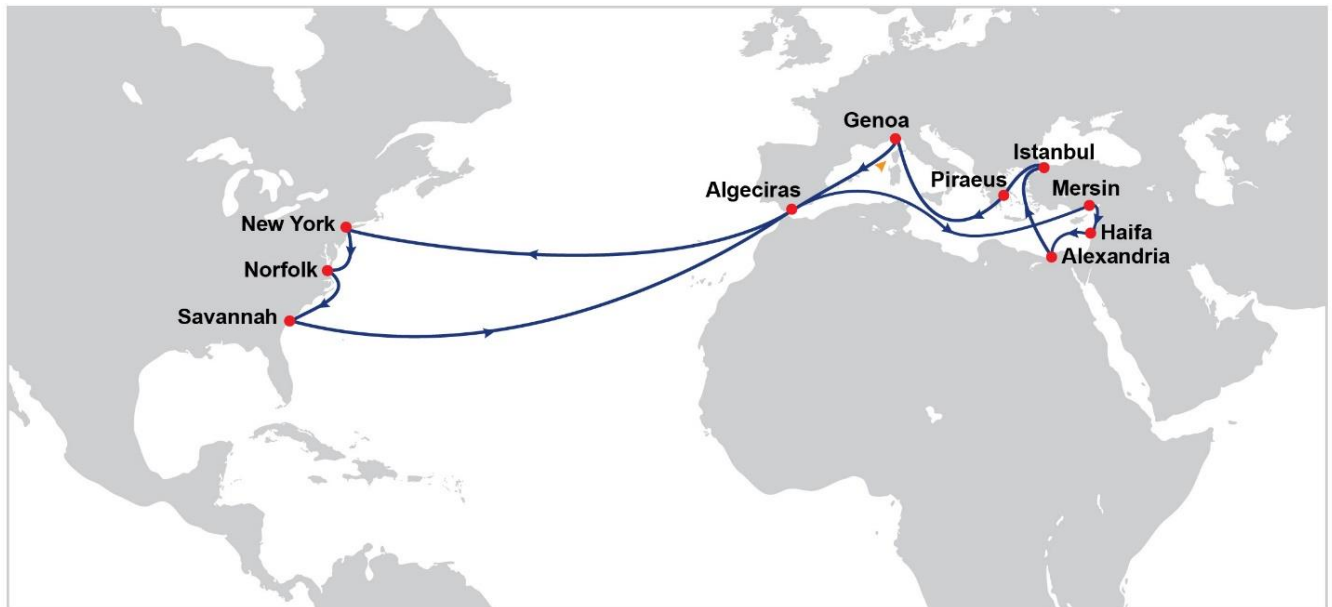
New Product – East Mediterranean-America Service (EMA)

OOCL will be participating on a new weekly Transatlantic service called East Mediterranean – America Service (EMA) to deliver a more efficient and comprehensive service network. The first commencing voyage is in April, 2020, (subject to FMC filing).

The port rotation for the weekly service is Mersin – Haifa – Alexandria – Istanbul – Piraeus – Genoa – Algeciras - New York – Norfolk – Savannah – Algeciras – Mersin.

The EMA will offer competitive transit times and additional service options to the market. With the inclusion of Genoa and Algeciras port calls, this will also provide west bound coverage and diverse intra-Mediterranean services in this niche area. For more information, visit our [site](#).

East Mediterranean – America Service (EMA)



Port Rotation

Mersin - Haifa - Alexandria - Istanbul - Piraeus - Genoa - Algeciras - New York - Norfolk - Savannah - Algeciras - Mersin

Trans-Pacific Trade- Service Updates

In response to the expected low demand in the market, we would like to inform you of the withdrawal of the Trans-Pacific Sailings listed below.

Service	North America 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	4/5/2020	5/3/2020	
PCN1	Prince Rupert - Los Angeles - Oakland	2/27/2020	3/5/2020	3/19/2020	
PCS1	Los Angeles - Oakland	2/19/2020	2/26/2020	3/14/2020	3/21/2020
PCS2	Los Angeles - Oakland	2/16/2020	3/1/2020	3/8/2020	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	2/23/2020	3/1/2020		
PNW3	Tacoma - Vancouver	2/14/2020			
PNW4	Prince Rupert - Vancouver	2/13/2020	2/29/2020		
ECC2	Savannah - Charleston - Boston - New York	3/6/2020	3/20/2020	3/27/2020	
ECX1	New York - Savannah - Charleston	3/10/2020	3/31/2020		
ECX2	New York - Norfolk - Savannah	3/6/2020	3/13/2020	4/3/2020	
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	3/25/2020		
TLP1	Callao - Lirquen - San Antonio - Manzanillo - Ensenada	3/22/2020	3/29/2020		
TLP2	Buenaventura - Callao - Guayaquil - Lazaro Cardenas - Manzanillo	3/3/2020	3/10/2020	3/17/2020	
TLA1	Rio De Janeiro - Montevideo - Buenos Aries - Rio Grande - Navegantes - Paranagua - Santos	3/18/2020	4/1/2020		
TLA2	Itaguai - Paranagua - Itapoa - Navegantes - Itajai - Santos	3/9/2020	3/23/2020	4/6/2020	
TLC1	Manzanillo (MX) - Balboa - Manzanillo (PA) - Cartagena - Kingston - Caucedo	3/7/2020	3/14/2020		

My OOCL Center: Company Registration



MOC- My OOCL Center



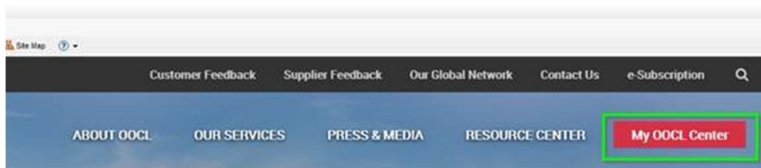
Company Registration

My OOCL Center allows you to manage all your shipments online. To begin utilizing My OOCL Center, you first need to register to become a user. There are 2 quick ways to register as outlined below. For any questions, please reach out to your local e-commerce team at OOCLCOM@oocl.com.

New Company Registration

1

For initial registration, simply visit our site: www.oocl.com. In the right upper corner, click on the red button "My OOCL Center."



2

After clicking on "My OOCL Center" red button, the login window will prompt. Select the "Register Now" option.

New User- Company already registered

3

If your company is already registered, but you have a new user, the company administrator can create new users under the company account. To do so, login to My OOCL Center. Then click on the "Administration" option from the main menu. Click on "User Profiles" and select "Create User Profile."



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Pro-Tip Export: Cargo Description

PROTIP Booking Submission Cargo Description

When submitting your booking request, please provide the most descriptive Commodity or Cargo Description available.

Good Example:

 Red Lentils

Avoid Vague Descriptions:

 General Cargo

 Agri Products

Result:



**Faster Booking
Confirmation**

Pro-Tip Import: Rail Pick up Number

PROTIP Rail Pick Up Number

The easiest way to obtain pick up number is via our My OOCL Center (MOC). Please note that to access the Rail Pick up number online it is required that:

1. You are a legal party of the Bill of Lading.
2. The container has arrived and grounded.
3. Customs status is updated, released and received in our system.
4. All charges are paid.

Login into My OOCL Center then select “Shipment Details” button near the bottom of the screen. Input your B/L number and click on the “Search” button. Upon search results page, you will find the column “Rail Pick Up Number” towards the bottom of the page under “Intermodal Details at Destination.”

Detention & Demurrage Information at Destination			
Container Number	Demurrage Last Free Date		
OOLU907037			
OOLU537905			
Container Number	Rail Pick Up Number	Trucker	Job Order Number (Creation Time)
OOLU537905-0		BNSF	
OOLU907037-2		BNSF	

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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.



More than 200 Awards

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

1 Business Day

turn around time for email responses.



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

“OOCL staff is always efficient when responding to requests. It is always appreciated.”

“I emailed customer service in regards of a rate inquiry, they were very kind and appointed me into the correct person to contact. Great service, great company.”

“Excellent time response... I wish all carriers would respond that fast.”
