

CUSTOMER NEWSLETTER

March 20, 2020

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OOCL
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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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OOCL Customer Letter – COVID-19

Dear Valued Customer,

In view of the current global concerns regarding the coronavirus (COVID-19) outbreak, OOCL is taking every appropriate step throughout our global network to prioritize the health and safety of our staff while continuing to provide excellent service to our customers. Our offices have taken preventive measures to protect employees and maintain business continuity by maximizing our virtual network to deliver the quality services that you have come to expect from OOCL.

During this time where special office and work-from-home arrangements have been implemented, our IT strength and capability have proved to be successful in providing us the operational agility to continue servicing our customers, such as booking acceptance, contingency planning and other related services. We encourage all of our customers to utilize our effective online tools to expedite any queries. **Our customers should have full confidence that we are operating business as usual.**

OOCL will continue to closely monitor the situation and maintain close communications with our customers. For more information, please click [here](#).

Thank you for your continued support.



Effective Immediately- US and Canada Freight Cashier Update

As a precautionary measure and to ensure the continued health and safety of our people, **effective immediately**, our freight cashiers will be working in a virtualized environment. To facilitate the virtual accommodation, checks and endorsed Original Bill of Ladings **must** be forwarded to the following addresses:

If you are sending payment or Original Bill of Lading from the states of Alaska, Arkansas, California (Northern), Colorado, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, (Northern) Nevada, New Mexico, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, South Dakota, Texas, Utah, Washington, Western Tennessee, Wisconsin and Wyoming, **please send to:**

OOCL (USA) Inc.
63 East 11400 South #402
Sandy, UT 84070

For the states of Alabama, Connecticut, Delaware, Eastern Tennessee, Florida, Georgia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, South Carolina, Vermont and Virginia, **please send to:**

OOCL (USA) Inc.
7620 Rivers Ave Ste #370
Box 307
North Charleston, SC 29406

For Canada, **please send to:**

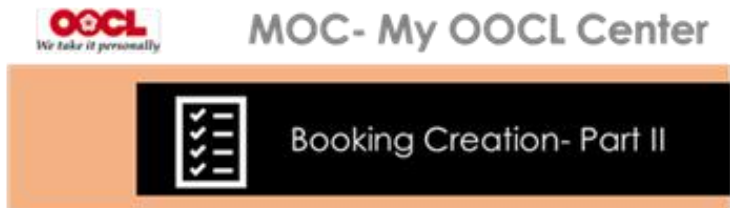
OOCL (Canada) Inc.
PMB #1202
3-1750 The Queensway
Etobicoke, ON
M9C 5H5

We understand that there may be some checks or Original Bill of Ladings already in-transit. These exceptions will continue to be processed until the close of business this Friday, March 20, 2020. After this week, checks either in-transit or mistakenly sent to the previous address may be returned to sender.

In order to ensure that there are no delays on processing checks received, we encourage all of our customers to utilize the Electronic Funds Transfer option as outlined [here](#).

Thank you for your attention to this matter. If further information or assistance is required, please contact our customer service team at (888) 388-6625.

My OOCL Center: Booking Creation- Part II



If you don't have a booking template setup yet, please follow the steps below on how to create a new booking:

- 1 Log into MOC and click on "Booking" option from the menu then select "Booking Request."



- 2 After clicking on the "Booking Request" option, a blank booking screen will be generated. Please ensure to fill out all fields that have a * by it since these are mandatory. Please find below tips on how to fill out the form.

Rate/Reference information:

Rate/Reference Information
Rate Reference Number: *

Contract versions are not needed. Simply use the main contract number per below example:
MT123456 = OK
MT123456v001 = remove v001
The rate ref# or service contract will need to shown as a party of the booking.

Parties:

Parties
Shipper: Forwarder: Consignee:
Receiver: Notify Party:

Please note that only the shipper/forwarder information is mandatory. For time savings purpose, check the box "Copy from My Profile" to autofill your information.

Cargo Nature:

Cargo
Outbound Traffic Mode: FCL: Full Container Load
Cargo Nature: *
Routing:
Enter the first three characters of City or City

Find Sailing Schedule:

Find Sailing Schedule
Arrival within weeks by
Sailing Schedule:
Container: (Note: If an item is over one ton, enter the Gross Weight per package in the Remarks)

When no sailing schedule populates, you can proceed without selecting a vessel and the remarks for the entire booking box in the lower left corner should be utilized for: vessel voyage, cutoff date information, sailing date or ETA.

Submitting the booking:

When the booking is completed, make sure to:

1. Click on the "Submit Booking Request" button on the right lower corner of the page.

The screenshot shows the bottom right corner of the booking form with three buttons: 'Submit Booking Request', 'Save as Draft', and 'Save as Template'.

1. If all the information for the booking is accurate, then click on "Process Booking Request" to finalize the booking creation.

The screenshot shows the bottom right corner of the booking form with four buttons: 'Modify', 'Process Booking Request', 'Save as Draft', and 'Save as Template'.



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OOCL Orders Five 23000 TEU Container Vessels

OOCL is pleased to announce that we have signed new building contracts with shipyards Nantong COSCO KHI Ship Engineering Co., Ltd. (NACKS) and Dalian COSCO KHI Ship Engineering Co. Ltd. (DACKS) for five new container vessels, each at a cost of \$155.68 million with a nominal capacity of 23,000 TEUs, and we expect to begin taking delivery of these vessels in the year 2023.

These five new buildings are part of our ongoing program to introduce large, modern, and fuel-efficient vessels to further strengthen our fleet competitiveness as well as fleet rebalancing by increasing the proportion of the ships we own in the core fleet while a number of vessels leased under long-term charters will be returned to the owners.

Today, OOCL only has six G-Class mega-vessels, each with a capacity of approximately 21,000 TEU. These vessels were ordered in March 2015, as the first step in OOCL's expansion into this class of mega vessels for the Asia-Europe trade. The original plan at that time was to have ordered a second batch of five to six mega vessels. However, this addition to the original order has never happened thus far, first because of the terrible market conditions of 2016, and then throughout 2017-2018 with focus being on the execution of the sale of the OOIL group to COSCO SHIPPING Holdings.

The announcement for this new order for 23,000 TEU vessels is indeed this long-awaited second step, and is consistent with our strategic plan for further growth. We will have the potential to independently form a complete loop in the Asia-Europe trade where we intend to deploy them in order to strengthen OOCL's overall competitive position in the market and improve services to customers. Balancing this expansion, over the next five years we plan to return or dispose of 13 vessels from our fleet, a total of around 76,000 TEU, after successful long-term service in our group.

Furthermore, these new vessels will help bring economies of scale to OOCL's unit cost structure and enable the company to continue to play an influential role in offering more competitive and best-in-class services to customers. We are pleased to say that the latest engine technology and other state-of-the-art equipment will be used to achieve greater operational efficiency and reduce carbon emissions, which is consistently in line with our work and commitment to corporate sustainability and environmental protection. For more information, please [visit our website](#).

How to Obtain Delivery Appointment Details for your Door Shipments



MOC- My OOCL Center



Delivery Appointment Details

My OOCL Center allows you to view the date and time for your delivery appointments for your door shipments. To obtain this information, simply login to My OOCL Center and follow the steps below.

1

Log into MOC and search for Bill of Lading number and select “Shipment Details” button and click “Search.”

The screenshot shows the My OOCL Center dashboard. On the left, there is a navigation menu with options like 'Bookings', 'Shipments', and 'Orders'. The main area displays a table of shipments with columns for 'Description', 'Reference #', 'Book Date', 'Book Date', 'Request #', and 'Application'. Below the table, there is a search section with radio buttons for 'Cargo Tracking' and 'Shipment Details'. The 'Shipment Details' option is selected and highlighted in green. Below it, there are input fields for 'Bill of Lading Number', 'Shipment Number', 'Container Number', and 'Reference Number', each with a 'Search' button. The 'Shipment Details' button is also highlighted in green.

2

The shipment details screen will populate, and the delivery appointment details can be found on the bottom right hand corner of the screen under the “Door Delivery At Final Destination” section.

The screenshot shows the 'Shipment Details' page. It contains various sections including 'Shipment Information', 'Inland Customs Information', and 'Cargo Details'. The 'Door Delivery At Final Destination' section is highlighted in green. This section includes a table with columns for 'Reference', 'Type', 'Number', and 'Description'. The table contains several rows of data, including 'Door Delivery At Final Destination' and 'Door Delivery At Final Destination'.

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.

More than 150 Ocean Services

offered globally to and from the Americas.

99% of B/Ls

are issued with complete accuracy.

99% of Calls

are answered in 15 seconds.

1 Business Day

turn around time for email responses.

99.8% of Freight Invoices

are issued accurately.

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!

“It is a pleasure to work with your staff. I don't have to wait long when I send email queries. Keep up with the good work.”

“I would like to compliment the excellent customer service received from the import team at OOCL. Upon receiving my call, they understood what my request was and kindly provided assistance on the same day. Excellent work!”

“Kudos for OOCL for going above and beyond in resolving an urgent payment matter thus obtaining the steamship release. Considering the current circumstances, her support has saved our small company.”

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