

# CUSTOMER NEWSLETTER

April 3, 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.*

## OOCL's Contact Information

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As we have expanded our virtual network, we want to ensure confidence that we are operating business as usual. Our mission is to provide you a customer-focused solution for all your supply chain needs and continue to deliver the quality services you have come to expect from OOCL while maintaining business continuity.



Here's a list for our local contacts:

- Offices in the US: [Salt Lake City](#), [Charleston](#), [Chicago](#), [Houston](#), [Long Beach](#) and [New York](#).
- Offices in Canada: [Toronto](#) and [Vancouver](#).
- Office in Mexico: [Mexico City](#).

In addition, our client phone support is also available to assist with general queries regarding documentation, sales and customer service per below:



### **Documentation**

For questions regarding your bill of lading or any other documentation questions, please call 800-822-6625.



### **Sales**

Rate inquiry or any other sales questions, please call 888-888-6625.



### **Customer Service**

For questions regarding your export and import shipments, please call 888-388-6625.

## Service Updates – Trans-Pacific Trade

In response to the expected low volume, we would like to inform you of the withdrawal of the following Trans-Pacific sailings in April 2020:

Service	North America Rotation	1st Port ETA for Weeks with Blank Sailings		
PCC1	Long Beach	3/30/2020	4/13/2020	5/25/2020
PCN1	Prince Rupert - Los Angeles - Oakland	4/2/2020	4/9/2020	4/30/2020
PCS1	Los Angeles - Oakland	4/25/2020	5/2/2020	5/16/2020
PCS2	Los Angeles - Oakland	3/29/2020	4/12/2020	5/10/2020
PVCS	Long Beach	5/5/2020		
PNW2	Seattle - Vancouver	4/12/2020	5/10/2020	
PNW3	Tacoma - Vancouver	5/15/2020		
ECC2	Savannah - Charleston - Boston - New York	3/27/2020	4/24/2020	5/29/2020
ECX1	New York - Savannah - Charleston	3/31/2020	5/19/2020	
ECX2	New York - Norfolk - Savannah	4/3/2020		
GCC1	Houston - Mobile - New Orleans - Tampa - Miami	4/14/2020		
GCC2	Houston - Mobile - Tampa	3/26/2020	4/23/2020	
IEX	New York - Norfolk - Savannah - Charleston	4/22/2020		
TLP1	Callao - Lirquen - San Antonio - Manzanillo - Ensenada	3/29/2020		
TLP2	Buenaventura - Callao - Guayaquil - Lazaro Cardenas - Manzanillo	3/24/2020		
TLA1	Rio De Janeiro - Montevideo - Buenos Aries - Rio Grande - Navegantes - Paranagua - Santos	4/1/2020		
TLA2	Itaguai - Paranagua - Itapoa - Navegantes - Itajai - Santos	3/23/2020	4/6/2020	

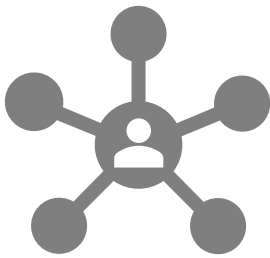
## Service Updates-Marine Terminal Gate Schedules

The following marine terminal gates will be closed on Friday, April 10, 2020 in observance of **Good Friday**. Please visit marine terminal websites (including those terminals not listed) for additions or changes to these announced closures.

- **New York City, New York**
  - Maher Terminal
- **Baltimore, Maryland**
  - Ports America (Seagirt)
- **Norfolk, Virginia**
  - Virginia International Gateway
  - Norfolk International Terminal
- **Savannah, Georgia**
  - Georgia Ports Authority
- **Charleston, South Carolina**
  - North Charleston Terminal – Open normal hours but for DRY containers only.
- **Miami, Florida**
  - South Florida Container Terminal
- **Tampa, Florida**
  - Port of Tampa

## North America Network News

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We are pleased to announce a new feature on OOCL.com called “North America Network News” for the US, Canada and Mexico locations.

North America Network News is a network map that provides visibility of any facility closures or service interruptions to further assist our customers with their supply chain needs. Our news database is updated daily to provide you with most upstream information within the shipping industry.

### Features:



Terminal and Gate Closures.



Rail delays and closures due to blockades.



Depot and Road repairs that can impact trucking.

### How to Access it:

You can click on the direct links for the respective locations:

US: <https://www.oocl.com/usa/eng/localinformation/n2c3>

Canada: <https://www.oocl.com/canada/eng/localinformation/n2c3>

Mexico: <https://www.oocl.com/mexico/eng/localinformation/n2c3>

## 2020 Ocean Alliance Transpacific Product Update



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.

Following our announcement on product enhancements presented on January 14, we have made further fine-tuning adjustments to our Trans-Pacific products with the details below. The adjustments to these products will commence from late second quarter.

- **7 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)
  - Vietnam Service (VCS)
- **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)

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

## My OOCL Center: Booking Creation Part III- Templates



### MOC- My OOCL Center



## Booking Creation Part III: Templates

With My OOCL Center you can create booking templates to speed the submission process in case of frequent, repetitive bookings.

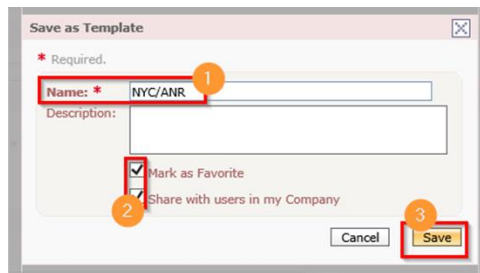
1

Log into MOC and click on “Booking” and then “Booking Request.” After completing your booking form, click on the “Save as Template” button in the right lower corner.



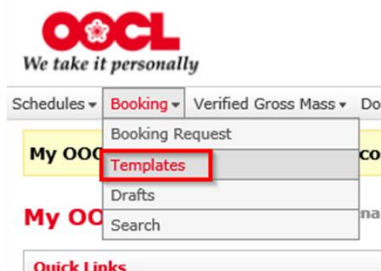
2

Name your booking template. You can also mark it as a favorite and share with other colleagues. Make sure to click on the “Save” button.




3

To use the template for a new booking, go to the main menu and select “Booking” and the option “Booking Templates.”



4

When you click on the blue arrow  in the “Actions” column, it will open the template and allow you to submit a new booking. You can still make changes and overwrite information as needed before submitting the booking.

#### Booking Templates

Template Name	Description	Shared	Favorites	Created	Last Modified	Actions
NYC/ANR		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	27 Mar 2020, 15:39	27 Mar 2020, 15:39	  

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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.

#### 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!

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“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.”

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“OOCL's customer service was very helpful. They were patient with me and assisted during some challenging booking issues. I appreciate the attentive service and quick support.”

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“OOCL was very proactive in addressing the problem with an MOC issue for VGM submission and appreciate the quick turn around and response to this matter.”

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