

CUSTOMER NEWSLETTER

April 17, 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.

Message from our President

I want to personally express my sincere wishes to you, and your families, that this message finds you safe and in good health.

While we navigate through these unprecedented times, OOCL is committed not only to the health of our employees but also to continue to provide you with quality services.

Our *Take It Personally* attitude is not just a slogan but a way of life that is embedded in our culture and practiced by our trusted and caring colleagues at every level of the organization. Adversity can bring out the best in people and we are here to help assist you through these challenging times.

Our number one commitment to you is maintaining business continuity by leveraging our virtual network to offer reliable support through our sales, customer service and documentation channels.

In addition, as noted by our 2019 Full Year Results, our financial strength further sets us apart to assist you in your global supply chain needs.

One of our core values is community responsibility and we wanted to share with you that to further assist during this pandemic, OOCL is prioritizing the handling of urgent medical cargo in order to help facilitate and do our part during this global outbreak.

As we all work together through these uncertainties, OOCL is committed to creating value to your business needs and to remain a vital link to world trade.

Stay safe, stay healthy.

Sincerely,

Paul Devine
President, OOCL (USA) Inc.



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- May 2020:

Service	North America Rotation	1st Port ETA for Weeks with no Export Sailings out of North America			
PCC1	Long Beach	5/25/2020			
PCN1	Prince Rupert - Los Angeles - Oakland	5/24/2020			
PCS1	Los Angeles - Oakland	4/25/2020	5/2/2020	5/23/2020	5/30/2020
PCS2	Los Angeles - Oakland	4/12/2020	5/10/2020		
PVCS	Long Beach	5/5/2020			
PNW2	Seattle - Vancouver	4/12/2020	5/10/2020	5/31/2020	
PNW3	Tacoma - Vancouver	5/15/2020			
ECC2	Savannah - Charleston - Boston - New York	4/24/2020	5/29/2020		
ECX1	New York - Savannah - Charleston	5/19/2020	6/2/2020		
GCC1	Houston - Mobile - New Orleans - Tampa - Miami	4/14/2020			
GCC2	Houston - Mobile - Tampa	4/23/2020			
IEX	New York - Norfolk - Savannah - Charleston	4/22/2020	5/6/2020		
TLP1	Callao - Lirquen - San Antonio - Manzanillo - Ensenada	6/27/2020			
TLP2	Buenaventura - Callao - Guayaquil - Lazaro Cardenas - Manzanillo	6/2/2020			
TLA1	Rio De Janeiro - Montevideo - Buenos Aries - Rio Grande-Navegantes - Paranagua - Santos	6/10/2020			
TLA2	Itaguai - Paranagua - Itapoa - Navegantes - Itajai - Santos	5/18/2020	5/25/2020	6/1/2020	6/15/2020
TLC1	Manzanillo (MX) - Balboa - Manzanillo (PA) - Cartagena - Kingston - Caucedo	5/16/2020			

North America Network News

Further to our recent announcement of the [North America Network News](#), which is a network map that provides visibility of any facility closures or service interruptions. We have updated this resource to include: 1) Shelter-in-Place government restrictions to stay at home except for essential activities on a state level, 2) Sort by Event Date button by descending or ascending order to view multiple news event for same location and 3) Button to easily switch map between North and South America news.

OOCL Trucking- Moving Essential Cargo



Truckers are deemed as an essential business as they are pivotal link in the replenishing of goods at local stores and supermarkets with critical commodities such as medical supplies, food and paper products.

Recently, Maritime Delivery Services (MDS) which is OOCL's domestic trucking branch, carried essential COVID-19 test kits for a

pharmaceutical company and special accommodations were made to move three containers with this cargo.

To further protect the trucking community, drivers are no longer required to touch a fingerprint scanner in the Virginia International Gateway to get through gates.

To read full article on the Virginian-Pilot news source, please click [here](#).

OOCL awarded in 2020 Eastman Supplier Excellence Program

Since 1993, the Eastman Supplier Excellence Program (ESEP) focuses on building and improving Eastman's relationships with its suppliers which provides a continuous process to ensure materials, equipment and services of highest quality are supplied to Eastman at the best value.

Each year, Eastman recognizes suppliers that have performed above and beyond the expectation. OOCL won this year's ESEP award for excellence in the areas of innovation, trust and ease of doing business.

The excellence award is given to suppliers who meet on-time delivery, conform to order specification and prove continual improvement through significant, documented value-added projects. For more information on the award, click [here](#).



My OOCL Center: Shipment Folder



MOC- My OOCL Center



My OOCL Center (MOC) has a centralized repository called “Shipment Folder” that allows you to upload and share essential documentation for all shipment parties such as **Bills of Lading, DG documents, Auto Titles**, Booking Acknowledgments, Shipping Instruction, Arrival Notice and Invoices.

- 1 To upload documents, log into MOC, and click on “Documentation” option from the main menu, then select “Shipment Folder” and “Shipment Folder Search.” Find the appropriate document name you wish to upload under the “Required by OOCL” tab. Select the corresponding “Upload Icon”. Once upload is complete, the shipment folder will show the date and time of the upload in the “Uploaded Time” column.

Shipment Folder Search [Submit your Service Request to OOCL Online](#)

Search by [Expand](#)

Booking #	B/L #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
			OOCL ASIA 135E	New York, New York, United States	New York 02 Jul 2019, 15:00 EDT (estimated)	Klaipeda 01 Aug 2019, 07:00 EEST (estimated)	Klaipeda, Klaipėdos Rajonas, Lithuania

Details of the Shipment Folder

Required by OOCL Provided by OOCL User-Defined

All	Document Name	Booking Number	Received on	Uploaded Time	Uploaded from	Description/Remarks	Document Status	Actions
<input checked="" type="checkbox"/>	Auto Titles						Requested	
<input type="checkbox"/>	AES (for US laden cargo)						Requested	
<input type="checkbox"/>	Verified Gross Mass						Requested	
<input type="checkbox"/>	Shipping Instruction/BL Master						Requested	

[Add Document](#)

[Submit Service Request](#) [Document Pouch](#) [Batch Download](#)

- 2 The Shipment folder also has a tab called “Provided by OOCL”. Here you can find examples of Booking Acknowledgement, uploaded Bills of Lading (non-rated for import, and both non-rate and freighted for export), Invoices and Arrival Notices.

Search Result

Booking #	B/L #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
			CMA CGM A. LINCOLN 405N	Altavista, Virginia, United States	Norfolk 18 Apr 2020, 04:00 EDT (estimated)	Singapore 28 May 2020, 23:00 SGT (estimated)	Singapore, Singapore

Details of the Shipment Folder

Required by OOCL Provided by OOCL User-Defined

All	Document Name	Booking Number	Bill of Lading Number	Uploaded Time	Description/Remarks	Actions
<input type="checkbox"/>	Bill of Lading - Draft Freighted			09 Apr 2020, 15:34 CDT	Paper Size: Letter New Version 1	
<input type="checkbox"/>	Bill of Lading - Draft Non-Freighted			09 Apr 2020, 15:34 CDT	Paper Size: Letter New Version 1	

[Submit Service Request](#) [Document Pouch](#) [Batch Download](#)

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!

“OOCL Customer Service was patient with me and assisted during some challenging booking issues. I appreciate the attentive service and quick support.”

“No matter of my request to increase/decrease bookings or our truckers having trouble to gate in containers, OOCL always gives me very quick response and feedback. I definitely use OOCL more often because of its excellent services.”

“OOCL Customer Service team is very efficient and friendly. They deserve “kudos” for consistency and timely support of our requests.”

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