

# CUSTOMER NEWSLETTER

May 15, 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.*

## Expanded Services to Latin America

Starting at the end of May 2020, we will be further expanding OOCL's footprint in the Latin America services:

- **CX1** (Caribbean Express 1) - This new product will offer transshipment to and from Costa Rica at the APM Moín Terminal via Manzanillo, Panama on the TLC1 service and via Colon, Panama on the ECX1 service.
- **CX2** (Caribbean Express 2) – On this loop, we will be offering service between Manzanillo and Colon in Panama, Cartagena (Colombia) and Kingston (Jamaica) with transshipment services via Panama.
- **MCX2** (Mexico Central America Feeder 2) - This loop will cover Central America (Costa Rica and Nicaragua) with transshipment services available in Mexico.
  - The port rotation will include: Manzanillo (Mexico), Lazaro Cardenas (Mexico), Corinto (Nicaragua), Puerto Caldera (Costa Rica).



For more information about these enhancements and services, please contact your local sales representative.

## Service Updates-Marine Terminal Gate Schedules

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The following marine terminal gates will be closed on May 18, 2019 in observance of the **Victoria Day** holiday in **Canada**:

- **Halifax, Nova Scotia**
  - Halterm Container Terminal
- **Vancouver, British Columbia**
  - Global Container Terminals (GCT) Vanterm
  - Global Container Terminals (GCT) Deltaport
  - DP World Centerm
  - Fairview Container Terminal - Prince Rupert

The following marine terminal gates will be closed on May 25, 2019 in observance of the **Memorial Day** holiday in the **United States**:

- **Boston, Massachusetts**
  - Conley Marine Terminal
- **New York & New Jersey**
  - Port Elizabeth (APMT)
  - Maher Terminal
- **Baltimore, Maryland**
  - Seagirt Marine Terminal (Ports America Chesapeake)
- **Norfolk, Virginia**
  - Virginia International Gateway (VIG)
  - Norfolk International Terminals (NIT)
- **Charleston, South Carolina**
  - North Charleston Terminal – Open (dry gate only)
- **Savannah, Georgia**
  - Georgia Port Authority
- **Florida**
  - Port of Tampa
  - South Florida Container Terminal (Miami)
- **Oakland, California**
  - Everport Terminal
  - Oakland International Container Terminal (OICT)

## Service Updates- Transpacific Trade Blank Sailings

In response to the expected low volume, we would like to inform you of the withdrawal of the following sailings in May-July 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	5/23/2020	5/30/2020	6/6/2020	6/13/2020
PCS2	Los Angeles - Oakland	5/10/2020			
SEAP-W	Los Angeles - Oakland	5/21/2020			
VCS	Long Beach - Oakland	5/10/2020	5/31/2020	6/14/2020	
PNW1	Vancouver - Seattle	5/18/2020			
PNW2	Seattle - Vancouver	5/10/2020	5/31/2020		
PNW3	Tacoma - Vancouver	5/15/2020			
ECC2	Savannah - Charleston - Boston - New York	5/29/2020	7/3/2020		
ECX1	New York - Savannah - Charleston	5/19/2020	6/2/2020		
SEAP-E	Halifax - New York - Norfolk - Savannah - Charleston	5/30/2020			
GCC1	Houston - Mobile - New Orleans - Tampa - Miami	7/2/2020			
IEX	New York - Norfolk - Savannah - Charleston	5/13/2020	5/20/2020	5/27/2020	6/3/2020
TLP1	Callao - Lirquen - San Antonio - Manzanillo - Ensenada	6/13/2020			
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	6/6/2020		

In addition, should you wish **to receive a more detailed weekly sailing schedule notification for our trade lanes to/from North America, please contact your sales representative** to be enrolled in this automated customer advisory.

# My OOCL Center: Rates and Tariffs



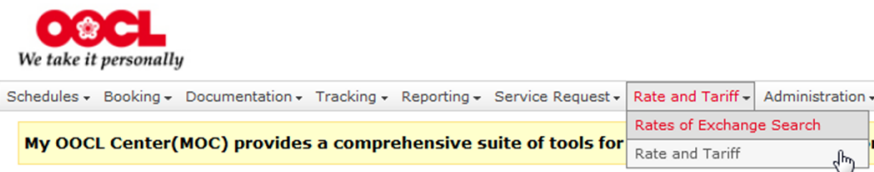
## MOC- My OOCL Center



OOCL Tariffs and Rates (including freight and surcharges) for all ocean trades can be accessed at [www.oocl.com](http://www.oocl.com) via e-Services or via the My OOCL Center (MOC).

### Tariffs and Rates via My OOCL Center

- 1 Log into MOC and click on “Rate and Tariff” option from the main menu then select “Rate and Tariff” option.



### Tariffs and Rates via OOCL Website

- 2 Alternatively, you can also access the Tariff and Rates via the OOCL website by clicking on this [link](#). This will require a user ID and password to access it. This is a separate password than the one you utilize to access My OOCL Center. First time users, will need to click on “Register Now” button.

Orient Overseas Container Line Ltd

Please sign in to view the Tariffs and Rates

\* Email Address

\* Password

Forgot your Password?  
[Register Now](#)  
[Sign In](#)

- 3 Once you have login to the website, you will be able to access global rate and rule tariff.

#### Tariffs & Rates

From this channel you can have access to our tariffs and rates (including freight and surcharges) for all ocean trades.

Global Rate Tariff	<a href="#">Click Here</a>
Global Rule Tariff	<a href="#">Click Here</a>
North American (NA) Inland Tariff (for TAT only) and European (EU) Inland Tariff	<a href="#">Click Here</a>
All other inquiries (Online Web inquiry form)	<a href="#">Click Here</a>
Historical U.S. rules/rates prior to 01 Nov 2016	<a href="#">Click Here</a>



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## Verified Gross Mass (VGM)-Checking Terminal Submission

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In our previous edition, we covered how to submit VGM to OOCL. In this edition, we have recommendations on how to check VGM accuracy that has been submitted.

The shipper is responsible to provide the VGM **to the ocean carrier and/or port terminal** in order to meet SOLAS and local regulatory and port terminal requirements.

### **VGM for USA Load Ports**

- U.S. Marine Terminal Load Port and U.S. Intermodal Cargo Off-Dock Rail
  - In lieu of customer's VGM submission, OOCL will accept marine terminal gate weight as VGM equivalent.
- U.S. Intermodal Cargo On-Dock Rail
  - In lieu of customer's VGM submission, OOCL will either use the marine terminal gate weights or use the certified gross cargo weight from the rail billing, which has been declared by the Shipper. OOCL will add the container tare weight to produce a VGM and submit it on behalf of the Shipper.
- **We recommend that you check the VGM that has been submitted from the marine terminal** or rail billing calculation using [My OOCL Center \(MOC\)](#) after the container has been delivered to the marine terminal or rail facility.
  - **If you wish to submit a VGM in lieu of the courtesy VGM**, OOCL encourages the use of electronic submission of Verified Gross Mass (VGM), such as EDI, [My OOCL Center \(MOC\)](#) or this [Excel file](#) which will submit the VGM data to OOCL via email.
  - If using the Excel file, please enter ensure you complete these minimum required data fields:
    - Carrier (OOCL). Will self-populate once you enter a container #
    - Booking #
    - Container #
    - Verified Gross Mass
    - VGM Unit (Kilograms or Pounds)
    - Authorized Person. Must be entered in ALL CAPS.

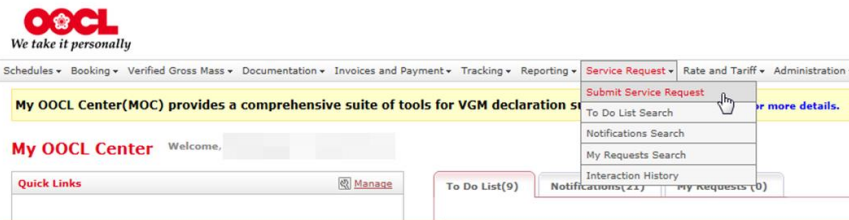
# Pro-Tip: Service Request Submissions

## PRO TIP

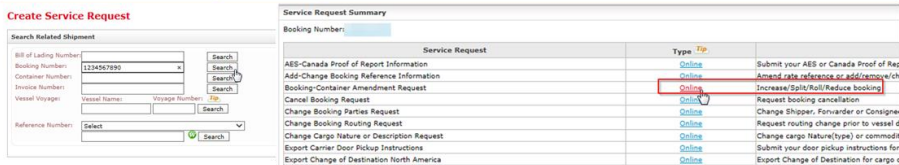
### Service Request Submissions

For any booking amendments, including rolling or advancing a booking, the fastest approach to having your details updated is submitting a service request via My OOCL Center (MOC). The turnaround for service request submission is within 4 business hours and a better option than submitting the request via email, which can take up to 1 business day.

**Step 1: Login to MOC and click on the “Service Request” option from the main menu and click on “Submit Service Request.”**



**Step 2: Type or copy booking number and click on the “Search” button. Then click on “Online” link for the “Booking-Container Amendment Request” option.**



**Step 3: Check the appropriate Amendment type box and enter any further details or comments on the “Change Remarks” field. Click on the “Submit” button to finalize submission.**

Booking Request for: Increase/Split/Advance/Roll/Reduce/Change Size-type

\* Denotes mandatory

Booking Number: [Redacted]  
Booking Party: [Redacted]

Place of Receipt: New York, New York, United States  
Port of Load: New York, New York, United States  
Port of Discharge: Shanghai, China  
Final Destination: Shanghai, China  
Vessel / Voyage: EVER LENIENT 054W

Cargo Type: General Cargo  
Cargo Description: [Redacted]

\* Amendment Type:  Increase Booking  Split Booking  Advance Booking  Roll Booking  Reduce Booking  Change Ctr Size Type

Change Remarks: [Redacted]

Current Container Information: 1 X 20' General Purpose Container,15000.0 Kilograms  
1 X 40' General Purpose Container,15000.0 Kilograms

Amend Container Information as Follows: [Redacted]

## Results:



**Faster Updates to your Booking (s)**



**Easy Service Request Template Submission**



**Increased Accuracy for Amendment Information**



**Seamless Customer Service Experience**



**Within 4 Business Hours Turn-around**



**Increased Visibility into Booking Amendment Status**



**Increased chances of making the intended vessel.**



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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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“Thank you for your friendly, efficient services. Your prompt attention in providing an updated Master Bill of Lading was much appreciated!”

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“I would like to express my appreciation for answering our emails promptly, since we need to provide answers back to our customers. Thanks a lot OOCL's customer service team!”

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“Dear OOCL, after working with your staff from all over the country in the US, you have the most elite standard in helping us. The dedication and willingness to help has certainly reduced a lot of our anxieties. We just wanted to say thank you to OOCL.”

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