

CUSTOMER NEWSLETTER

May 29, 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.

Product of the Week- Pacific Vietnam China South (PVCS)

The PVCS remains an OOCL core product operating within the Ocean Alliance partnership offering competitive transit times and access to the Long Beach Container Terminal (LBCT). LBCT is a leader in providing increased efficiencies through innovation and technology as well as protecting the environment and safety of employees.

Pacific Vietnam China South (PVCS)



Port Rotation

EB: Cai Mep - Hong Kong - Yantian - Kaohsiung - Long Beach
 WB: Long Beach - Kaohsiung - Cai Mep - Hong Kong - Yantian

Highlights

- Best-in-class product to Pacific Southwest from South China
- Direct Vietnam coverage
- Long Beach Container Terminal
- OOCL-operated service

Transit Time (Days)

Asia to North America (Eastbound)

From \ To		Long Beach
		Tue
Kaohsiung	Wed	13
Yantian	Tue	14
Hong Kong	Mon	15
Cai Mep	Thu	19

Transit Time (Days)

North America to Asia (Westbound)

From \ To		Kaohsiung	Cai Mep	Hong Kong	Yantian
		Sun	Thu	Sun	Mon
Long Beach	Sat	15	19	22	23

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 June-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			6/22/2020
PCN1	Prince Rupert - Los Angeles - Oakland	5/24/2020			
PCS1	Los Angeles	5/23/2020	5/30/2020	6/6/2020	6/13/2020
VCS	Long Beach - Oakland	5/31/2020		6/14/2020	
PNW2	Seattle - Vancouver	5/31/2020			
ECC2	Savannah - Charleston - Boston - New York	5/29/2020			7/3/2020
ECX1	New York - Savannah - Charleston		6/2/2020		
ECX2	New York - Norfolk - Savannah				6/26/2020
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	5/20/2020	5/27/2020	6/3/2020	6/17/2020
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	Itaguaí - Paranagua - Itapoa - Navegantes - Itajai - Santos	5/25/2020	6/1/2020	6/15/2020	
TLC1	Manzanillo (MX) - Balboa - Manzanillo (PA) - Cartagena - Kingston - Caucedo		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: Bill of Lading Paper



MOC- My OOCL Center



Bill of Lading Paper

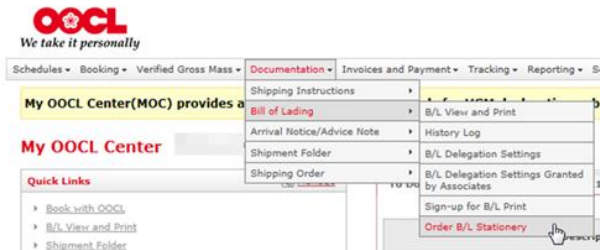
Did you know you can order online Bill of Lading paper to facilitate business handling and at home printing? Once your order is submitted, you should receive OOCL's stationary within 6 business days.

1 Log into MOC

Log into your "My OOCL Center" at www.oocl.com with your user ID and password.

2 Select "Documentation"

From the main menu, make the following selection: Documentation → Bill of Lading → Order BL Stationary



3 Fill out required information

In order to submit the order for OOCL Bill of Lading stationary, please fill out the required fields under: (1) Order Information and number of sheets (minimum of 500), (2) Contact Information and (3) Mailing Information section. Please ensure your address is up to date. Once you have completed the form, please click on the "Submit" button.

Stationery Order - New

Stationery Order Details

Order Information

Quantity: 1000 Sheets

Required by: 25 May 2020

Contact Information

User Name: Dominique (First Name)

E-mail Address: test@gmail.com

Primary Phone Number: 1-800-800-8000

Secondary Phone Number: [Country] [Area] [Number]

Mailing Information

Street: 123 ABC street

City: Salt Lake City

Country / Region: United States

Zip Code / Postal Code: 84295

NOTE: We collect personal information on this site. To learn more about how we use your information, please see our [Privacy and Security Statement](#)

How to Print Bill of Lading

Watch this quick tutorial on YouTube on how to print your Bill of Lading from My OOCL Center.



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Detention and Demurrage information

In an effort to continuously improve our services, customers can now submit disputes regarding Detention and Demurrage via email to **NADISPDD@oocl.com**.

Detention and Demurrage Disputes must contain full details of the dispute reason along with supporting documentation outlined below:

- Invoice number, container number, shipment number (Booking or Bill of Lading number)
- Reason for dispute, for example:
 - Incorrect free time (must include details and supporting documentation of correct free time)
 - Incorrect rate (must include details and supporting documentation of correct rate)
 - Incorrect date(s) (must include Traffic Interchange Receipt (TIR))
 - Operational issue (must include specific issue with supporting documentation)

All Detention and Demurrage invoices **must** be disputed in writing **within 30 days of the issue date of the invoice**. We will provide with an update on your dispute within 5 business days of receipt.

In addition, we would recommend to review our OOCL global tariff demurrage and detention by following these steps:

1. Go to www.oocl.com.
2. Scroll down to the middle of the main page under section "Providing E-Services" and click on "Tariff & Rates Enquiry" link.
3. Alternatively, you can also access the Tariff & Rates via this direct link. This will require a user ID and password to access it. First time users, will need to click on "Register Now" button.
4. Once you have logged in, you will be able to access global rate and rule tariff.
5. On the "Global Rule Tariff" option, select the corresponding "Click Here" link. In the Keywords box, type in "demurrage" or "detention" and then click on the "Search" button.

Import Email Update for Vancouver location

OOCL is pleased to announce that we have expanded our Import Representative coverage for your cargo in the Vancouver location, with a new email mail box dedicated to service in this area. Effective June 1, 2020, we appreciate if you can begin utilizing the new email address IMPWEST@oocl.com for any queries for cargo moving into this geographic location.

Pro-Tip: Container Stuffing

PRO TIP

Container Stuffing

Blocking or Bracing

In order to effectively utilize your equipment, it is essential to have a loading plan before stuffing your cargo into the container. This allows you to transport your cargo safely and maximize your container space utilization. More specifically, blocking or bracing—which is dunnage material (wood, metal, airbag, etc) that supports the cargo from shifting—is essential. In addition, as back doors are not allowed to contain the cargo, adequate rear blocking and bracing are required.

Cargo that is improperly secured can not only damage your freight but can also cause severe accidents and lead to the loss of cargo, lives and potential environmental hazards.



Failure to properly secure your cargo may result in failed inspections, additional fees and missed sailings. For more information on container stuffing, please visit our [website](#).

Proper Container Stuffing:

20' container



9 - 10 Standard Pallets 1000 x 1200



11 Europallets 800 x 1200

40' container



20 to 21 Standard Pallets 1000 x 1200



23 to 24 Europallets 800 x 1200

Result of Correct Blocking/Bracing:



Avoids
Additional Fees



Lessens risk of
missed sailings

Overcoming distances, together



Overcoming distances, together

For many years, OOCL has been an ambassador of world trade, using our ships to bring markets closer together and business relationships even closer, no matter the distance.

Faced with new health challenges in our global community, our virtual network capabilities and mobile applications are used to keep trade moving, your businesses running, and our relationships are closer than ever.

By working together, we can overcome any challenges and achieve wonders.

OOCL
We take it personally

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YEARS OF CONTAINERIZATION
www.oocl.com

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