

CUSTOMER NEWSLETTER

June 12, 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.

Dangerous Good and Container Inspection Policy



In 2019, OOCL launched a container inspection program to ensure safety, compliance on shore and at sea. This was accomplished by additional verification before loading via selective or random inspections on Dangerous Goods (DG) and potential DG cargo.

This effort is to manage the risk of potential marine incidents by reducing cases of un-declared and/ or mis-declared hazardous cargo.

It is the responsibility of all stakeholders in the carriage of goods to ensure all hazardous cargo are properly declared and handled according to the IMDG regulations. Customers must provide OOCL with accurate and complete cargo information. In addition, confirm all dangerous goods are properly classified, packed, marked, labelled, placarded, and documented to ensure safe storage, handling, and transportation in accordance with applicable regulation.

Furthermore, there may be instances where we may request more information or documents for verification purposes.

Any discrepancies between the documents and what is physically inside the container will result in a Hazardous Cargo Misdeclaration Fee. Depending on the outcome of the inspections and any deficiencies found, there may be the need for the shipment to be put on hold and for the cargo to be re-worked. Any charges or penalties that are associated with the misdeclaration will be for the account of cargo.

The steps that we have put in place for these ad hoc inspections will ensure that dangerous goods are transported safely with minimal impact to our customers.

We thank you for your continued support, cooperation and understanding when you are moving hazardous cargo with OOCL.

Should you have any questions, please feel free to contact our customer service representatives.

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			6/22/2020	
PCS1	Los Angeles - Oakland	6/6/2020	6/13/2020		7/6/2020
VCS	Long Beach - Oakland		6/14/2020		
PNW2	Seattle - Vancouver			6/28/2020	7/19/2020
ECC2	Savannah - Charleston - Boston - New York				7/3/2020
ECX1	New York - Savannah - Charleston	6/2/2020			
ECX2	New York - Norfolk - Savannah			6/26/2020	
GCC1	Houston - Mobile - New Orleans - Tampa - Miami				7/2/2020
GCC2	Houston - Mobile - Tampa				7/9/2020
IEX	New York - Norfolk - Savannah - Charleston	6/3/2020	6/17/2020		
TLP1	Callao - Lirquen - San Antonio - Manzanillo - Ensenada		6/13/2020		7/4/2020
TLP2	Buenaventura - Callao - Guayaquil - Lazaro Cardenas - Manzanillo	6/2/2020		6/23/2020	
TLA1	Rio De Janeiro - Montevideo - Buenos Aries - Rio Grande - Navegantes - Paranagua - Santos		6/10/2020		
TLA2	Itaguai - Paranagua - Itapoa - Navegantes - Itajai - Santos	6/1/2020	6/15/2020	6/29/2020	7/13/2020
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: Rail Pick-up Number



MOC- My OOCL Center



Rail Pick-up Number

The easiest way to obtain a pick-up number is via our My OOCL Center (MOC). Please note that to access the Rail Pick up number online it is required that:

1. You are a legal party of the Bill of Lading.
2. The container has arrived and grounded.
3. Customs status is updated, released and received in our system.
4. All charges are paid.

1

Log into MOC and then select "Shipment Details" button near the bottom of the screen. Input your B/L number and click on the "Search" button.

Search	
Search by:	<input type="radio"/> Cargo Tracking <input checked="" type="radio"/> Shipment Details <input type="radio"/> Shipment Folder
Bill of Lading Number:	1234567890 <input type="button" value="Search"/>
Booking Number:	<input type="text"/> <input type="button" value="Search"/>
Container Number:	<input type="text"/> <input type="button" value="Search"/>
Reference Number:	Select <input type="button" value="Search"/>

2

Upon search results page, you will find the column "Rail Pick Up Number" towards the bottom of the page under "Intermodal Details at Destination." Demurrage and Detention Last Free Date (if available*) can be found just above the Rail Pick Up Number.

Demurrage & Detention Information at Destination		Demurrage Last Free Date	Detention Last Free Date
Container Number			
OOCL907937			
OOCL937905			

Container Number	Rail Pick Up Number	Trucker	Job Order Number (Customer Item)	Container Delivered at Customer Premises	Item
OOCL937905-0	R-12345	SNCF		Location	
OOCL907937-2		SNCF			

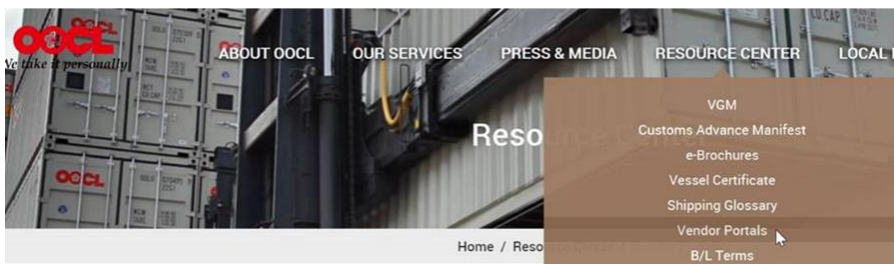


Rail Billing Setup and Requests

You can also setup Rail Billing via the Vendor Portal. Customers and vendors can send an application form to EBILLSETUP@oocl.com, with following information:

- Company Name, Full First and Last name, Email address, Primary Phone number and Secondary Phone number (optional)

Once set up, the user will receive a separate UserID and temporary password by email. To access Rail Billing, you can go to www.oocl.com, click on the "Resource Center" option from the main menu and select "Vendor Portals" then "Rail Billing."



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OOCL Agents in Costa Rica



As our Latin America market is expanding, OOCL is pleased to announce that we have new agents—Transmares—in Costa Rica to further assist with our business as we navigate through new waters. With almost 30 years of experience, Transmares together with OOCL will bring you quality services.

We have recently launched our product Caribbean Express 1 (CX1), which offers 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.

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

Caribbean Express 1 (CX1- Moín Loop)



Frequency 1 sailing per week

Port Rotation

WB: Colon - Manzanillo (PA) - Moín
EB: Moín - Colon - Manzanillo (PA)



Automobile

Shipment Requirements in Finland

In order to properly declare automobile shipment imports to Finland and avoid customs clearance delays, it is required that shipping instructions with multiple automobiles should include the following:

- Itemize each automobile.
- Each automobile description should include Year/Make/Model and VIN number as well as vehicle weight.
- Finland customs require that the package type for the vehicle to be declared as "Piece" instead of "Unit/Vehicle/Unpacked."
- Household goods and Personal Effects combined with automobile shipments should also be itemized separately.



OOCL Business Coverage

We've Got Your Business Covered



-  Headquartered in Hong Kong with over **120 offices** in more than **100 major cities**
-  Over **190 weekly services** and growing
-  Connecting more than **600 international ports and terminals** around the world
-  A member of the **OCEAN Alliance** and other key north-south as well as intra-regional consortia

OOCL is well respected in the industry for our dedication to quality by offering a competitive global network, customer-centric solutions and best-in-class services to meet the needs of today's most demanding global supply chains. In addition to our vast network serving many major trade lanes, OOCL is well positioned for growth by extending our reach to markets such as Africa and Latin America, creating new opportunities for your business.

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!

"I am truly appreciative of the exceptional customer service, jumping through hoops of fire to assist in an Internal error on my part."

"I am SO very appreciative of the service and dedication we receive from OOCL for our account. Our Sales representative never hesitates to jump in and is a driving force to assist us with problem resolution. In addition, the SLC Export team, and the Chicago operations/rail team are always willing to go above and beyond to assist us in servicing our client... If I could book ALL of our export cargo with you, I would, as I know that my cargo and by extension, my customers will be/are in good hands."

"I read the original booking confirmation incorrectly and picked up and loaded a container outside of the return dates. The Chicago Export team was able to get the booking advanced to an earlier vessel, so we had no problems. Great work and thanks much."

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