

CUSTOMER

NEWSLETTER

July 10, 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.

Staying Connected: Embarking on our virtual journey

Staying Connected

Embarking on our virtual journey

Video Conference

Connect with our Sales and e-Commerce using Microsoft Teams personalized video conference calls.

Calls Answered in 15 Seconds

Customer Service: 888-388-6625

Documentation: 800-822-6625

Sales: 888-888-6625

Local News

OOCL.com Local News features a bi-weekly Customer Newsletter with latest events, service exceptions, customer advisories and much more!

North America Network News

Updated daily, this network map provides visibility of any facility closures or service interruptions on terminals, rails, depot and road repairs.

OOCL Lite App

OOCL Lite is a real time mobile solution featuring sailing and vessel schedule search, cargo tracking, shipment details and much more! Free download on AppStore and Google Play.

Social Media

You can find us on LinkedIn and YouTube posting the latest news and videos.

Email

We are committed to answering within 1 business day. Our local email contact is listed [here](#).

My OOCL Center (MOC)

Allows you to manage your OOCL shipments online. Featuring 24/7 quick booking submission, view and print bill of lading. In addition, you can have access to pick up numbers and copies of Arrival Notices.

Customer Feedback

We want to hear from you! Every customer feedback received is reviewed by our managers. To submit your suggestions or compliments, visit our site under the "Contact Us" menu option.

Resource Center

Find information on OOCL.com about our procedures, bill of lading terms, local surcharges, customs advance manifest and more.



We take it personally

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Service Updates: Trans-Pacific and Trans-Atlantic Trade Blank Sailings

In response to the expected low volume, we would like to inform you of the withdrawal of the following sailings in July-August 2020.

Trade	Service	North America Rotation	1st Port ETA for Weeks with no Export Sailings out of North America		
TPT	PCS1	Los Angeles - Oakland	7/6/2020		
TPT	GCC2	Houston - Mobile - Tampa	7/9/2020		
TPT	TLP1	Callao - Lirquen - San Antonio - Manzanillo - Ensenada	7/4/2020		
TPT	TLA2	Itaguai - Paranagua - Itapoa - Navegantes - Itajai - Santos	7/13/2020	7/27/2020	8/17/2020
TAT	ATG1	Charleston - Miami - Veracruz - Altamira - Houston - New Orleans	7/14/2020		
TAT	ATM1	New York - Norfolk - Savannah - Miami	7/7/2020		
TAT	EMA	New York - Norfolk - Savannah			8/22/2020

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.

OOCL Sponsors JOC.com July 16, 2020 Webinar



JOC.com

OOCL is sponsoring the Journal of Commerce (JOC) Webinar on July 16, 2020 at 2:00 PM (EDT) covering the important topic of "Midyear Container Shipping

Outlook: A Peak Season Like No Other."

To attend this webinar, please fillout the JOC.com [registration form](#).

For more information, please visit the JOC.com [site](#).

My OOCL Center: Arrival and Advice Notice



MOC- My OOCL Center



Import Features: Arrival and Advice Notices

My OOCL Center (MOC) provides you with visibility to monitor all your shipments. In this edition, we will be featuring how to view and print Arrival Notices.

MOC Features:



Receive Arrival/Advice Notices by e-mail.



Search for Arrival/Advice Notices by bill of lading number, container number, vessel name or ETA.



Print Arrival/Advice Notices in batch.



Share access to Arrival/Advice Notices with associates (e.g.: customs brokers, truckers, warehouses, etc).

Steps:

1

Login to My OOCL Center by visiting our site.

2

On the main menu, under “Documentation” option, select Arrival/Advice Notices. Then select “Sign-up for A/N print.”

3

Submit Request. Once approved by OOCL, update user profiles to allow users to view and print arrival/advice notices.



For more information, please contact our e-commerce team at: OOCLECOM@oocl.com



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Pro-Tip: Customer Service Email Communication

PRO TIP

Customer Service Email

To facilitate communication on any questions for your import or export shipments, please utilize the email address for the respective import or export mailbox in the “**To**” line.

In addition, we recommend you providing the shipment information in the subject line such as booking number, bill of lading (BL) number, or container number. This will allow a quicker response to any queries you might have and avoid unnecessary emails to obtain right away the information needed.

You can also make request changes to your bookings or track your shipments via My OOCL Center (MOC).

Email Example:

Send	To	nycexport@oocl.com	← Utilize the To line
	Cc		
	Subject	Increase Booking # 2612345678	← Shipment Info

Dear customer service team,

We would like to increase booking 2612345678 with an additional 2 x 40 HQ.

Thank you.

Result:



Quicker
Response



OOCL Wins Fuel Efficiency Award for Outstanding Environmental Performance

OOCL wins the Fuel Efficiency Award at the Seatrade Maritime Awards Asia 2020 for its achievement in fuel savings and efficiency improvements. This annual industry event pays tribute to companies with remarkable achievements in various aspects of Asia's maritime industry. This year, the award winners were announced and participated in the event via an online celebration on June 23, 2020.

The Fuel Efficiency Award recognizes a company which has demonstrated success in true fuel savings and efficiency improvements with the input of its workforce. In the evaluation process, companies' fuel efficiency initiatives such as the use of innovative technology and staff incentive scheme have been taken into account.

Over the years, OOCL has been taking a proactive role in implementing various fuel-saving initiatives in its fleet and marine operations, successfully reducing carbon emissions by 60% since 2004. For example, the latest technologies, such as OOCL's proprietary Robo-advisor solution, was adopted to actively reduce overall bunker consumption in the fleet. OOCL's investment in the latest state-of-the-art G-Class vessels have also been performing 48% better than the Energy Efficiency Design Index (EEDI) baseline level required by the International Maritime Organization (IMO). To read more about this article, visit our [website](#).



Overcoming Distances, Together

OOCL is one of the world's largest integrated international container transportation and logistics companies.

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

Faced with new health challenges in our global community, OOCL's 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.

