

# CUSTOMER

## NEWSLETTER

---

August 7, 2020

### Inside This Issue:

[Introduction](#)

[Q&A—Overcoming Distances, Together with Paul Devine](#)

[New Vendor Portal-N2C3 Supplier Portal](#)

[Service Updates: TAT Blank Sailings](#)

[Expanded Export Customer Service East Coverage](#)

[My OOCL Center: House Bill of Lading](#)

[Port of Montreal Work Disruptions](#)

[We are here for you!](#)



**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.*

## Q&A—Overcoming Distances, Together with Paul Devine



# Q&A with our PRESIDENT

## Overcoming Distances, Together with Paul Devine



### 1- Why should you choose OOCL to be your choice of carrier?

A: We offer customer-focused solutions and quality services. Our key performance indicators (KPIs) have high standards to fulfill your business needs as highlighted under the "OOCL's KPIs at a glimpse."

Our *take it personally* attitude is embedded in our culture and practiced by our trusted and caring colleagues at every level of the organization.



### 2- What is your perspective on COVID-19 and how OOCL is conducting business?

A: As we are navigating through this unconventional environment, at OOCL we continue to raise the bar and we prioritize the health and safety of our staff.

In addition, our number one commitment to you is maintaining business continuity. Therefore, we have expanded our virtual network to provide you with reliable support through our sales, customer service and documentation channels.

Community responsibility is embedded in our culture and we continue to prioritize handling of urgent medical cargo to do our part in this global pandemic.

### OOCL's KPIs at a glimpse:



**85%** of Booking Response is within **2 hours**. Online booking submission response can be as fast as **15 minutes**.



**99%** of Bills of Lading are issued with complete accuracy.



**99.8%** of Freight Invoices are issued accurately.



**99%** of calls are answered in **15 seconds!**



Our *Take it Personally* attitude is not just a slogan. We are here to help you through these challenging times.

-Paul Devine, President OOCL (USA) Inc.



We take it personally

[Return to Top](#)

## New Vendor Portal- N2C3 Supplier Portal

OOCL is pleased to announce a new vendor portal that will improve the velocity and process to manage operations and equipment. The new platform is called **N2C3 Supplier Portal**.

An innovative feature that we would like to highlight is that API (application programming interface) protocol is available for direct integration with your ERP or TMS software.

From optimized empty return locations to rail billing submissions and street turn requests, this new portal has vendor solutions utilizing top tier technology.

# N2C3 Supplier Portal

## What? Features



It's a new vendor portal that will improve the velocity and process to manage operations and equipment.

### API Innovation



In addition to the web interface, to achieve greater efficiencies, **API** protocol is also **available for direct integration with your ERP or TMS software.**



- Truckers have the ability to simply input the container number and request empty return instructions or street turn requests.



- The portal will automatically display the optimal return location for each empty OOCL container(s). It will also take into consideration off hire units and special instructions.



- Rail billing can be submitted by the trucker via the portal once return location is agreed.



- For street turn requests, the system will automatically check booking details and provide instant approval if the requirements are met.



- Chat function available for immediate assistance.



### How to Access it

Visit our [site](#) and go to "Resource Center" and select "Vendor Portals." Then select "N2C3 Supplier portal" option and login.



#### N2C3 SUPPLIER PORTAL North America

User ID/Email Address

Password

Login

[Forgot Password?](#)

**OOCL**  
We take it personally

#### N2C3 SUPPLIER PORTAL North America

User ID/Email Address

Password

Login

[Forgot Password?](#)

#### N2C3 Supplier Portal

Empty Return Instructions

Laden Rail Bill

Empty Container #  
OOLU905072

[Get Empty Return Instructions](#)

Export Booking #

Container Empty Date

[Request Street Turn](#)

Return empty container to rail ramp. Rail bill is required.

[Rail Bill](#)

Empty Container #

OOLU905072

Size Type

45HQ

Empty Plan

EP13527610

Destination

Terminal 18 (Sw Seattle)

Return Location

CMH25 - NSRR CMH Rickenbacker

Address/Contact

NSRR CMH Rickenbacker 3329 Thoroughbred Drive, Columbus, oh 43217 USA. Contact: Stephen Gray / 1-614-4924808/

[Return to Top](#)

## Service Updates: TAT Blank Sailings

---

In response to the expected low volumes, we would like to inform you of the withdrawal of the following sailings in August and September 2020.

Trade	Service	North America Rotation	1st Port ETA for Weeks with no Export Sailings out of North America	
TAT	ATM1	New York - Norfolk - Savannah - Miami	9/6/2020	9/27/2020
TAT	EMA	New York - Norfolk - Savannah	8/21/2020	

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.

## Expanded Export Customer Service East Coverage

---

OOCL is pleased to announce that we have expanded our customer service coverage for your export shipments managed by our New York and Charleston booking offices. Effective July 27, 2020 we have established a new email mailbox, **EXPEAST@oocl.com** which is dedicated to service customers in this area.

We appreciate if you can begin utilizing this email address for any export booking queries handled by these offices.

As a reminder, general OOCL information is available online, in addition to updated booking and tracking details on your cargo is available 24 hours a day at [www.oocl.com](http://www.oocl.com). If you require expanded website access, please contact any of our OOCL Representatives and ask to be introduced to our e-Commerce team or contact them at [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).

Our team is here to assist you with your cargo handling needs.

## My OOCL Center: House Bill of Lading



### MOC- My OOCL Center



## House Bill of Lading

My OOCL Center provides you with access to submit split or partial type of bill of lading (BL) requests: for a single container requiring multiple bills of lading or multiple containers that require multiple bills of lading.

1

Log into MOC and click on “Documentation” option from the menu then select “Shipping Instructions” and click on “Shipping Instructions Submission”.



2

When submitting your shipping instruction (SI), add the booking number and fill out the appropriate information for submission. Under the “B/L Handling Instructions” section, utilize the “Other B/L handling Requests” field to input the remarks for your request. Instructions below on how to utilize the remarks section.

**B/L Handling Instructions**

Draft B/L  
 Receiving Party:  Receive By:

Final B/L  
 B/L Type: \*  Receive By: \*

B/L Distribution: \*

	Shipper		Forwarder		Consignee
	B/L Type	Copy	B/L Type	Copy	B/L Type
Non-Freighted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freighted (All Charges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freighted (Prepaid Only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freighted (Collect Only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other B/L handling Requests:

#### Partial / Multi BLs for one container

- Add the following remarks: “Partial / Multi BLs 1 of \_\_\_\_ for one container”. Please make sure to add the total of BLs.
- Update the “Container and Cargo” tab and submit.

#### Partial BLs for multiple containers

- You will then need to create a new SI and submit for each container separately.
- Add the following remarks: “Partial BLs for multiple containers.”
- Delete all other containers from the “Container and Cargo” tab and submit a SI for each container.
- Repeat process.



[Return to Top](#)

## Port of Montreal Work Disruptions

---

During the past weeks, there have been several strike actions staged in the Port of Montreal, which has impacted the marine terminals in this location. As additional developments on the labour situation continue daily to evolve, please be aware of the following website locations to provide the most up-to-date information:

**Port of Montreal-** [The Port of Montreal](http://www.portmontreal.com).

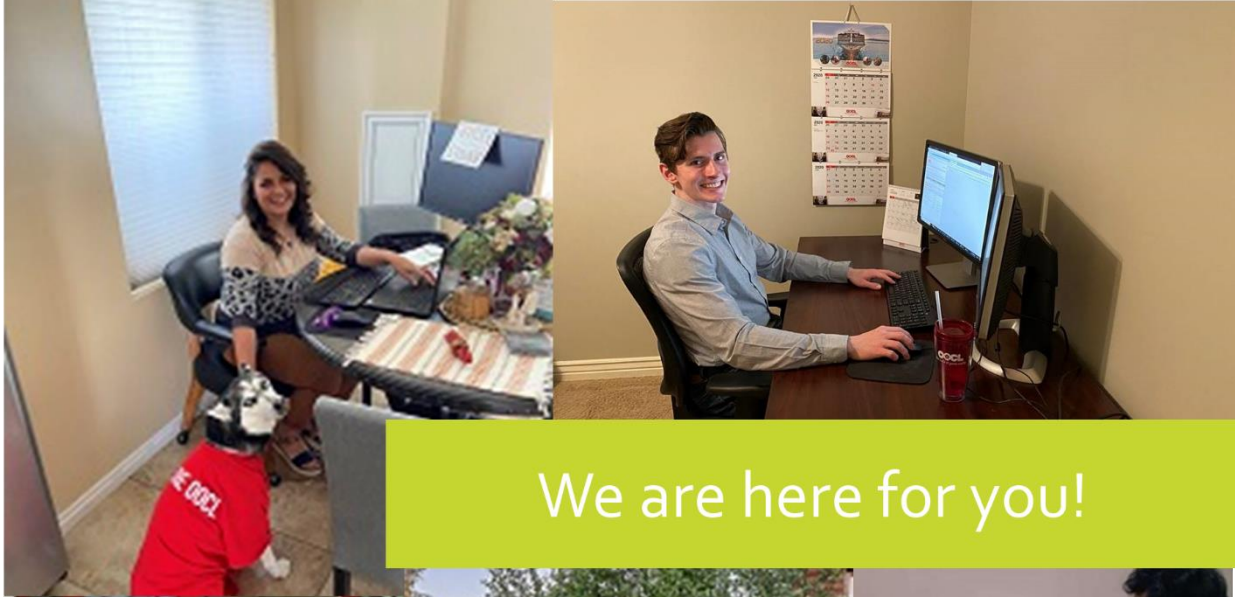
**Montreal Gateway Terminals** - <https://www.mtrtml.com>

**Termont** - <http://www.termont.com/>

Please also refer to OOCL.com [Local News](http://www.oocl.com/LocalNews) for relevant updates.



# We are here for you!



We are here for you!



Overcoming distances, together.

