

CUSTOMER

NEWSLETTER

September 4, 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.

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N2C3 Lite- Cargo Tracking at your fingertips



Cargo Tracking at your fingertips.

N2C3 Lite is a network platform that allows intermodal cargo tracing and monitoring.

Contact us
OOCLECOM@oocl.com



INBOUND NETWORK

- Dwell Monitoring at North America Port of Discharge, In-Transit and Last Hub
- Inland Cargo Arrival Tracing
- Container Release Status including customs information
- Watchlist Creation for up to 200 containers



OUTBOUND NETWORK

- Empty pickup and laden North America container status
- Dwell monitoring
- Train to vessel visibility
- Documentation Requirements
- Watchlist Creation for up to 200 containers

OTHER FEATURES

- ✓ At Sea- Visibility of Incoming North America Containers that are more than 8 days prior to vessel arrival
- ✓ Vessel Information- North America ETA departures and arrivals
- ✓ News Content- Updated news articles that are impacting the shipping industry.
- ✓ Operations Remarks- Update on North America recovery plans.
- ✓ Live Chat (Coming Soon)

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Service Updates-Marine Terminal Gate Schedules

The following marine terminal gates will be closed on Monday, September 07, 2020 in observance of the **Labor Day** holiday in **Canada and the United States**:

- **Halifax, Nova Scotia**
 - Halterm Container Terminal
- **Montreal, Quebec**
 - MGT Cast
 - MGT Racine
 - Termont Terminal
- **Boston, Massachusetts**
 - Conley Marine Terminal
- **New York & New Jersey**
 - Port Elizabeth (APMT)
 - Maher Terminals
- **Baltimore, Maryland**
 - Seagirt Marine Terminal (Ports America Chesapeake)
- **Norfolk, Virginia**
 - Virginia International Gateway (VIG)
 - Norfolk International Terminals (NIT)
- **Charleston, South Carolina**
 - North Charleston Terminal
 - Wando Terminal
- **Savannah, Georgia**
 - Georgia Port Authority
- **Florida**
 - South Florida Container Terminal (Miami)
 - Port of Tampa
- **Mobile, Alabama**
 - APM Terminals
- **New Orleans, Louisiana**
 - Napoleon Terminal
- **Houston, Texas**
 - Barbours Cut Terminal
 - Bayport Container Terminal
- **Long Beach/Los Angeles, California**
 - LBCT Pier E
 - PCT
 - Fenix Marine (GGS)
 - Yusen Terminal (YTI)
 - Everport Terminal
- **Oakland, California**
 - Everport Terminal
 - Oakland International Container Terminal (OICT)
- **Seattle/Tacoma, Washington**
 - T-18
 - T-30
 - Pierce County Terminal
- **Vancouver/Prince Rupert, British Columbia**
 - Global Container Terminals (GCT) Vanterm - Vancouver
 - Global Container Terminals (GCT) Deltaport - Vancouver
 - DP World Centerm - Vancouver
 - Fairview Container Terminal - Prince Rupert

Expanded Export Customer Service West Coverage

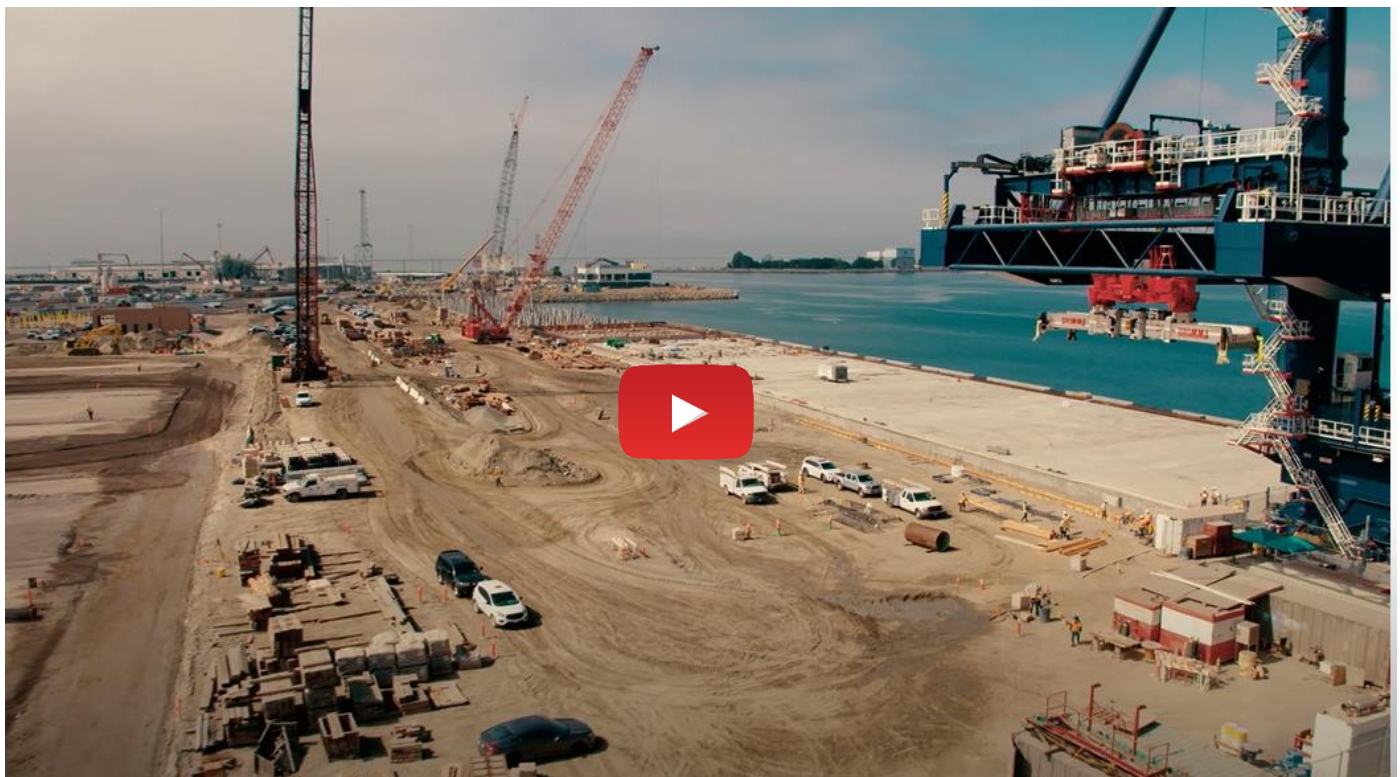
We are pleased to announce that we have expanded our customer service coverage for export shipments managed by our **Chicago, Houston, Salt Lake and Vancouver** booking offices.

Effective, August 31, 2020 we have established a new email mailbox, EXPWEST@oocl.com which is dedicated to service customers in these areas.

Please send any export inquiries for these locations to the new mailbox, EXPWEST@oocl.com.

Long Beach Container Terminal Phase 3 Construction Update

The video below produced by the Port of Long Beach provides an update of the upcoming terminal phase 3 scheduled to launch in 2021. Our OOCL services such as the Pacific China Central 1 (PCC1)—best in class product to the Pacific Southwest from Korea— and the Pacific Vietnam China South (PVCS) best in class to Pacific Southwest from South China— both call the Long Beach Container Terminal.



My OOCL Center: Delivery Instructions



MOC- My OOCL Center

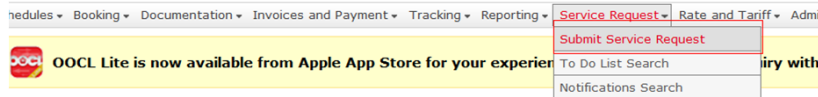


Delivery Instructions

The process of sending door delivery instructions to OOCL is through the easily accessible Service Request module located in My OOCL Center (MOC). This is an efficient and secure process for the customer ultimately resulting in a quick response time from OOCL.

1

Log into MOC and select “Service Request” from the main menu option and then click on “Submit Service Request.”



2

Input the bill of lading number into the “Bill of Lading Number” field and click on the “Search” button.

Create Service Request

Search Related Shipment	
Bill of Lading Number:	12345678 <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"/>
Invoice Number:	<input type="text"/> <input type="button" value="Search"/>

3

Upon search results, select the “Online” option under Import Carrier Door Delivery Instructions. After this step, you can either upload your Delivery Instructions file or you can fill out the form.

Service Request Summary	
B/L Number: 12345678	
Service Request	Type <small>Tip</small>
Change of Destination NAT	Online
Empty Store Door Container Return Notification	Online
Import Carrier Door Delivery Instructions	Online
Inbound Service Amendment_NAT	Download
Motorbridge Service Request	Online

Import Carrier Door Delivery Instructions	
B/L Number:	2595408780
Container Number(s): <small>(Check containers that apply or leave blank to apply instructions to all containers)</small>	<input type="checkbox"/> 40' Hi-Cube Container - TEMU825665
*Delivery Address Location:	
Delivery Address	Select from address book
Line 1: Company Name	
Line 2: Street	
Line 3: City	
Line 4: State / Province	
Line 5: Zip code	
<small>**Please fill in all 5 lines for delivery address</small>	
*Delivery Location Contact Person:	
Name	<input type="text"/>
Phone Number	<input type="text"/>
Email(s)	<input type="text"/>
<input type="checkbox"/> Save address and contact to address book	
*Requested Appointment:	
Date / Time	<input type="text"/>
<small>*Leave blank for TBA</small>	
Remarks: PO# / Ref's	<input type="text"/>



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OOCL' Core Values



People, People, People

As a successful corporation OOCL understands that its continued success and growth depends upon the skills, dedication and teamwork of its employees. People are our greatest asset, and this is why People, People, People is the first core value.



Excellence Through Quality

We embrace continual improvement. Striving to do the right things right the first time, we adopt quality tools to pursue performance excellence.

We strive for innovation. We challenge our processes, think beyond boundaries and look for innovative ways to create value for our customers.



OUR PHILOSOPHY

To be the best and most innovative international container transport and logistics service provider; providing a Vital Link to world trade and creating value for our customers, employees, shareholders and partners.



Customer Focus

OOCL prides itself on its focus on the customer – our partner. We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration to enhance customer competitiveness.

We Take It Personally for our customers – going beyond normal job responsibilities to serve our customers both internally and externally.



Community Responsibility

Aware that our communities contribute to our success, OOCL embraces Community Responsibility as one of our core values.

We maintain high safety standards and demonstrate our concern for the environment.

We embrace an ethically-sound code of conduct.



OOCL'S CORE VALUES

- PEOPLE, PEOPLE, PEOPLE
- CUSTOMER FOCUS
- EXCELLENCE THROUGH QUALITY
- COMMUNITY RESPONSIBILITY

