

CUSTOMER

NEWSLETTER

October 2, 2020

Inside This Issue:

[Introduction](#)

[Prevention and Control of Solid Waste Imports into China](#)

[Service Updates- Marine Terminal Gate Schedules](#)

[Pro-Tip: Booking Submission Cargo Description](#)

[Digital Solutions- OOCL's e-Commerce Features](#)

[My OOCL Center: Service Contract Number Update](#)

[How to Sign up for OOCL's Local News](#)

[Why Book with OOCL?](#)



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.

Prevention and Control of Solid Waste Imports into China

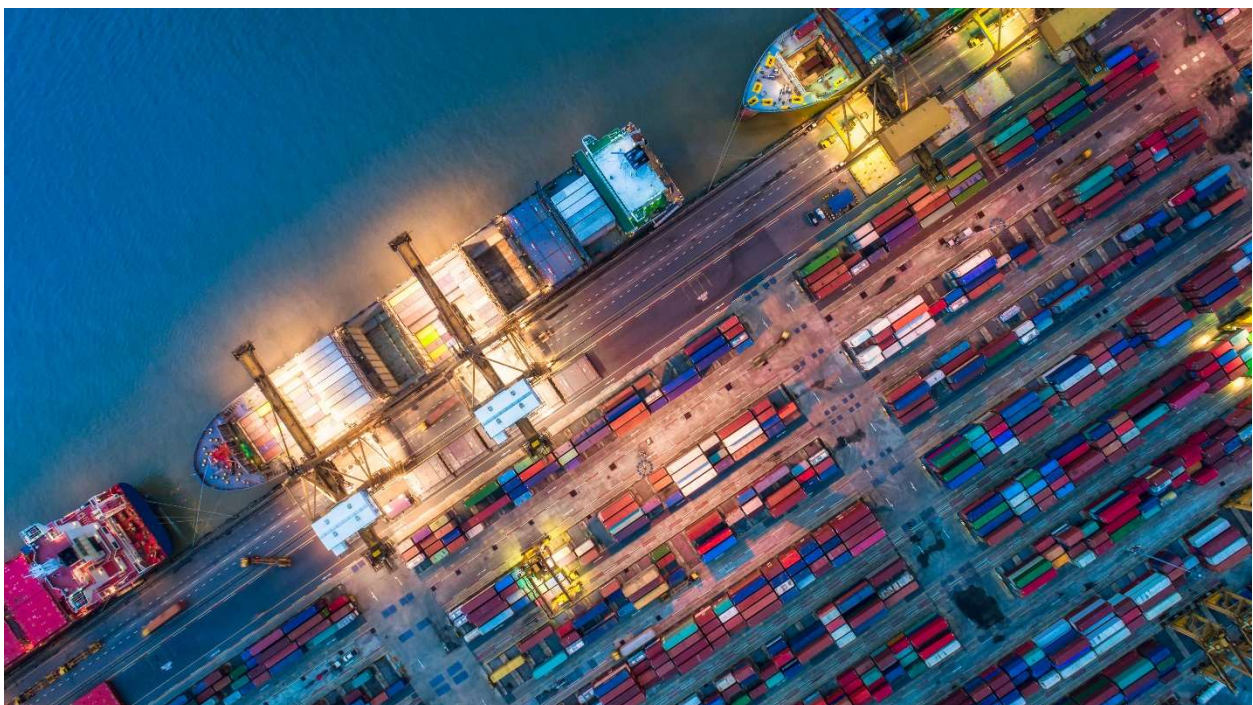
The government of the People's Republic of China has recently adopted a new legislation concerning the Prevention and Control of Solid Waste Pollution in China, whereby all solid waste including waste paper, waste plastics, waste metals, waste chemicals, amongst others are prohibited from importation into China in order to achieve zero import of solid waste by the end of 2020.

A Penalty of CNY500,000 to CNY5,000,000 shall be imposed for violations and strict requirement for import solid waste to be returned to its place of origin at the expense of cargo, including cost of disposal if any.

To comply with the legislation, OOCL shall cease cargo acceptance of all solid waste related materials into China **effective on 16 October 2020** (on-board date).

- To ensure full compliance with the regulation, customers are strongly recommended to check with related authorities on official information to verify if the new import regulations apply to your cargo, and if so, you must obtain valid license(s) or permit(s) and provide accurate cargo names as well as all necessary information to OOCL at the time of booking for verification.
- OOCL's policy on booking acceptance of solid waste cargo shall be subject to further adjustment according to relevant announcement of the authorities.

For more details, please visit our [local news page](#).



Service Updates- Marine Terminal Gate Schedules

The following marine terminal gates have announced they will be closed on October 12, 2020 in observance of **Columbus Day Holiday** in the **United States** and **Thanksgiving Holiday** in **Canada**:


- **Florida**
 - Miami - South Florida Container Terminal
- **British Columbia**
 - Vancouver - Centerm
 - Vancouver – Deltaport
 - Vancouver - Vanterm
 - Prince Rupert - DP World Prince Rupert

Pro-Tip: Booking Submission Cargo Description

PRO TIP Booking Submission Cargo Description

When submitting your booking request, please provide the most descriptive Commodity or Cargo Description available.

Good Example:

 Bagged dried peas

Avoid Vague Descriptions:

 General Cargo

 Agri Products

 Legumes

Result:



**Faster Booking
Confirmation**

Digital Solutions- OOCL's e-Commerce Features

DIGITAL SOLUTIONS



My OOCL Center

- ✓ 24/7 Online Booking Submission
- ✓ Create and Submit Shipping Instructions
- ✓ View and Print B/Ls
- ✓ Shipment Folder-Documentation Upload (DG, Auto, etc)
- ✓ VGM Declaration Submission



N2C3 Lite

- ✓ Track & Trace
- ✓ Dwell Monitoring
- ✓ Vessel, Rail ETA
- ✓ Container Watchlist
- ✓ Shortfall Indicator
- ✓ Internal Operations Remarks
- ✓ Map visualization to identify active incoming shipments at sea



API

CAPABILITIES

To achieve greater efficiencies, API protocol is also available for direct integration with your software.

ADDITIONAL FEATURES



Create and choose reports from over 100 data fields with flexible frequency.



Shipment details including access to pick-up numbers and full cargo tracking.



Customize and automate the receiving of your arrival notice and shipment exception alerts.



Service Requests: Submit booking amendments and import delivery instructions.

e-Commerce Team



Contact us to be introduced to our digital products.

OOCLCOM@oocl.com

[Return to Top](#)

My OOCL Center: Service Contract Number Update



MOC- My OOCL Center

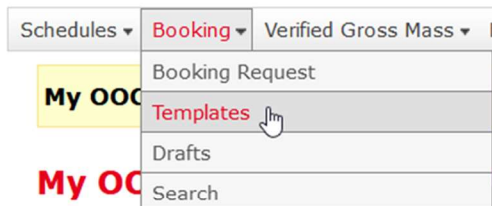


Service Contract Number Update

My OOCL Center (MOC) has multiple features within our online tools that require a valid and up to date service contract number. For example, booking templates will require a valid service contract to rate correctly. The steps below explain on how to update the contract number within your booking templates.

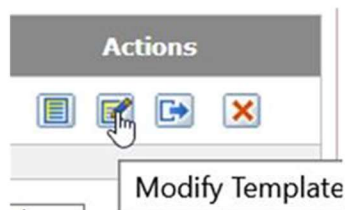
1

Log into MOC and click on “Booking” option from the menu then select “Templates.”



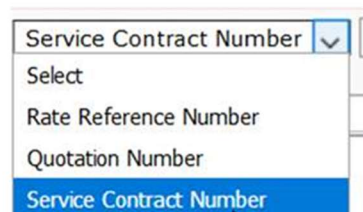
2

Click on the action button called “Modify Template” on the right-hand corner of the screen for the respective template that needs updating.



3

Within the booking template, update the service contract or rate reference number at the top. Then click “Save Template” button at the booking right hand side.



We take it personally

[Return to Top](#)

How to Sign up for OOCL's Local News



How to Sign up for OOCL's Local News

Our local news will provide you with the most up to date information on any service changes and adjustments, new products and relevant news to fulfill your service needs.

1. Visit OOCL Website

- 1 Click [here](#) to access link.
- 2 At the left top corner of the screen click on "Change Location."
- 3 Click on "Americas" and select your respective country.

2. Click on "e-Subscription" Menu Option (top right corner)

- 1 Fill out the following fields: Email Address, Name, Company Name and Company Location (origin country).

e-Subscription

e-Subscription
Change Subscription
Remove Subscription

Thank you for your interest in OOCL.com's subscription service. By subscribing to e-Subscription you will receive sailing schedule updates via email. Simply complete the form below to take advantage of this free service. All mandatory fields are denoted by *.

* Email Address

* Name

* Company Name

* Company Location ▼

- 2 Under "e-Subscription Customization," click on "Local News." Click on "Add Country & Region" select the North American countries of your choice. Then click on "Add" button. Click on "Submit" button.

Add Country & Region

Select All Clear All

- Latvia
- Malaysia
- Middle East
- Netherlands
- Pakistan
- Poland
- Russia
- Spain
- Switzerland
- Thailand
- United Kingdom
- USA

- Lebanon
- Malta
- Morocco
- New Zealand
- Panama
- Portugal
- Singapore
- Sri Lanka
- Taiwan
- Tunisia
- Ukraine
- Vietnam

- Lithuania
- Mexico
- Myanmar
- Norway
- Philippines
- Romania
- Slovenia
- Sweden
- Tanzania
- Turkey
- Uruguay

[Return to Top](#)

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.



99% of B/Ls

are issued with complete accuracy.



More than 150 Ocean Services

offered globally to and from the Americas.



99% of Calls

are answered in 15 seconds.



99.8% of Freight Invoices

are issued accurately.



1 Business Day

turn around time for email responses.



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 would like to express my deepest appreciation and gratitude to your documentation team! Best support and prompt feedback ALWAYS! There is not even one request or inquiry of mine that had ever been left un-responded or ignored by the team. Thank you very much for your great assistance! Sincerely appreciate it.”

“Shout out to OOCL's customer service for always following up on my shipments. They always take the extra steps to make sure I have what I need in time to service my customers. I also want to thank you for always booking my monthly containers for my customer. During these challenging COVID times, OOCL takes the time to care about me. This is so important in maintaining a great relationship with the customer (ME!). I am truly thankful! To all of you, blessings to be well and keep safe.”

“Thank you for reminding me about the VGM Declaration! It is nice to know OOCL is always looking out for me and does it in a very personal way!”

[Return to Top](#)