

CUSTOMER

NEWSLETTER

November 25, 2020

Inside This Issue:

[Introduction](#)

[North America Network
News Map](#)

[Service Updates: Marine
Terminal Gate Schedule
\(Thanksgiving Holiday\)](#)

[OOCL's Contact
Information](#)

[My OOCL Center:
Reports](#)

[ProTip: Verifying Dates on
Existing Bookings](#)

[We are here for you—
Happy Thanksgiving!](#)



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.

[Return to Top](#)

North America Network News

North America Network News



Terminal and Gate Closures.



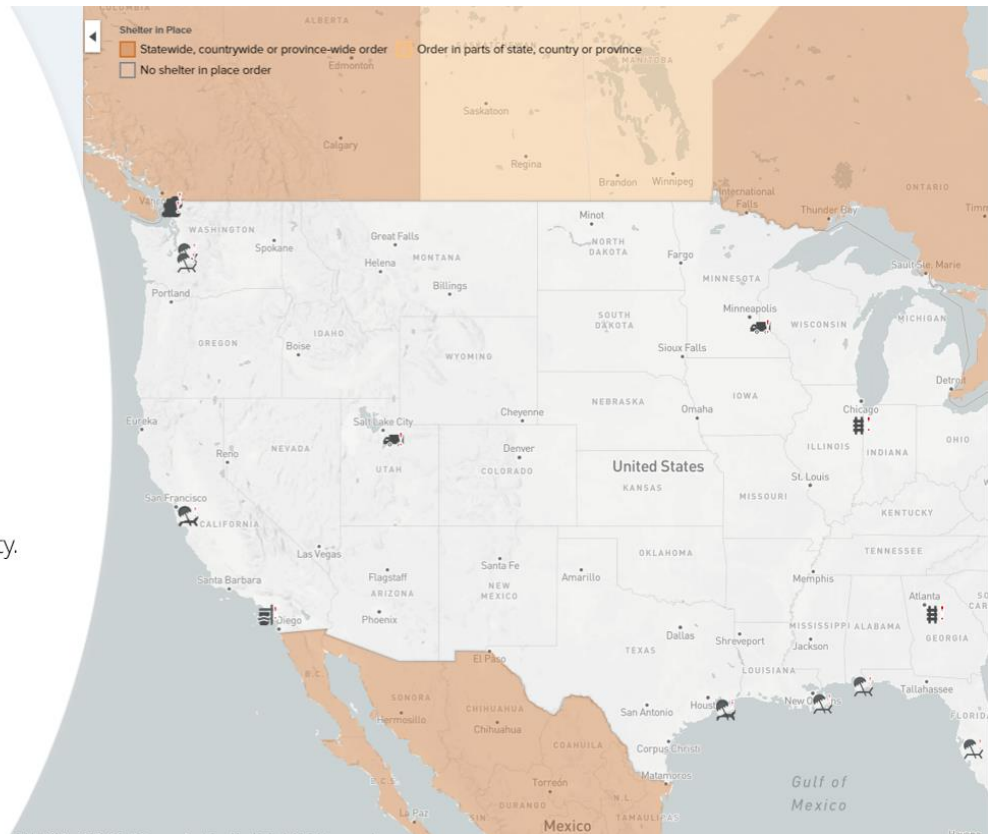
Rail delays and closures.



Truck power and chassis capacity.

New Features:

- Visibility into terminal congestions.
- Information available on chassis shortages.



North America Network News is a network map that provides visibility of any facility closures or service interruptions to further assist our customers with their supply chain needs. Our news database is updated daily to provide you with most upstream information within the shipping industry.

How to Access it:

You can click on the direct links for the respective locations:

US: <https://www.oocl.com/usa/eng/localinformation/n2c3>

Canada: <https://www.oocl.com/canada/eng/localinformation/n2c3>

Mexico: <https://www.oocl.com/mexico/eng/localinformation/n2c3>

Service Updates-Marine Terminal Gate Schedules

The following marine terminal gates have announced they will be closed on November 26, 2020 in observance of **Thanksgiving Holiday** in the **United States**:

- **Boston, Massachusetts**
 - Conley Marine Terminal
- **New York & New Jersey**
 - APM Terminal
 - Maher Terminal
- **Baltimore, Maryland**
 - Ports America (Seagirt) Terminal
- **Norfolk, Virginia**
 - Virginia International Gateway Terminal
 - Norfolk International Terminal
- **Charleston, South Carolina**
 - North Charleston Terminal
 - Wando Terminal
- **Savannah, Georgia**
 - Georgia Port Authority
- **Florida**
 - Miami - South Florida Container Terminal
 - Port of Tampa
- **Mobile, Alabama**
 - APM Terminal
- **New Orleans, Louisiana**
 - Ports America Terminal
- **Houston, Texas**
 - Barbours Cut Terminal
 - Bayport Terminal
- **Long Beach, California**
 - Long Beach Container Terminal (LBCT)
 - Pacific Container Terminal (PCT) - SSA Pier J
- **Los Angeles, California**
 - Fenix Marine Terminal
 - Yusen Terminals Inc. (YTI)
 - Everport Container Terminal
- **Oakland, California**
 - Everport Terminal
 - Oakland International Container Terminal (OICT)
 - TraPac Terminal
- **Seattle & Tacoma, Washington**
 - T-18 Terminal, Seattle
 - T-30 Terminal, Seattle
 - Everport Terminal, Tacoma

The following marine terminal gates have announced they will be closed on November 27, 2020 in observance of the **Day After Thanksgiving** in the **United States**:

- **Boston**
 - Conley Marine Terminal
- **Long Beach, California**
 - Pacific Container Terminal (PCT) - SSA Pier J
- **Los Angeles, California**
 - Yusen Terminals Inc. (YTI) – Closed 2nd Shift
 - Everport Container Terminal – Closed 2nd Shift

Updated marine terminal gate closure information for Thanksgiving will be posted on the OOCL USA website under [Local News](#) as new information is received

OOCL's Contact Information

As we have expanded our virtual network, we want to ensure confidence that we are operating business as usual. Our mission is to provide you a customer-focused solution for all your supply chain needs and continue to deliver the quality services you have come to expect from OOCL while maintaining business continuity.



Here is a list for our local contacts:

- Offices in the US: [Salt Lake City](#), [Charleston](#), [Chicago](#), [Houston](#), [Long Beach](#) and [New York](#).
- Offices in Canada: [Toronto](#) and [Vancouver](#).
- Office in Mexico: [Mexico City](#).

In addition, our client phone support is also available to assist with general queries regarding documentation, sales and customer service per below:



Documentation

For questions regarding your bill of lading or any other documentation questions, please call 800-822-6625.



Sales

Rate inquiry or any other sales questions, please call 888-888-6625.



Customer Service

For questions regarding your export and import shipments, please call 888-388-6625.

Please note our US offices will be closed in observance of the Thanksgiving holiday on Thursday, November 26 and Friday, November 27. We will resume our regular business hours on Monday, November 30, 2020.

My OOCL Center: Reports



MOC- My OOCL Center



Reports- Ad Hoc and Subscription

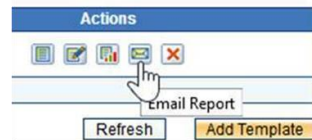
My OOCL Center provides you with visibility to monitor your shipments. With a variety of data columns to choose from, you can either download an ad hoc report or you can schedule a subscription with the options to receive it on a daily, weekly or monthly basis.

Ad Hoc Reports

- 1 Login into MOC and click on “Reporting” option from the main menu and then “Report Templates.” If you have an existing report template that is on a schedule, but you would like to pull an ad hoc report, then go to step 2.

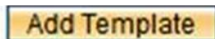


- 2 To download the report, under the “Actions” section, click on the “Email Report” button.



New Reports and Subscription

- 1 Login into MOC and click on “Reporting” option from the main menu and then “Report Templates.” Then click on the “Add Template” button.



- 2 Other steps include:
 - Choose over 100 data columns
 - Filter, sort and adjust your report layout
 - Choose your report file format and subscription

Report File Format

- Comma delimited (.csv): Automatically opens the file into a spreadsheet application.
- Tab delimited (.txt): Requires that you import the file into a spreadsheet application.

Subscriptions Tip

- No Schedule
- Daily (receive e-mail everyday)
- Weekly on Monday
- Every Other Week (receive e-mail every other Thursday)
- Monthly (receive e-mail on the first day of each month)



[Return to Top](#)

ProTip: Verifying Dates on Existing Bookings

PROTIP

Verifying Dates

Existing Bookings

To facilitate the viewing of important elements within your export shipments such as booking status, cutoff date and documentation deadlines, you can find all the information in one stop utilizing our online platform My OOCL Center (MOC).

Step 1: Login to MOC with your user ID and password. In the middle of the page, you can perform a search by clicking on the “Shipment Details” option and input the booking number. Then click on the “Search” button.

Search by:

Cargo Tracking
 Shipment Details
 Shipment Folder

Bill of Lading Number:

Booking Number:

Container Number:

Shipment Details

Search by

Shipment Details - Booking Number 2653336260

Last Modified: 18 Nov 2020, 10:22 Local

Shipment Information

Carrier: OOCL

Status

Booking Status: Confirmed [\(Legal Disclaimer\)](#)
 Booking Status Remark: Shipment Confirmed
 Internet Booking Reference Number: CS5906193688
 Status of Container: Not Covered

Shipping Instructions

SI Cutoff Time: 21 Dec 2020, 16:00 PST
 SI Status: Not Received
 Internal SI Reference Number:

Advance Manifest Required

Not Required

Cargo Cutoff Time: 15 Dec 2020, 16:00 CST

OOCL Required Document Status



Accurate Data and Information.



Quickest tool to obtain information.



Available at anytime that suits your schedule.

We are here for you—Happy Thanksgiving!

As we near the holiday season, OOCL wishes our US customers a safe and happy Thanksgiving.

Our virtual network continues to be strengthened in order to deliver the quality service that you have come to expect from us.

We are grateful for your business and appreciate your continued support as we overcome the distances together.

We are here for you!



Keeping us
connected

HAPPY
THANKSGIVING

We are here for you and we are
grateful and thankful for our
customers.

OOCL
We take it personally