

# CUSTOMER

## NEWSLETTER

January 8, 2021

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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.*

## OOCL Digital Tracking- Facilitating your 2021 business needs



### OOCL Digital Tracking

OOCL offers self-service digital platforms to track and trace shipments. Our current online digital solutions are:

1. [www.oocl.com](http://www.oocl.com)
2. My OOCL Center
3. N2C3 Lite

**Contact us:**  
OOCLECOM@oocl.com

[www.oocl.com](http://www.oocl.com)

- Track Shipments (B/L#, Container # Booking#, Vessel or Rail)
- Sailing Schedule



### My OOCL Center

- Track Vessel
- Shipment Details
- Trace North America Rail
- Shipment Milestone Email Alerts



### N2C3 Lite

- Dwell Monitoring
- Vessel, Rail ETA
- Container Watchlist
- Map visualization

## New booking acknowledgement PDF format

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Effective December 28, 2020, the North America booking acknowledgement formatting has been enhanced to a PDF file. This change provides better visibility to the most important information to further facilitate your export business needs.

OOCL believes in a long-term relationship with our customers to create value and anticipating our customer's requirements and needs.

## Changes to electronic House Bill of Lading (eHBL) Filing

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Effective January 4, 2021, the Canada Border Services Agency (CBSA) has declared that the use of eHBLs **for all consolidated shipments will become mandatory**.

Exceptions include:

- Consolidated in-transit shipments moving from offshore through Canada and destined to the US may continue to be reported using electronic house bills or legacy ACI supplemental reports.
- Consolidated in-transit shipments of US origin goods that are entering Canada for offshore export will continue to be exempt from electronic house bills.
- Canada FROB cargo will still be required to be reported under the ACI supplemental reports.
- OOCL will still support the submission of supplemental reports where supported by CBSA.

As a result of these changes by CBSA, all Freight Forwarders and NVOCC's must have a CBSA issued 8000 series carrier code to be able to file eHBL directly in ACI or appoint a service provider that can file on their behalf.

The 24-hour advanced filing rule remains in place and applies to all manifested types– eHBL, Consigned BLs or Master BLs.

All advance House Bill data must be electronically transmitted to CBSA using the eHBL requirements published by TCCU (Technical Commercial Client Unit), including the eHBL Close message as is currently required.

For more information, please visit our [site](#).

## Pro-Tip: Vessel tracking and report ETA

# PRO TIP

## Vessel Tracking and Report ETA

To further assist in maintaining visibility on the location of your cargo to and from the US, Canada and Mexico, My OOCL Center (MOC) provides you with a feature to track current status on vessel arrival, departure and special remarks to indicate potential delays.

**Vessel Tracking** - Log into MOC and click on “Tracking” option from the main menu then select “Track Vessels.” Add vessel code and search.

Schedules ▾ Booking ▾ Verified Gross Mass ▾ Documentation ▾ Invoices and Payment ▾ Tracking ▾ Reporting ▾

**Vessel Tracking**

Search by

The search data range is from last 4 weeks to next 8 weeks from today. \* Required.

Vessel Name:\*

Voyage:

Port:

Track Cargo  
Hot Shipments  
Trace North America Ra  
**Track Vessels**  
Shipment Details  
Link Reference Number

Vessel: [OTP - OOCL TAIPEI](#) Voyage: All

Date Range: 07 Dec 2020 - 01 Mar 2021

Port	Local Time	Remarks
Busan	10 Dec 2020, 07:55 Thu (actual)	
Ningbo	12 Dec 2020, 09:39 Sat (actual)	Delayed : Terminal Operations
Shanghai	15 Dec 2020, 00:33 Tue (actual)	Delayed : Port/ Canal Congestion
Busan	17 Dec 2020, 10:49 Thu (actual)	Delayed : Previous Port Delayed
Long Beach	08 Jan 2021, 08:00 Fri (estimated)	
Busan	24 Jan 2021, 15:30 Sun (estimated)	Delayed : Previous Port Delayed
Ningbo	26 Jan 2021, 19:30 Tue (estimated)	
Shanghai	28 Jan 2021, 01:30 Thu (estimated)	Delayed : Holiday / Labor Related Po...
Busan	31 Jan 2021, 05:30 Sun (estimated)	
Long Beach	11 Feb 2021, 18:00 Thu (estimated)	Delayed : Previous Port Delayed

**MOC Reports** – Report can be customized under Report Templates in My OOCL Center. There are fields that can be selected to reflect the Vessel ETA information.

### Columns to Select in Report Fields:

“Arrival at Last Port of Discharge” and “Discharged from Vessel at Last Port of Discharge” automatically provides the Event “Date & Time” when container has been discharged.

- Estimated: Subject to change, estimated time.
- Actual: Milestone confirmed date and time .

Note: Once “Actual” event occurs, the date and time will appear and replace the “estimated” event date and time.

ARRIVAL		Discharged from Vessel at Last Port of Discharge	
Date/Time	Estimated/Actual	Date/Time	Location
11/22/2020 16:30	Estimated		
11/22/2020 5:39	Actual	11/26/2020 1:13	Long Beach, Long Beach
11/22/2020 5:39	Actual	11/26/2020 0:15	Long Beach, Long Beach

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## My OOCL Center: Administrator- adding a new user



### MOC- My OOCL Center



## Administrator Adding a new user

Once your company is registered for a My OOCL Center account, the administrator has the ability to add new users to also benefit from our online tools. Please follow the steps below for adding new users.

- 1 The Administrator will log into MOC and click on the administration menu. Drop down to the user profiles and click "Create User Profile"

- 2 User Profile – Primary Information – Fill out the Required Fields (\*).

- 3 After providing Primary Information, then click "Preferences" in the menu. Click the Preferred Time Zone and Preferred E-mail Format. HTML Format is most popular.

- 4 Then click "Access" menu. Click Standard Access and then the Arrow button to move to the Selected Column and click the "Confirm" Button. Selected the users Access functions and Save. The user ID will be displayed in the online profile. The system will auto generate the user id and a temporary password to the users email address.



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## OOCL working with non-profit to help community

The OOCL Singapore office partnered with Beyond Social Services, a non-profit organization to help children from less privileged families.

Our colleagues contributed their time, efforts to preparing and delivering 100 gift bags filled with school supplies, sanitary kits, and snacks for children.

Beyond Social Services is dedicated to helping the children and youths from less privileged backgrounds to break away from the poverty cycle. This project was targeted to help children whose parents have been out of jobs due to COVID-19.

OOCL embraces Community Responsibility as one of our core values. We understand that our communities contribute to our success and we focus our community efforts on education for young people.

As our volunteers were delivering these bags, all of their hard work was paid off by seeing the big smiles on the children's face as they received their gifts.



The inspiration behind this project was by a famous quote of "We can do no great things, only small things with great love."



## Customer Feedback- We take it personally!



"OOCL's Customer Service offered superior and professional assistance!"



"It was almost past business hours and OOCL picked up the phone and provided the most awesome customer service I've ever seen."



"Impressed with bias for action and sense of urgency with OOCL's documentation team. Appreciate all the help with draft revisions and two extensions."



"OOCL Equipment personnel are the best in the business!"



"OOCL's communication has helped us to feel we are not the forgotten link— appreciate the help!"



"OOCL's customer service team did a good job and helped me coordinate with the terminal and responded very quickly!"



"I want to compliment the team for being very proactive and helpful on a shipment that we could have run into problems. Professional and a pleasure to work with!"



"It has been nothing but a pleasure to work with the Reefer team. They are helpful, pleasant and always willing to assist when requested."