

# CUSTOMER

## NEWSLETTER

January 22, 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.

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We take it personally.

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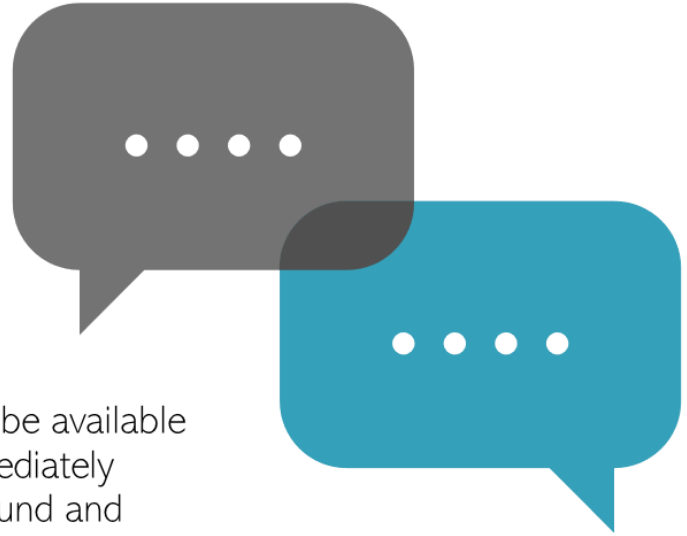
## New feature: N2C3 Lite launches live chat!



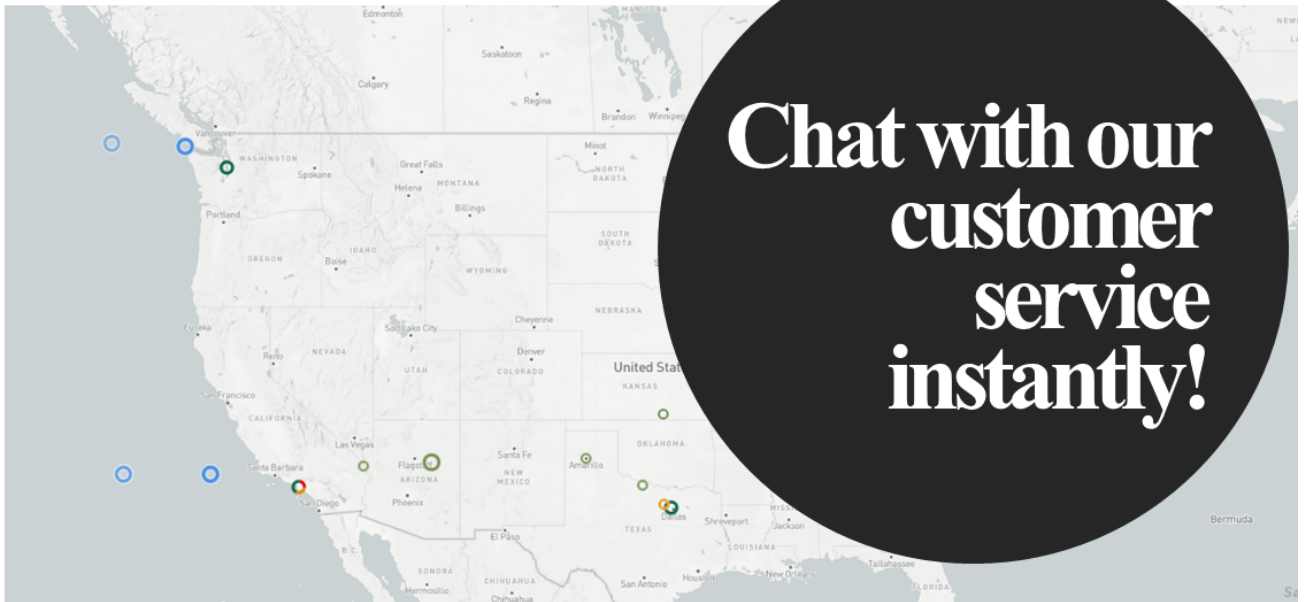
# Live Chat

**New!**

## N2C3 Lite Chat Real Time Customer Service Support



OOCL customer service agents will be available to help answer your questions immediately while you track and trace your inbound and outbound shipments. As of January 25, 2021, our agents will be available to chat from 8:30 am to 7:00 pm (EST).



For more information on our track and trace platform N2C3 Lite and to have access to its features including live chat, please contact [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).

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## Expanded customer service east coverage

OOCL is pleased to announce that we have expanded our customer service coverage for your import shipments managed by our New York, Charleston, and Toronto offices. Effective January 18, 2020 we have established a new email mailbox, [IMPEAST@oocl.com](mailto:IMPEAST@oocl.com) which is dedicated to service customers in these areas. We appreciate if you can begin utilizing this email address for any import queries handled by these offices.

In addition, we have also expanded our Toronto export coverage. For any booking queries handled by this office, please utilize the [EXPEAST@oocl.com](mailto:EXPEAST@oocl.com) email mailbox.

For a comprehensive customer service contact list, please visit our [site](#).

As a reminder, general OOCL information is available online, including but not limited to booking and tracking details at [www.oocl.com](http://www.oocl.com).

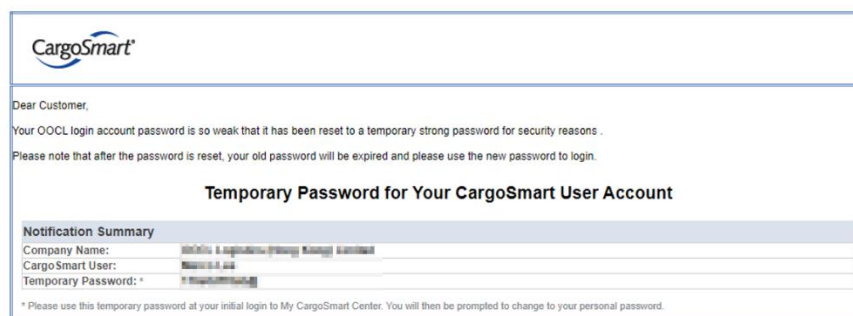
For any questions about our online solutions, please contact our e-commerce team at [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).

We are here to assist you with your cargo handling needs.

## Upcoming enhancements: My OOCL Center password updates

Please note that our online platform, My OOCL Center (MOC), will have an upcoming enhancement to further strengthen password usage for security purposes.

If the system detects a weak password, it will automatically reset it and the affected user will receive an email confirmation with a temporary password (example below) from the MOC platform administrator, CargoSmart, a sister company of OOCL.



In addition, the user will be prompted to replace the temporary password with a strong and secure password. Examples of strong passwords include:

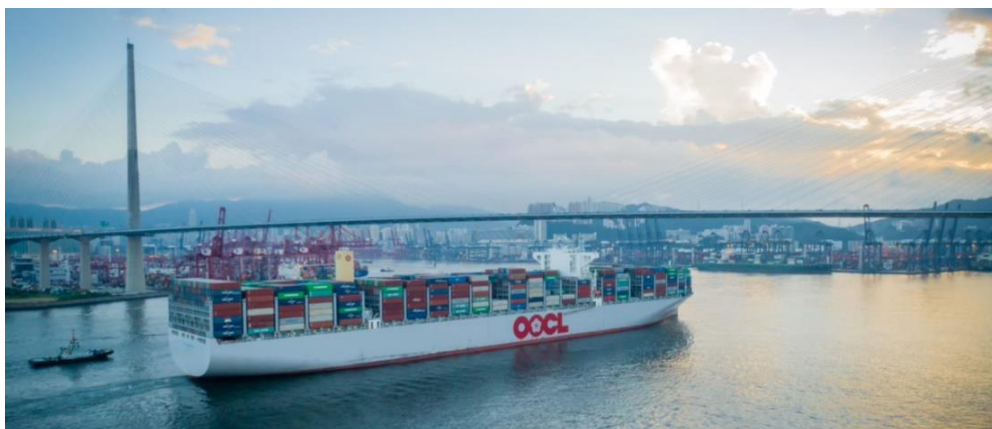
- A minimum length of 8 characters.
- A combination of at least 3 out of the following 4 criteria: upper case letter, lower case letter, numeric digit, and special symbols.

## OOCL presents 2021 Ocean Alliance products

OOCL has been working very closely with our Ocean Alliance partners to ensure we continue to offer the most competitive and comprehensive services. The fine-tuning adjustments that we make to the products each year have been key to our success in building a consistently strong and reliable network, as well as to ensure we continue to meet the evolving needs of the market including but not limited to higher capacity, faster transit times and extended coverage in select services.

Please note that the port rotations can be subject to changes before the launch of the products in April 2021. For more details, please visit our [site](#).

- **7 Pacific Southwest Services (PSW):**
  - Pacific China Central 1 (PCC1)
  - Pacific China North 1 (PCN1)
  - Pacific China South (PCS1 and PCS2)
  - Pacific Vietnam China South (PVCS)
  - South East Asia Pendulum (SEAP-PSW)
  - Vietnam China Service (VCS)
- **4 Pacific Northwest Services (PNW):**
  - Pacific Northwest (PNW1, PNW2, PNW3 and PNW4)
- **7 Asia - East Coast North America and U.S. Gulf Services:**
  - East Coast China (ECC1 and ECC2)
  - East Coast Express (ECX1 and ECX2)
  - South East Asia Pendulum (SEAP-USEC)
  - Gulf Coast China (GCC1 and GCC2)
- **2 Trans - Atlantic Services:**
  - Atlantic East Coast Express 1 (ATE1)
  - Atlantic Gulf Express (ATG1)
- **7 Asia - North Europe Services:**
  - Loop (LL1, LL2, LL3, LL4, LL5, LL6, LL7)
- **4 Asia - Mediterranean Services:**
  - Asia-West Mediterranean (WM1 and WM2)
  - Asia-East Mediterranean and Black Sea (EM1)
  - Asia-Adriatic Sea (AAS)
- **4 Asia - Middle East Services:**
  - Asia Middle East (ME1, ME3, ME4 and ME5)
- **2 Asia - Red Sea Services:**
  - Asia- Red Sea (RS1, RS2)



# My OOCL Center: Service request- booking amendment

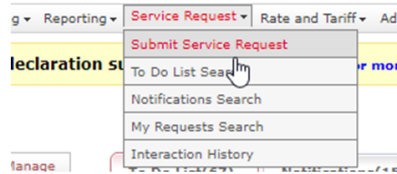


## MOC- My OOCL Center



For any booking amendments, including rolling or advancing a booking as well as boking reduction or cancellation, the fastest method to making changes to your booking(s) is having your updates submitted through a service request within My OOCL Center (MOC). The turnaround time for service request submissions is within 4 business hours and a better option than submitting the request via email, which can take up to 1 business day. The steps below provide guidance on how to submit a service request.

**1** Log into MOC and go to Service Request → Submit Service Request.



**2** Enter in your booking number → Search and select the appropriate service request of your liking. The example below is for “Cancel Booking Request.”

**Create Service Request**

Search Related Shipment

Bill of Lading Number:

Booking Number:

Container Number:

Invoice Number:

Vessel Voyage:  Vessel Name:  Voyage Number:

Reference Number:

| Service Request                            | Type   | Description/Handling Instruction   |
|--|--------|--|
| AES-Canada Proof of Report Information     | Online | Submit your AES or Canada Proof of Report Information  |
| Add-Change Booking Reference Information   | Online | Amend rate reference or add/remove/change other reference numbers  |
| Booking-Container Amendment Request        | Online | Increase/Split/Roll/Reduce booking   |
| Cancel Booking Request                     | Online | Request booking cancellation   |
| Change Booking Parties Request             | Online | Change Shipper, Forwarder or Consignee   |
| Change Booking Routing Request             | Online | Request routing change prior to vessel departure.  |
| Change Cargo Nature or Description Request | Online | Change cargo Nature/type) or commodity description   |
| Export Carrier Door Pickup Instructions    | Online | Submit your door pickup instructions for export door pickup  |
| Export Change of Destination North America | Online | Export Change of Destination for cargo originating in North America after container(s) loaded onboard vessel |

**3** Select a Reason under the drop down and update any remarks you would like to communicate and click submit.

\* Reason:

Remarks:

- Containers tranfered to another booking
- Duplicate Booking
- No Product
- Rate Not Suitable
- Schedule Change

### Results:



**Faster Updates to your Booking (s)**



**Easy Service Request Template Submission**



**Increased Accuracy for Amendment Information**



**Seamless Customer Service Experience**



**Within 4 Business Hours Turn-around**



**Increased Visibility into Booking Amendment Status**



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## Easy navigation page for US e-commerce solutions

The US OOCL.com site will be featuring a new e-commerce page highlighting all digital solutions available for our import and export customers.

It will provide effective links to our service solution options and this centralized source will allow you to obtain information on OOCL online products such as My OOCL Center, N2C3 Lite and API capabilities.

Please note that training materials and e-commerce contact information will also be available for your easy reference.

To visit our new page, please click [here](#).



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## Overcoming distances, together

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OOCL is one of the world's largest integrated international container transportation and logistics companies.

For many years, OOCL has been an ambassador of world trade, bringing markets closer together and business relationships even closer, no matter the distance.

Faced with our ongoing health challenges in the global community, OOCL's virtual network capabilities and mobile applications are used to keep trade moving, your businesses running, and our relationships are closer than ever.

By working together, we can overcome any challenges and achieve wonders.

