

CUSTOMER

NEWSLETTER

February 5, 2021

Inside This Issue:

[Introduction](#)

[Positive fourth quarter 2020 results](#)

[Container inspection policy for general and potential DG cargo](#)

[Submitting Verified Gross Mass \(VGM\)](#)

[My OOCL Center: BL print and view guide](#)

[North America News Map](#)

[Pro-Tip: OOCL e-Subscription services](#)

[N2C3 Lite](#)



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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[Return to Top](#)

Positive fourth quarter 2020 results

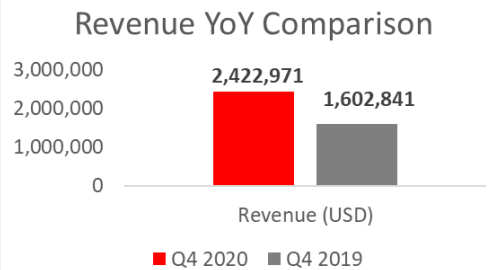
OOCL continues to have strong and positive results as highlighted below. For more information on OOCL's Operational Updates for Q4 2020, please visit our [website](#).

Q4 Operational Update Highlights



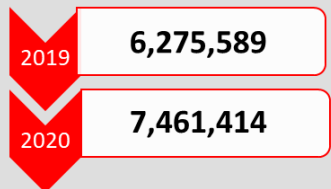
Q4 Total Revenue

↑ 51.2%



Total Revenue YoY (FY 2020 vs FY 2019)

↑ 18.9%



Loadable Capacity

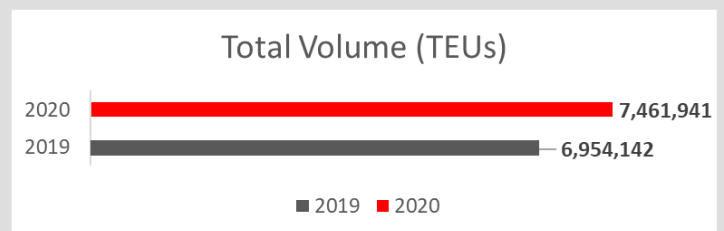
Loadable capacity increased by 17.5%.

The overall load factor was 4.6% higher than the same period in 2019.



Total Volume YoY (FY 2020 vs FY 2019)

↑ 7.3%



Container inspection policy for general and potential DG cargo

About the program

To ensure safety and compliance both on shore and at sea, OOCL has a container inspection program. This utilizes a random inspection process where there is an additional verification element before loading general cargo and potentially dangerous goods (DG) cargo.

Responsible parties

It is the responsibility of all stakeholders in the carriage of goods to ensure all hazardous cargo are properly declared and handled according to the IMDG regulations. Customers must provide OOCL with accurate and complete cargo information.

Container Safety

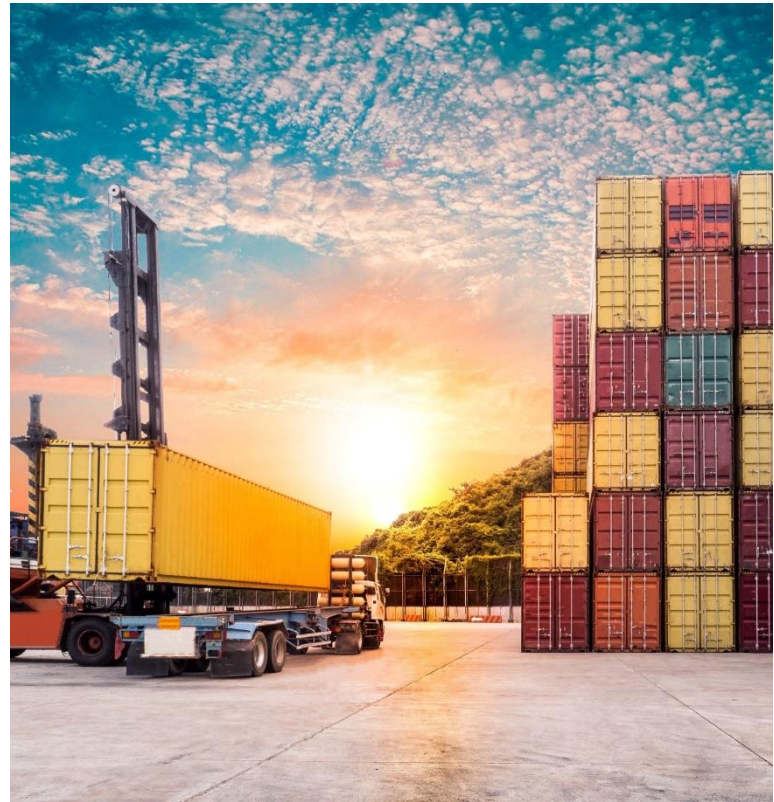
In addition, confirm all cargo is properly classified, packed, stowed, and documented to ensure safe transportation in accordance with applicable regulation. For more information on securing your cargo, **[this link contains a guide from the World Shipping Council and provides helpful information to ensure your cargo is properly loaded.](#)**

Documentation

Furthermore, there may be instances where we may request more information or documents for verification purposes.

Cargo Misdeclaration

Any discrepancies between the documents and what is physically inside the container will result in a Cargo Misdeclaration Fee. Depending on the outcome of the inspections and any deficiencies found, there may be the need for the shipment to be put on hold and for the cargo to be re-worked. Any charges or penalties that are associated with the misdeclaration will be for the account of cargo.



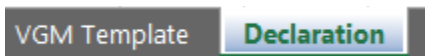
Submitting Verified Gross Mass (VGM)

OOCL encourages the use of electronic submission of Verified Gross Mass (VGM) to avoid potential delays in the loading of your cargo on to the vessel.

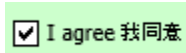
If you are not using EDI with OOCL, we recommend that you submit your VGM using the excel spreadsheet below which will submit the VGM data to OOCL via email or using [My OOCL Center \(MOC\)](#).

Below is the guidance for VGM submission using OOCL's Excel Form:

1. Download the Excel Form using this [link](#) and then open the Excel file.
2. On the "Declaration" tab, read the General Usage Agreement.



3. Click the "I Agree" box.



4. Open the "VGM Template" tab.



5. Enter information for at least the minimum required data fields listed below and in red font on the Excel Form:
 - Carrier = "OOCL" (This will self-populate as you enter container #)
 - Booking #
 - Container #
 - Verified Gross Mass
 - VGM Unit (select kilograms or pounds using the drop-down arrow)
 - Authorized Person
 - The "Authorized Person" must be entered in ALL CAPS.

You will receive two emails within approximately 2-5 minutes of submission.

- The first email is a confirmation that your submission was received.
- The second email will confirm that the submission was accepted or list any errors, by container number, with a brief description of why the VGM was rejected.
- VGM may be resubmitted once initial errors are fixed.

My OOCL Center: BL view and print guide



MOC- My OOCL Center



BL View/Print Guide

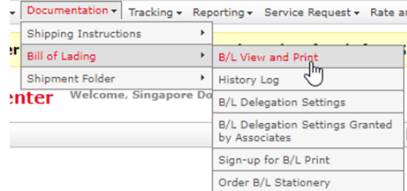
My OOCL Center allows users to view and print OOCL bill of ladings. For seaway bills, you can utilize plain white paper. For original bill of ladings, please utilize OOCL stationary to print your bill.

1 Log into MOC

Log into your “My OOCL Center” at www.oocl.com with your user ID and password.

2 Select “Documentation”

From the main menu, make the following selection: Documentation
→ Bill of Lading → B/L View and Print



3 Search B/L number

Enter in B/L number and ensure there is no space following the last digit. Please note: Only input the numeric number of the B/L.

B/L Search

Please click [Download](#) to download the latest version. If you already have the latest version, please click [Print](#) or the Print button (if available).

Search by

Required:

Booking or B/L Number

Booking Number:

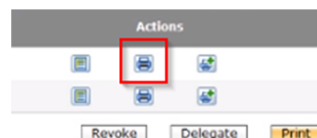
B/L Number:

Only letter (a-z, A-Z), number (0-9) are allowed.

You copied a space (in the front or back) - simply delete it and hit search again

4 Click on the “Print” icon

To print the respective bill of lading, click on the print icon under the “Actions” column.



[Return to Top](#)

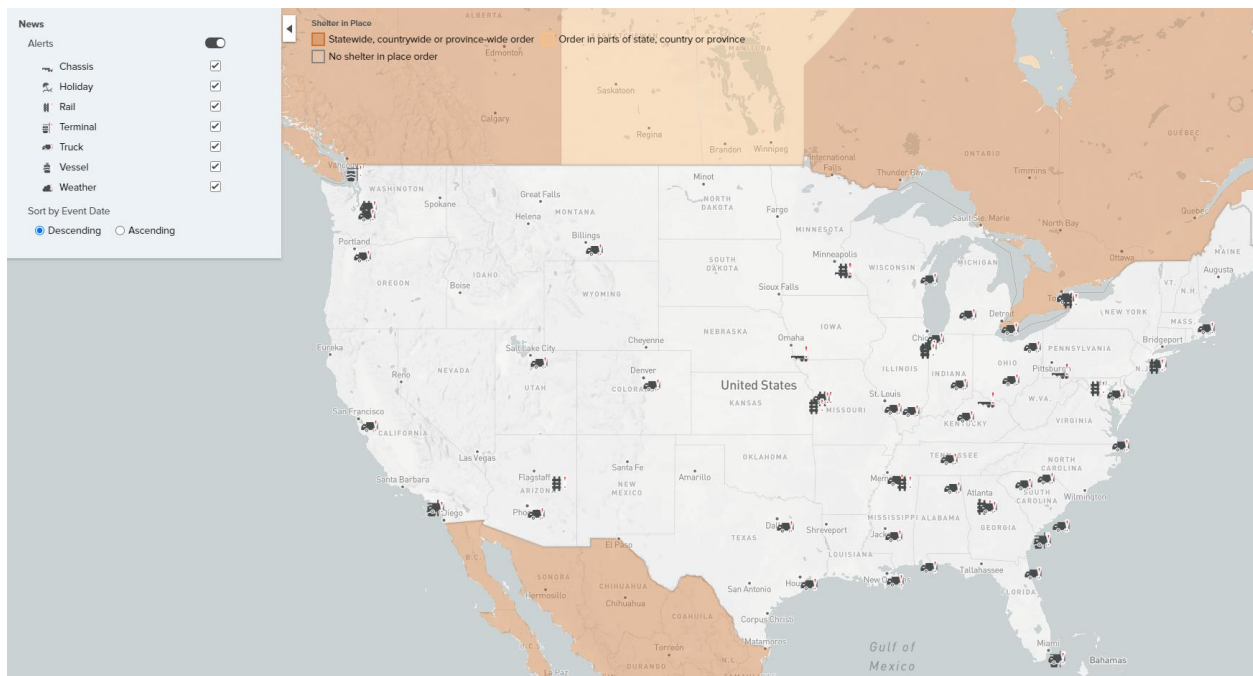
North America News Map

The North America News Map is a feature within OOCL.com site which provides visibility into facility and port interruptions. The news database is updated daily to provide the most upstream information within the shipping industry. Please find below steps on how to access it. Alternatively, you can click on the direct links for the respective locations:

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

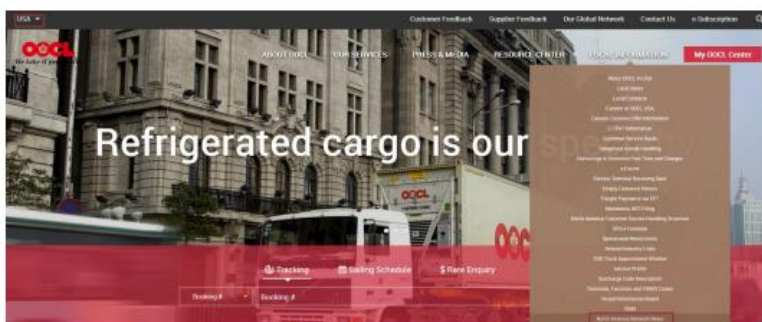
Canada: <https://www.oocl.com/canada/eng/localinformation/n2c3>

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



How to Access it?

- 1 Visit our site at oocl.com.
- 2 Select your desired location on the top left corner of the page for either: US, Canada or Mexico.
- 3 Click on "Local Information" from the main menu and then select "North America Network News."



[Return to Top](#)

Pro-Tip: OOCL e-subscription services

The OOCL.com site allows you to subscribe and receive the following updates and notifications through our [e-Subscription](#). There are 4 main categories:

- Corporate News: This includes company worldwide information such as press releases, service launches, OOCL awards and recognition, amongst other topics.
- Local News: Topics related to local country information such as advisories, terminal gate closures, and customer newsletters.
- Sailing Schedule Update: Select the desired country of choice to view schedule.
- Vessel Information Board: Select the desired country of choice to view vessel information and choose notification frequency.

The steps below details on how to signup to receive our local news, which is part of our [e-Subscription](#) options.

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

The screenshot shows the 'e-Subscription' form with three tabs: 'e-Subscription' (selected), 'Change Subscription', and 'Remove Subscription'. Below the tabs is a thank you message and a note about the service. The form contains four input fields: '* Email Address', '* Name', '* Company Name', and '* Company Location' (a dropdown menu).

- 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.

[Return to Top](#)

N2C3 Lite

N2C3 Lite (North America Network Control and Command Center) is a digital platform that allows intermodal cargo tracing and monitoring to proactively identify disruptions. This product allows to visualize OOCL shipments at a glance, providing vital information such as:



- Live chat feature (**new feature!**)
- Vessel and rail ETA
- Dwell monitoring for containers at the port of discharge, in-transit and last hub
- Inland cargo arrival monitoring
- Monitoring of containers last sighted
- Container journey, release status including customs clearance indicator
- Watchlist creation to monitor hot containers
- Terminal and rail closures
- Weather disruptions

Please find below our customer testimonials utilizing our platform. To learn more about N2C3 Lite, contact OOCLECOM@oocl.com.

N2C3 Lite Testimonials

“ N2C3 Lite is much easier and faster than tracking on OOCL.com especially now with the added CAPTCHA verification step. ”

“ N2C3 Lite is extremely helpful! It's a nice tool and it provides answers for questions that we would ask our import customer service daily. ”

“ Never seen anything like this before in our industry. Very nice and impressive program! ”

“ N2C3 Lite is really slick and excited to see how much OOCL has invested in their systems! ”

“ Very informative and liked the concise friendly format. It provides a good level of tracking details. ”

“ The detail provided on N2C3 Lite is much easier to understand vs the basic tracking we were previously using. The enhanced visibility helps us to see exactly where the containers are in the pipeline in a much more streamlined view! ”

[Return to Top](#)