

# CUSTOMER

## NEWSLETTER

March 5, 2021

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**OOCL**  
*We take it personally*

Dear Valued Customer,

Thank you for your interest in our newsletter.

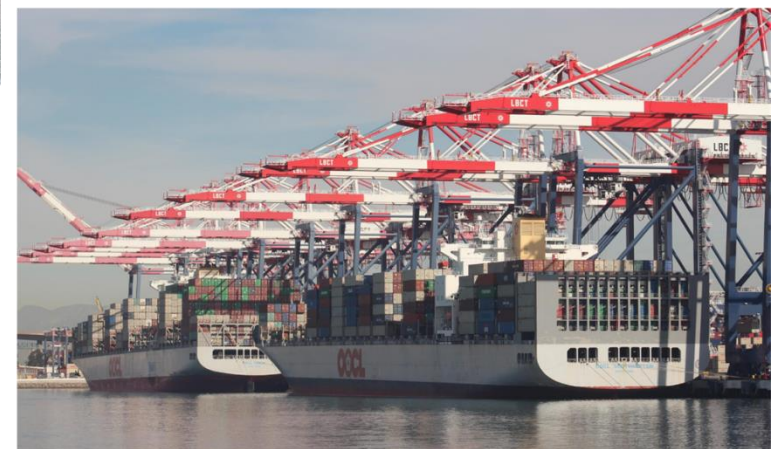
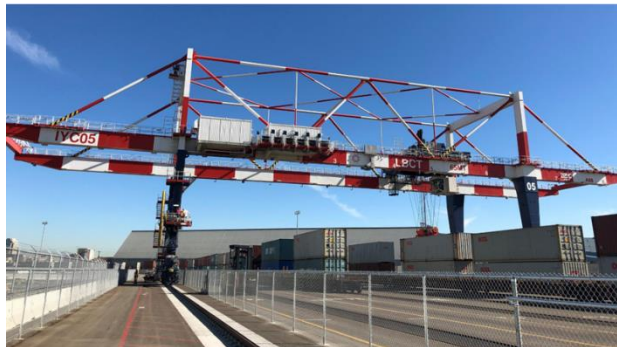
We hope you find our most recent edition informative and please contact OOCL for your ocean transportation needs.

OOCL  
*We take it personally.*

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## OOCL Terminal Spotlight: Long Beach Container Terminal (LBCT)

The Long Beach Container Terminal (LBCT) is an industry leader of innovation and technology. Their focus continues on increasing efficiency and protecting the environment while striving to enhance the customer service experience. LBCT is a long-term partner with OOCL and is also home to OOCL's core loops—Pacific Vietnam China South (PVSC) and Pacific China Central 1 (PCC1).



Most technically advanced and efficient terminal in North America.



Zero Emissions (completely electric).



Safest terminal due to automation.



No berth congestion, no ships at anchor while dozen of ships await berth at competing terminals.



OOCL as anchor tenant with long-term contract.

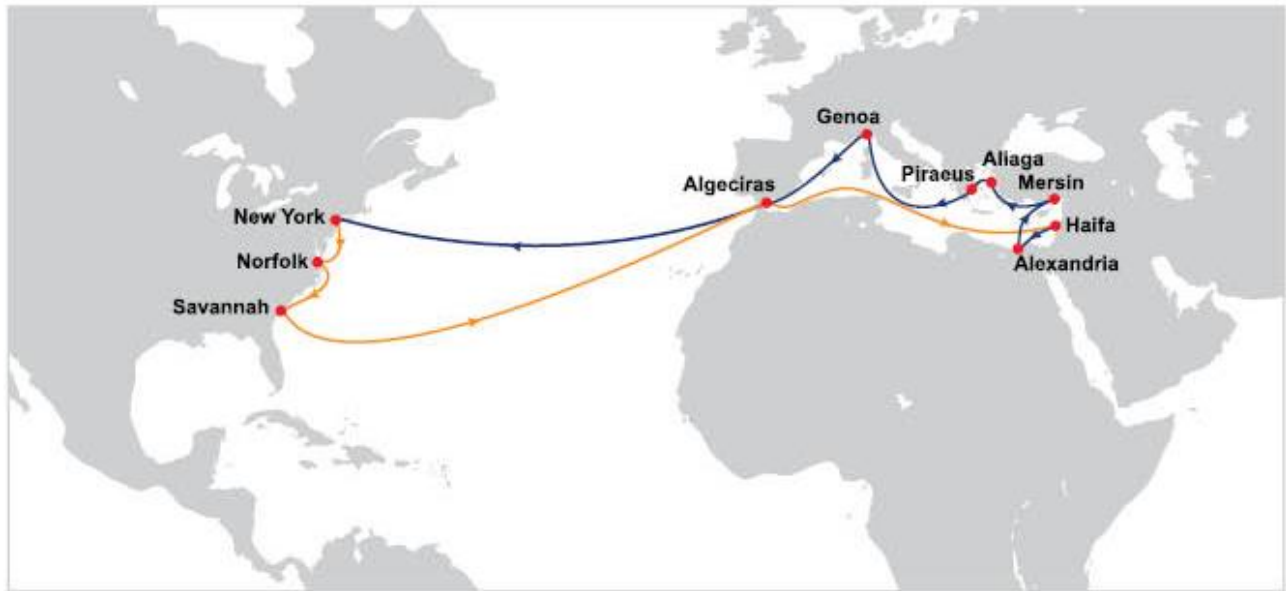
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## Product of the Week: East Mediterranean-America service (EMA)

OOCL's Transatlantic service called East Mediterranean – America Service (EMA) delivers a more efficient and comprehensive service network with direct services from/to US East coast to East Mediterranean.

With the inclusion of Genoa and Algeciras port calls, this will also provide west bound coverage and diverse intra-Mediterranean services in this niche area. For more information about OOCL's services, please visit our [site](#).

### East Mediterranean – America Service (EMA)



#### Port Rotation

WB: Haifa - Alexandria - Mersin - Aliaga - Piraeus - Genoa - Algeciras - New York - Norfolk - Savannah

EB: New York - Norfolk - Savannah - Algeciras - Haifa - Alexandria - Mersin - Aliaga - Piraeus - Genoa

#### Highlights

- Comprehensive port coverage in the East Mediterranean
- Direct service to/from East Mediterranean and US East Coast
- Transshipment option via Piraeus to West Med and Black Sea or Genoa to West Africa

#### Transit Time (Days)

##### Europe to USA (Westbound)

From \ To		New York	Norfolk	Savannah
		Fri	Sun	Tue
Haifa	Sun	19	20	23
Alexandria	Mon	18	19	22
Mersin	Tue	17	18	21
Aliaga	Fri	14	15	18
Piraeus	Sat	13	14	17
Genoa	Tue	10	11	14
Algeciras	Fri	7	8	11

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## Pro-Tip: Rail pick up number

# PRO TIP Rail Pick Up Number

Do you need the rail pick up number? The easiest way to obtain this information is via our My OOCL Center (MOC).

Please note that in order for you to see the Rail Pick up number online it is required that:

1. You are a legal party of the Bill of Lading.
2. The container has arrived and grounded.
3. Customs status is updated, released and received in our system.
4. All charges are paid.

### 1 Log into MOC

Log into your "My OOCL Center" at [www.oocl.com](http://www.oocl.com) with your user ID and password.

### 2 Select "Shipment Details"

Near the bottom of the screen, select "Shipment Details" and input your B/L Number and click on the "Search" button.

### 3 Go to Intermodal Details at Destination

Upon search results page, you will find the column "Rail Pick Up Number" towards the bottom of the page under "Intermodal Details at Destination."

Detention & Demurrage Information at Destination			
Container Number	Demurrage Last Free Date		
OOLU907037			
OOLU537905			
Container Number	Rail Pick Up Number	Trucker	Job Order Number (Creation Time)
OOLU537905-0		BNSF	
OOLU907037-2		BNSF	

## Benefits:



**24/7 Access to Pick Up Number**



**Increased Visibility into Shipment Details**



**Ability to Track Container/Rail Events**



**Seamless Customer Service Experience**



**Faster Cargo Control Coordination with Vendor**



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## 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.

#### More than 150 Ocean Services

offered globally to and from the Americas.

#### 99% of B/Ls

are issued with complete accuracy.

#### 99% of Calls

are answered in 15 seconds.

#### 1 Business Day

turn around time for email responses.

#### 99.8% of Freight Invoices

are issued accurately.

#### 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!

“OOCL seems to be the only carrier right now that we are working with that has not let their customer service slide. We all understand the difficulty working in the shipping business right now but while every other carrier has stopped caring about the service they provide, OOCL has stayed exactly as we need them to.”

“OOCL customer service listens to the issue. They are also friendly, helpful and provide great service. Ten out of ten!”

“Communication. OOCL always responds to an email and/or phone call. Emails are never left unanswered even if the initial answer back is: 'we are looking into your request and will advise asap'. A response! Other shipping lines could take lesson from OOCL regarding communication. Well done! Thank you.”

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