

CUSTOMER

NEWSLETTER

March 19, 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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2020 Green Flag Achievement

OOCL is proud to have received the 2020 Green Flag Environmental Achievement Certificate from the Port of Long Beach.

This program rewards vessel operators whose vessels maintain less than 12 knots within 40 nautical miles of the harbor. Vessel speed reduction has proved to reduce smog-forming emissions and diesel particulates from ships.

OOCL has been receiving this certificate since its launch in 2005 with the objective to reduce vessel emissions of harmful greenhouse gases and improve air quality for the local communities. We have received yearly recognition of our achievements, like many other environmental programs, due to our diligence and efforts within our green and sustainability strategy.



ENVIRONMENTAL
Achievement

2020



2020 GREEN FLAG VESSEL SPEED REDUCTION PROGRAM

40 nautical mile

This certificate is proudly presented to

OOCL

for qualifying in the Port of Long Beach's 2020 Green Flag Voluntary Vessel Speed Reduction Program at the Tier 2 (40 nautical mile) level. This recognition was earned by meeting or exceeding the 90% program requirement for compliant vessel calls made to the Port in 2020. The Port greatly appreciates your ongoing commitment to environmental stewardship.

Mario Cordero, Executive Director

Roger Wu, Director of Business Development

TPM21 Conference- A virtual TPM experience



TPM21

A Virtual TPM Experience

TPM21

A Virtual TPM Experience

25 February - 3 March 2021

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TPM is the trans-pacific premier conference for the global container shipping and logistics community. Founded in 2001, TPM annually presents the industry's most in-depth program covering topics that affects container shippers in North America and globally.

The conference is organized by The Journal of Commerce (JOC) and they successfully held their first virtual TPM experience between February 25 and March 3, 2021.

OOCL's customer relations consultant, Adrian Pinna, said he was impressed with the positive impact and outcome of the meeting's new online setting: "To the team at JOC kudos to you all for having pulled off this virtual TPM 2021."

The event annually attracts the most senior-level audience in this industry, and is a platform to network, negotiate, and build relationship among the multiple parties in the international container shipping supply chain: shippers, carriers, forwarders, technology providers, trucking operators, railroads, ports, terminals, and many others who participate in this market.

OOCL is a proud bronze partner. For more information about JOC events, click [here](#).

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Cross-border: USA via Canada Shipments



Cargo with a general commodity description that originates in the United States and will load in Canada (cross-border shipments), requires a detailed description of the container contents.

This is due to the Canada Custom's Advance Commercial Information (ACI) program not having access to the U.S. export information.

CBSA may issue a fine for incomplete information of the container contents at the time of the border crossing.

This is the scenario where there is a potential issue:

- Place of Receipt (POR) = U.S.
- Port of Load (POL) = Canada
- Cargo description:
 - Freight All Kinds (FAK)
 - Consolidated Cargo (CONSOL)
 - General Cargo

To avoid these fines, the booking party **must** either contact OOCL export customer service or submit a service request through our online platform My OOCL Center (MOC) to update the cargo description. This should be done prior to rail billing submission and returning the full container to the rail terminal.

If using the [OOCL Rail Billing Portal](#) to submit rail billing, the booking party must capture the full cargo description to avoid penalties from CBSA for failure to declare cargo fully.

As reference, the CBSA [website](#) contains a list of acceptable and non-acceptable cargo descriptions.

For any other questions, please contact our export [customer service](#) team.

Pro-Tip: Rail billing

PRO TIP Rail Billing



1 Create an account

To create an account to access rail billing, visit our [supplier portal](#) and click on “Get Started.” Fill out the form with the required information (name, email address and company name). Then click on the “Submit” button.

Login

User ID / Email Address

Password

[Login](#)

[Forgot Password?](#) [Don't have an account? Get started](#)

Request Access

Provide the following information.

Name

Email Address

Company Name

Phone Number

SCAC Code

[Cancel](#) [Submit](#)

2 Contact Information

For Hazmat billing please directly send billing request to HAZBILL@oocl.com.

For Reefer billing please directly send billing request to RFRBILL@oocl.com.

If you have any questions or issues with the online billing system or stop-off shipments, please send email to RBASSIST@oocl.com.

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My OOCL Center: Company registration



MOC- My OOCL Center



Company Registration

My OOCL Center allows you to manage all your shipments online. To begin utilizing My OOCL Center, you first need to register to become a user. There are 2 quick ways to register as outlined below. For any questions, please reach out to your local e-commerce team at OOCLCOM@oocl.com.

New Company Registration

1

For initial registration, simply visit our site: www.oocl.com. In the right upper corner, click on the red button “My OOCL Center.”



2

After clicking on “My OOCL Center” red button, the login window will prompt. Select the “Register Now” option.

New User- Company already registered

3

If your company is already registered, but you have a new user, the company administrator can create new users under the company account. To do so, login to My OOCL Center. Then click on the “Administration” option from the main menu. Click on “User Profiles” and select “Create User Profile.”




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OOCL's Virtual Network and Contact Information

OOCL's North America Network Coverage

KEEPING US CONNECTED



Extensive Customer Service
Virtual Coverage:
8:30 am to 8:00 PM (EST)



9 Service Centers throughout
North America.



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Our virtual network has extensive coverage 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.

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