

CUSTOMER

NEWSLETTER

April 2, 2021

Inside This Issue:

[Introduction](#)

[Shipment Monitoring: Vessel and Cargo Tracking](#)

[My OOCL Center: Password updates](#)

[Service updates: marine terminal gate schedules \(Good Friday/Easter Monday\)](#)

[My OOCL Center: Service contract updates](#)

[Pro-Tip: Tariff and rates via OOCL website](#)

[OOCL- Your vital link to world trade](#)



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.

[Return to Top](#)

Shipment Monitoring: Vessel and Cargo tracking



OOCL offers self-service digital platforms to track and trace shipments and vessels to further assist monitoring your supply chain.

Vessel Tracking

1. Visit [OOCL.com](http://www.oocl.com).
2. From the main menu select "Our Services" and then "e-Services."
3. Choose option "Vessel & Rail Tracking."
4. Direct link:

<https://www.oocl.com/eng/ourservices/eservices/trackandtrace/Pages/default.aspx>

Cargo Tracking

OOCL.com provides solutions to track and trace with various options to search by either booking, bill of lading, container number, vessel or rail.



My OOCL Center: Password updates

Please note that our online platform, My OOCL Center (MOC), has been enhanced to further strengthen password usage for security purposes.



Automatic System Detection

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 from the MOC platform administrator, CargoSmart, a sister company of OOCL (example below).

Dear Customer,	
Your OOCL login account password is so weak that it has been reset to a temporary strong password for security reasons.	
Please note that after the password is reset, your old password will be expired and please use the new password to login.	
Temporary Password for Your CargoSmart User Account	
Notification Summary	
Company Name:	OOCL Logistics Energy Account
CargoSmart User:	XXXXXXXXXX
Temporary Password: *	XXXXXXXXXX
<small>* Please use this temporary password at your initial login to My CargoSmart Center. You will then be prompted to change to your personal password.</small>	



Resetting Password

To reset the temporary password, please follow the steps:

1. Go to www.oocl.com and click on "My OOCL Center" button on the main menu.
2. Enter the user ID and type out the alpha-numeric temporary password (note: do not copy and paste the temporary password as it is case sensitive).
3. System will prompt user to enter the Current Password which is the alpha-numeric temporary password.
4. Then, user will create a New Password with the strong password requirements.



Password Requirements

The strong password requirements include the following criteria:

- 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.
- Note: Part of username/user ID/company name, common words, simple and consecutive letter combination, number combination (abc, cde, def, qwe, 123, 456, 147,258, 111, 666...) **cannot** be used in new strong password.

Service updates: marine terminal gate schedules

The following marine terminal gates have announced they will be closed on April 2, 2021 in observance of **Good Friday** in the United States and Canada:

- **Baltimore, Maryland**
 - Ports America (Seagirt) Terminal
- **Florida**
 - Miami - South Florida Container Terminal
 - Port of Tampa
- **Mobile, Alabama**
 - APM Terminal
- **Houston, Texas**
 - Barbour's Cut Terminal
 - Bayport Terminal
- **Vancouver, British Columbia**
 - GCT Vanterm
 - GCT Deltaport
 - DP World Centerm
 - Fairview Container Terminal - Prince Rupert



The following marine terminal gates have announced they will be closed on April 5, 2021 in observance of **Easter Monday** in Canada:

- **Vancouver, British Columbia**
 - GCT Vanterm
 - GCT Deltaport
 - DP World Centerm
 - Fairview Container Terminal - Prince Rupert

My OOCL Center: Service contract number update



MOC- My OOCL Center

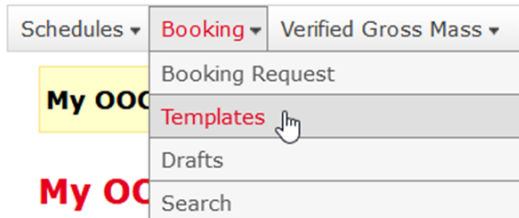


Service Contract Number Update

My OOCL Center (MOC) has multiple features within our online tools that require a valid and up to date service contract number. For example, booking templates will require a valid service contract to rate correctly. The steps below explain on how to update the contract number within your booking templates. For any questions, please contact our e-commerce department at OOCLCOM@oocl.com.

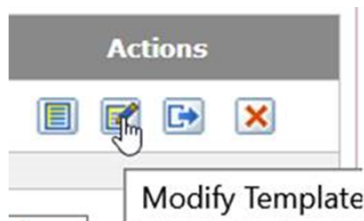
1

Log into MOC and click on “Booking” option from the menu then select “Templates.”



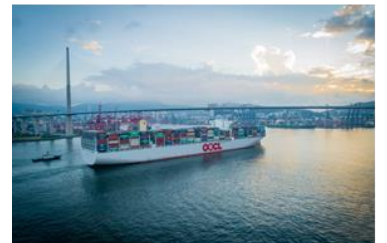
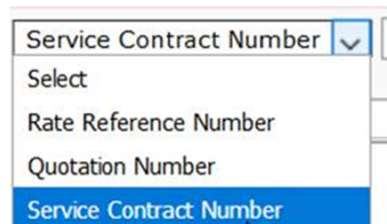
2

Click on the action button called “Modify Template” on the right-hand corner of the screen for the respective template that needs updating.



3

Within the booking template, update the service contract or rate reference number at the top. Then click “Save Template” button at the booking right hand side.



OOCL
We take it personally

[Return to Top](#)

Pro-Tip: Tariff and rates via OOCL website

PRO TIP

Tariffs and Rates via OOCL Website

Tariffs and Rates via OOCL Website

1. To access the Tariff and Rates via the OOCL website, please click on this [link](#). This will require a user ID and password to access it. This is a separate password than the one you utilize to access My OOCL Center. First time users, will need to click on "Register Now" button.
2. Once you have login to the website, you will be able to access global rate and rule tariff.

Tariffs & Rates

From this channel you can have access to our tariffs and rates (including freight and surcharges) for all ocean trades.

Global Rate Tariff	Click Here
Global Rule Tariff	Click Here
North American (NA) Inland Tariff (for TAT only) and European (EU) Inland Tariff	Click Here
All other inquiries (Online Web inquiry form)	Click Here
Historical U.S. rules/rates prior to 01 Nov 2016	Click Here



Additional Tips

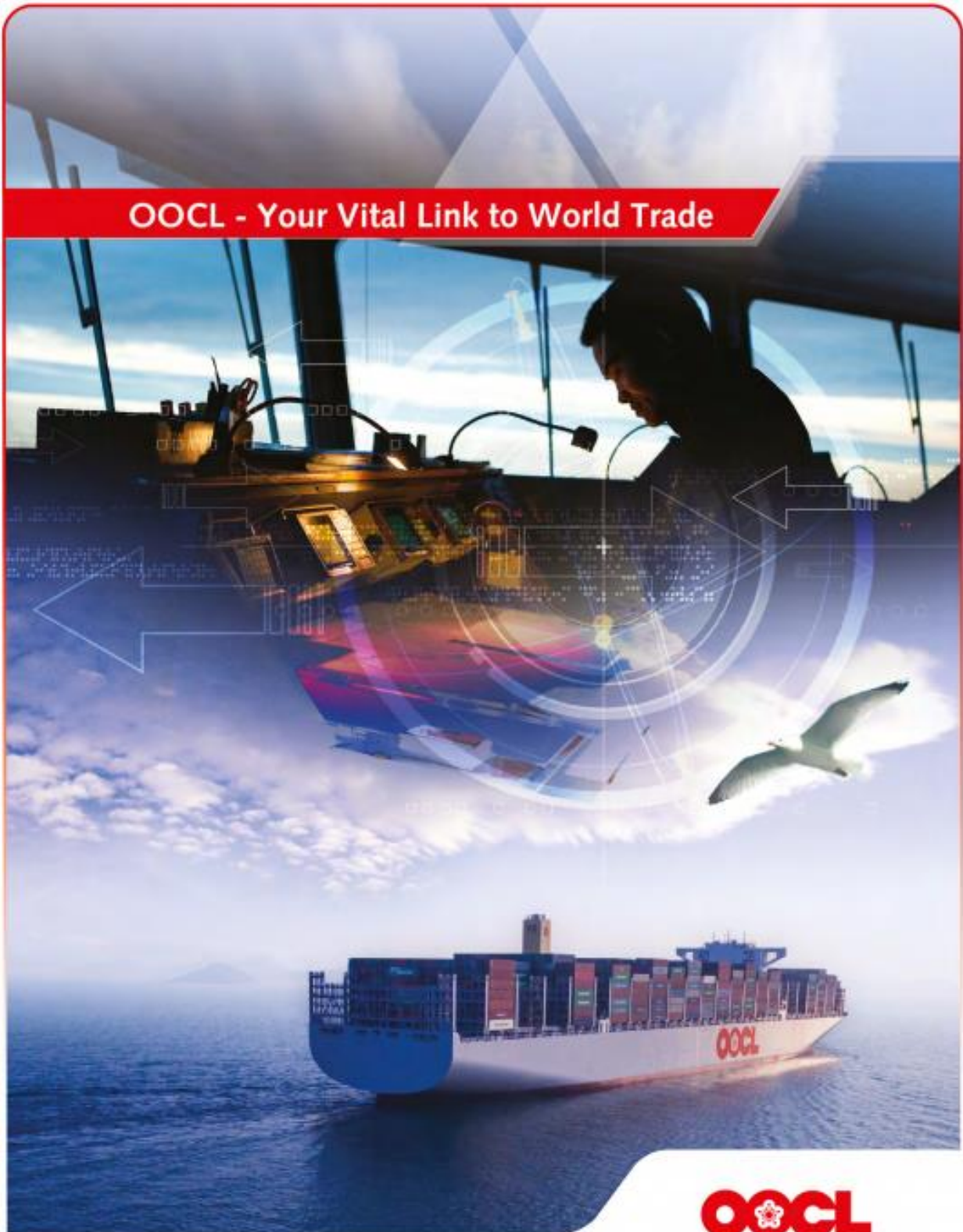
For any rate inquiry, please visit:

<https://www.oocl.com/eng/contactus/Pages/rateinquiry.aspx>

Make sure to fill out the form and required fields. Once submitted, our Sales department will follow-up with the request.

[Return to Top](#)

OOCL- Your vital link to world trade



We take it personally

[Return to Top](#)