

# CUSTOMER

## NEWSLETTER

April 16, 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's relationship with the Garden City Terminal

OOCL is committed to our partnership with Garden City Terminal in Savannah, Georgia.

Our vessels have been calling the Garden City Terminal for over two decades. Now under the Ocean Alliance, there are four Transatlantic services—ATE1, ATM1, EMA, IEX—and five Transpacific services—SEAP, ECC1, ECC2, ECX1, ECX2—calling the port of Savannah.

Garden City Terminal is the largest single-terminal container operation in the US and showcases the largest concentration of retail import distribution centers along the East Coast.



Some of their features include:

- One-of-a-kind intermodal infrastructure located on-terminal—served by CSX Transportation and Norfolk Southern Railroads. This offers fastest East Coast connections to/from Tennessee, Alabama, Louisiana, Texas, and Georgia.
- Instant cargo status available 24/7.
- Fast terminal truck turnaround at less than one hour (2-way move).
- 36 ship-to-shore (STS) and 158 rubber-tired gantry (RTG) cranes.

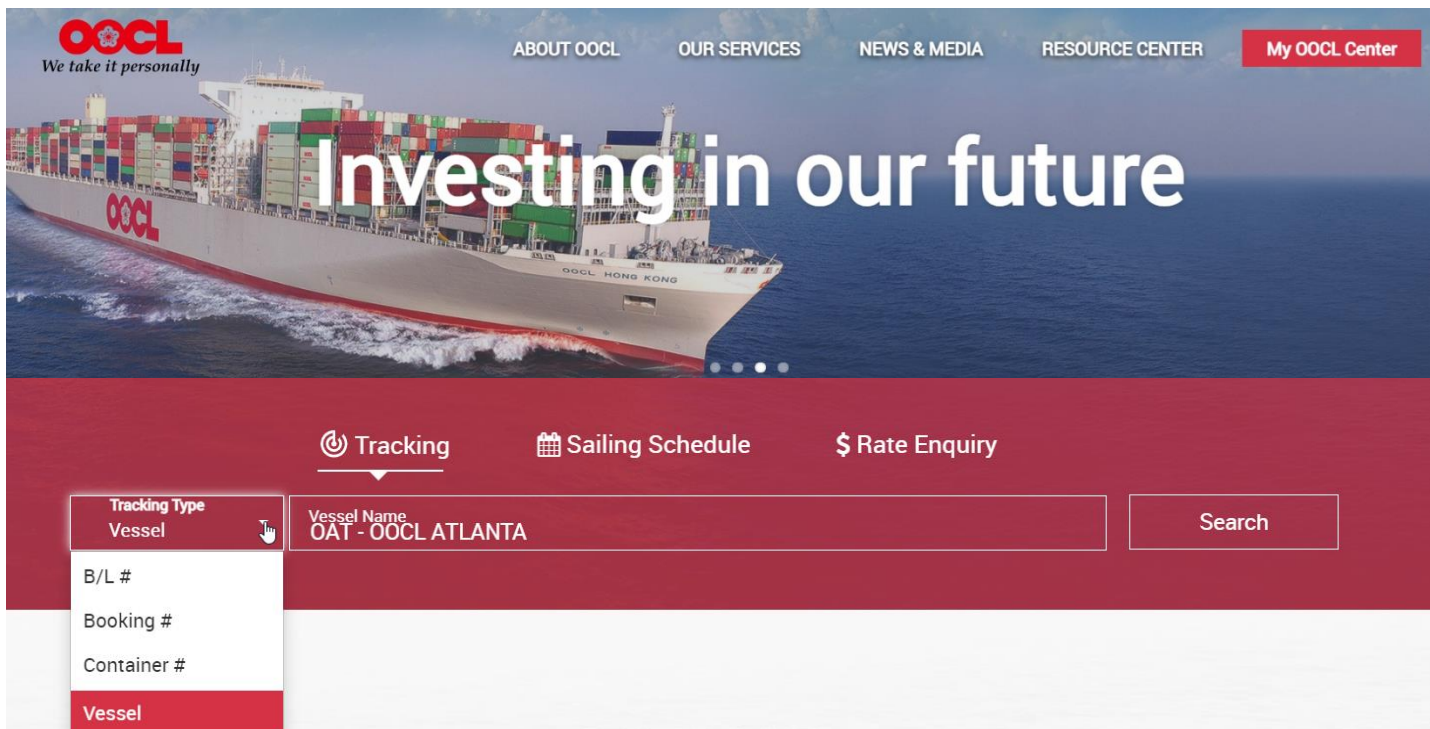


## Vessel tracking on OOCL.com

The OOCL website features vessel tracking solutions indicating potential delays such as congestion, weather, or holiday.

To begin your search:

1. Go to [oocl.com](https://www.oocl.com).
2. Click on the drop-down menu and select "Vessel".
3. Type the vessel name.
4. Click on the "search" button.



The search results will provide details on the arrival and departure on a port level. If there is a delay, it will be indicated in the remarks column.

### Vessel Tracking

Search Result									
NOTICE: The information shown is for indication only.									
Carrier: OOCL    Vessel: <a href="#">OAT - OOCL ATLANTA</a> Voyage: All    Port: All									
Date Range: 16 Mar 2021 - 08 Jun 2021									
Port	Arrival			Departure			Remarks		
	Local Time	Service	Voyage	Local Time	Service	Voyage			
Southampton	13 Mar 2021, 17:23 Sat (actual)	<a href="#">ATE1</a>	123E	15 Mar 2021, 16:15 Mon (actual)	<a href="#">ATE1</a>	124W	Delayed : Port/ Canal Congestion		
Antwerpen	16 Mar 2021, 14:44 Tue (actual)	<a href="#">ATE1</a>	124W	17 Mar 2021, 18:21 Wed (actual)	<a href="#">ATE1</a>	124W	Delayed : Previous Port Delayed		
Rotterdam	18 Mar 2021, 04:33 Thu (actual)	<a href="#">ATE1</a>	124W	19 Mar 2021, 22:00 Fri (actual)	<a href="#">ATE1</a>	124W	Delayed : Previous Port Delayed		
Bremerhaven	20 Mar 2021, 12:36 Sat (actual)	<a href="#">ATE1</a>	124W	22 Mar 2021, 02:10 Mon (actual)	<a href="#">ATE1</a>	124W	Delayed : Previous Port Delayed		
Le Havre	23 Mar 2021, 13:35 Tue (actual)	<a href="#">ATE1</a>	124W	24 Mar 2021, 15:54 Wed (actual)	<a href="#">ATE1</a>	124W	Delayed : Previous Port Delayed		
New York	01 Apr 2021, 07:56 Thu (actual)	<a href="#">ATE1</a>	124W	03 Apr 2021, 08:52 Sat (actual)	<a href="#">ATE1</a>	125E	Delayed : Previous Port Delayed		
Norfolk	04 Apr 2021, 12:33 Sun (actual)	<a href="#">ATE1</a>	125E	05 Apr 2021, 22:47 Mon (actual)	<a href="#">ATE1</a>	125E	Delayed : Previous Port Delayed		
Charleston	08 Apr 2021, 06:29 Thu (actual)	<a href="#">ATE1</a>	125E	09 Apr 2021, 16:17 Fri (actual)	<a href="#">ATE1</a>	125E	Delayed : Port/ Canal Congestion,Del...		
Antwerpen	18 Apr 2021, 15:30 Sun (estimated)	<a href="#">ATE1</a>	126W	19 Apr 2021, 15:30 Mon (estimated)	<a href="#">ATE1</a>	126W	Delayed : Previous Port Delayed		
Rotterdam	21 Apr 2021, 01:00 Wed (estimated)	<a href="#">ATE1</a>	126W	22 Apr 2021, 05:00 Thu (estimated)	<a href="#">ATE1</a>	126W	Delayed : Previous Port Delayed		
Bremerhaven	23 Apr 2021, 00:30 Fri (estimated)	<a href="#">ATE1</a>	126W	24 Apr 2021, 10:30 Sat (estimated)	<a href="#">ATE1</a>	126W	Delayed : Previous Port Delayed		
New York	02 May 2021, 07:00 Sun (estimated)	<a href="#">ATE1</a>	126W	03 May 2021, 15:00 Mon (estimated)	<a href="#">ATE1</a>	127E	Delayed : Previous Port Delayed		
Norfolk	04 May 2021, 18:00 Tue (estimated)	<a href="#">ATE1</a>	127E	05 May 2021, 20:00 Wed (estimated)	<a href="#">ATE1</a>	127E	Delayed : Previous Port Delayed		
Savannah	07 May 2021, 08:00 Fri (estimated)	<a href="#">ATE1</a>	127E	08 May 2021, 00:00 Sat (estimated)	<a href="#">ATE1</a>	127E	Delayed : Previous Port Delayed		
Southampton	17 May 2021, 06:00 Mon (estimated)	<a href="#">ATE1</a>	127E	18 May 2021, 00:00 Tue (estimated)	<a href="#">ATE1</a>	128W	Delayed : Previous Port Delayed		

Port Call: 1 to 15 of 23

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## Latin America documentation requirements

OOCL is pleased to be offering services to Latin America. Below is a list of the required documentation including the types of bill of lading (BL) accepted. In addition, whether Telex release is allowed for these countries. For any questions, please contact our Documentation department at 1-800-822-6625.

Country	Original BL accepted?	Seaway BL accepted?	Telex release allowed?	Notes
Argentina	Yes	No	Yes	
Brazil	Yes	No	No	Freighted OBL required.
Chile	Yes	Yes*	No	Freighted OBL required.
Colombia	Yes	No	No	
Costa Rica	Yes*	No	Yes	
Dominican Republic	Yes	Yes*	No	
Ecuador	Yes	No	Yes	Freighted OBL required.
El Salvador	Yes	No	Yes	
Jamaica	Yes	Yes	Yes	
Nicaragua	Yes	No	No	Freighted OBL required.
Panama	Yes*	Yes	Yes	
Peru	Yes	Yes*	Yes	
Uruguay	Yes	Yes	Yes	

\*Chile: Only acceptable as an Original Seaway BL and consignee must be a non-vessel operating common carrier (NVOCC).

\*Costa Rica: If consignee is a NVOCC, OBL must be freighted.

\*Dominican Republic: Seaway BL is only acceptable when consignee is a NVOCC.

\*Panama: Original must be freighted if consignee is a beneficial cargo owner (BCO).

\*Peru: Seaway BL must be issued as an Original Seaway BL.

## Trans-Atlantic Trade- ATM1 replaces Spezia with Livorno

The Atlantic Mediterranean Express (ATM1) service will begin calling Livorno instead of La Spezia effective May 16, 2021. Please find below the first affected voyage:

- Chicago Express 096 W, ETA Livorno on May 16, 2021

The full terminal address in Livorno is listed below:

**Terminal Darsena Toscana S.r.l.**

Porto Industriale

57100 Livorno

For more information, please visit our [site](#).

# My OOCL Center: Delivery Instructions



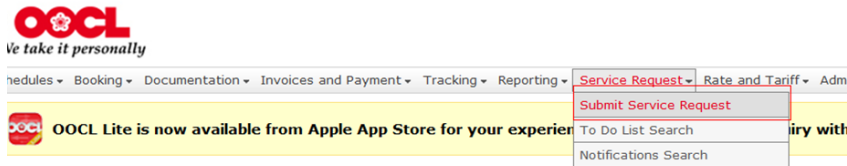
## MOC- My OOCL Center



The process of sending door delivery instructions to OOCL is easy via the Service Request module located in My OOCL Center (MOC) . This is an efficient and secure process for the customer to provide us with this information and a quick response time from OOCL. For any questions, please contact [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com)



- 1 Log into MOC and select “Service Request” from the main menu option and then click on “Submit Service Request.”



- 2 Input the bill of lading number into the “Bill of Lading Number” field and click on the “Search” button.

### Create Service Request

Search Related Shipment

Bill of Lading Number:

Booking Number:

Container Number:

Invoice Number:



- 3 Upon search results, select the “Online” option under Import Carrier Door Delivery Instructions. After this step, you can either upload your Delivery Instructions file or you can fill out the form. For repeat business, you can save the address and the contact information to the address book to retrieve at a later time.

Service Request Summary

B/L Number: 12345678

Service Request	Type	Tip
Change of Destination NAT	Online	
Empty Store Door Container Return Notification	Online	
Import Carrier Door Delivery Instructions	Online	
Inbound Service Amendment NAT	Download	
Motorbridge Service Request	Online	

Import Carrier Door Delivery Instructions

B/L Number: 295408780

Container Number(s):  40' H-Cube Container - TDMUR2565

**\*Delivery Address Location:**

Delivery Address

Line 1: Company Name  
 Line 2: Street  
 Line 3: City  
 Line 4: State / Province  
 Line 5: Zip code

\*\*\*Please fill in all 5 lines for delivery address

**\*Delivery Location Contact Person:**

Name:   
 Phone Number:   
 Email(s):

Save address and contact to address book

**\*Requested Appointment:**

Date / Time:

\*Leave blank for TBA

**Remarks:**

PO#/Ref #'s:



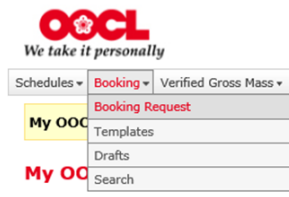
## Pro-Tip: Online booking submission

# PRO TIP Booking Submission Templates

Submitting online booking and utilizing booking templates within My OOCL Center can expedite your booking creation experience. Please follow the steps below to create new booking templates.

For any questions, please contact our e-commerce department at [OOCLCOM@oocl.com](mailto:OOCLCOM@oocl.com).

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



- 2 After clicking on the “Booking Request” option, a blank booking screen will be generated. Please ensure to fill out all fields that have a \* by it since these are mandatory. Please find below tips on how to fill out the form.

### Rate/Reference information:

Rate/Reference Information

Rate Reference Number: \*

Contract versions are not needed. Simply use the main contract number per below example:

MT123456 = OK

MT123456v001 = remove v001

The rate ref# or service contract will need to shown as a party of the booking.

### Parties:

Parties \*

Shipper or Forwarder is required. Enter the address or click "Final Party" to select the company name from a list.

Shipper:   Copy from My Profile Forwarder:   Copy from My Profile Consignee:

Street:  Street:  Street:

Please note that only the shipper information is mandatory. For time savings purpose, check the box “Copy from My Profile” to autofill your information.

### Cargo Nature:

Cargo

Outbound Traffic Mode: FCL: Full Container Load

Cargo Nature: \*

Routing

Enter the first three characters of the City or Des

After you select the cargo nature, the container size type filed will automatically default to the most frequently used types.

Note: If you are submitting a booking for reefer dangerous cargo, please select the “Reefer” option under “Cargo Nature” and include in the “Cargo Descriptions” field that the cargo is hazardous/dangerous in addition to the commodity description.



## Results:



**Faster Turnaround Time**



**Easy Booking Template Submission**



**Increased Accuracy on Booking Information**



**Seamless Customer Service Experience**



**Within 4 Business Hours Turn-around**



**Increased Visibility into Booking Status**

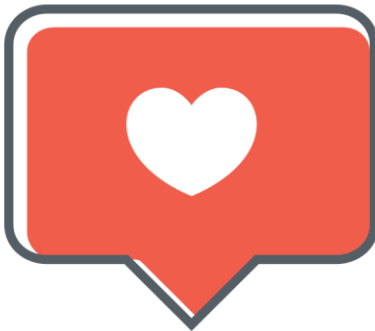


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Overcoming distances, together - We are here for you!



### Customer Feedback

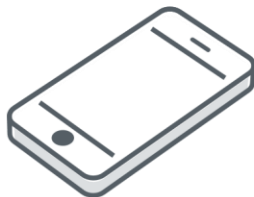


We love to hear from you!

### Contact Us

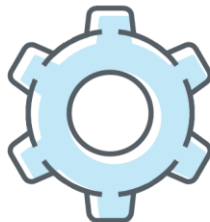


Emails are answered within 1 business day.



Calls are answered within 15 seconds!

### Digital Solutions



Our online tools provide you with the ability to successfully manage your shipments.

### Track and Trace



OOCL.com offers all the tracking capabilities you need.

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.

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.

Helpful Links:

[Digital Solutions](#) \* [Contact Us](#)

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