

# CUSTOMER

## NEWSLETTER

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May 14, 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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## Sustainability Report 2020

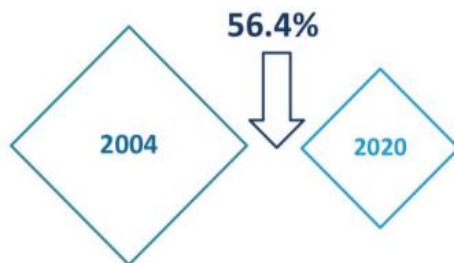
The Orient Overseas (International) Limited (OOIL) Sustainability Report 2020 has been recently published on our [site](#). The report highlights our continual commitment to proactively address critical environmental challenges during the reporting period between January 1, 2020 to December 31, 2020.

This is the tenth publication of our Sustainability report. This year, amid the global public health crisis, the Company has rolled out various measures to protect the health and safety of our employees. In addition, a centralized platform has been setup to update respective business continuity plans. We continue to focus on our four core values and applying these principles in our business.



As a responsible company, OOIL's priorities include achieving higher levels of operational excellence in the shipping industry.

*CO<sub>2</sub> Intensity from Vessel Operations*



By embracing green operations and taking a proactive role in caring for the environment, the Group strives to address the impending issues, including climate change, air pollution, biodiversity, marine environmental degradation and excessive energy consumption. OOCL has cut carbon dioxide emissions by 56.4% since 2004.



It is estimated that, on average, a container ship emits around 40 times less CO<sub>2</sub> than a large freight aircraft and three times less than a heavy truck.

To read more on this report, click [here](#).

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## Container inspection policy for DG and potential DG cargo

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### **About the program**

To ensure safety and compliance both on shore and at sea, OOCL continues to prioritize our container inspection program. This utilizes a random inspection process where there is an additional verification element before loading dangerous goods (DG) and potential 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.

## Rail Pick Up Number

The easiest way to obtain pick up number is via our My OOCL Center (MOC).

Please note that to access 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.

The first step is to visit our [site](#) and login to My OOCL Center. Near the bottom of the screen, select "Shipment Details" option. Input your Bill of Lading number and click on the "Search" button.

**Search**

Search by:  Cargo Tracking  Shipment Details  Shipment Folder

Bill of Lading Number:

Booking Number:

Container Number:

Reference Number:

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

| Container Number | Rail Pick Up Number | Trucker | Job Order Number (Creation Time) |
|------------------|---------------------|---------|----------------------------------|
|                  |                     | BNSF    |                                  |
|                  |                     | BNSF    |                                  |



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## My OOCL Center: Creating a reefer booking



### MOC- My OOCL Center



### Creating a Reefer Booking

To facilitate the reefer booking submission, you can utilize the simple steps below to submit your reefer bookings via My OOCL Center.

- 1** Log into MOC and click on “Booking” option from the main menu and then select “Booking Request”. Fill in the required fields (\*).
  - Service Contract Number or rate reference #
  - Party information – add the Shipper & Forwarder. Consignee is optional.
  - Cargo Nature – General, **Reefer** and Dangerous (Hazardous).
  - Cargo Descriptions– Add appropriate description.
  - Select Routing:
    - Door Pick up: Select Merchant (CY) or Carrier (Door)
    - Door Delivery: Select Merchant (CY) or Carrier (Door)
    - Add the Origin City
    - Add the Destination City
- 2** Navigate through the sailing schedule options and click on the “Find Sailing Schedule” button. Review and select the appropriate sailing schedule by clicking on the “Book” button.
- 3** Provide container information including total quantity, select size type and provide cargo weight.
- 4** Input reefer information.
  - Container Atmosphere – select choice.
  - Generator Set- select choice.
  - Temperature – preferred in Celsius.
  - Relative humidity for De-humidification – add percentage.
  - Pre-cooling- check box. If required, click Yes.
  - Emergency Contact.
- 5** Provide trucking information (carrier door move only). Skip this step if Merchant (CY) routing. Click add appointment and add door information and save.
- 6** Add any booking remarks if you have special instructions for OOCL.
- 7** Click on “Submit Booking Request” button. Review and validate that booking information is accurate. Then click on “Process Booking Request.”



## Pro-Tip: Milestone Notifications and Exception Alerts

# PRO TIP

## Milestone Notifications and Exception Alerts

My OOCL Center (MOC) provides e-mail notifications to inform you when shipment activities occur. In addition, MOC provides milestone notifications related to documentation, booking, and container status that help you save time and money by delivering the information you need to minimize calls to carriers, ensure fast pickups, and minimize your demurrage charges. For any questions on how to setup these alerts, please contact our e-commerce team at [OOCLCOM@oocl.com](mailto:OOCLCOM@oocl.com).

### Milestone Notifications

#### Booking Status:

Booking Details Received from Carrier

#### Documentation and Payment Status:

Shipping Instructions Received by Carrier

B/L Freight Cleared by Carrier

Original Bill of Lading Received by Carrier

Cargo Release

Customs Status

#### Shipment Changes:

Estimated Date of Arrival Changed at Last Port of Discharge

#### Container Status at Origin:

Empty Container Picked Up

Full Container Received by Carrier at Origin

Departure from First Intermodal Hub

Arrival at First Port of Load

Loaded on Board at First Port of Load

Discharged at Port of Transshipment

Loaded at Port of Transshipment

#### Container Status at Destination:

Discharged from Vessel at Last Port of Discharge

Intermodal Departure from Last Port of Discharge

Arrival at Last Intermodal Hub

Picked up at Final Destination for Delivery

Empty Container Returned to Carrier at Destination

### Shipment Exception Alerts

#### Booking Changes:

Status Change

Vessel Change

Routing Change

Cargo Package Quantity Change

Description Change

Container Quantity Change

Container Type Change

#### Detention and Demurrage Expiration:

Detention Last Free Date at Origin

- will expire in (1-5) Day(s)

- has expired

Demurrage Last Free Date at Destination

- will expire in (1-5) Day(s)

- has expired

Detention Last Free Date at Destination

- will expire in (1-5) Day(s)

- has expired



Accurate Data and Information.



Quickest tool to obtain information.



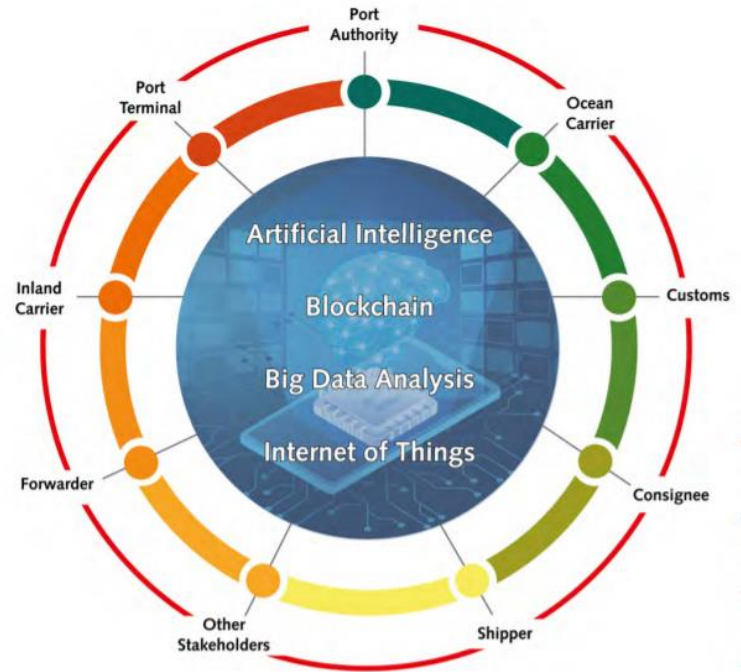
Schedule alert.

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## Powered by Digital Technology

At the heart of our global network, we embrace the latest technology to ensure we consistently reach efficiencies in our operations and that your cargo is at the right place and the right time. OOCL has always been a leader in the use and development of enabling technologies to make a real business impact on our operations while providing exceptional services to our customers.

# Digital Technology



Smart Alert Notifications

Transparent, Secure Shipping Records

Predictive Capabilities

Proactive Exception Monitoring

Collaborative Digital Network Platform

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