

CUSTOMER

NEWSLETTER

May 28, 2021

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OOCL
We take it personally

Dear Valued Customer,

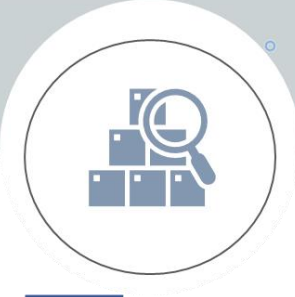
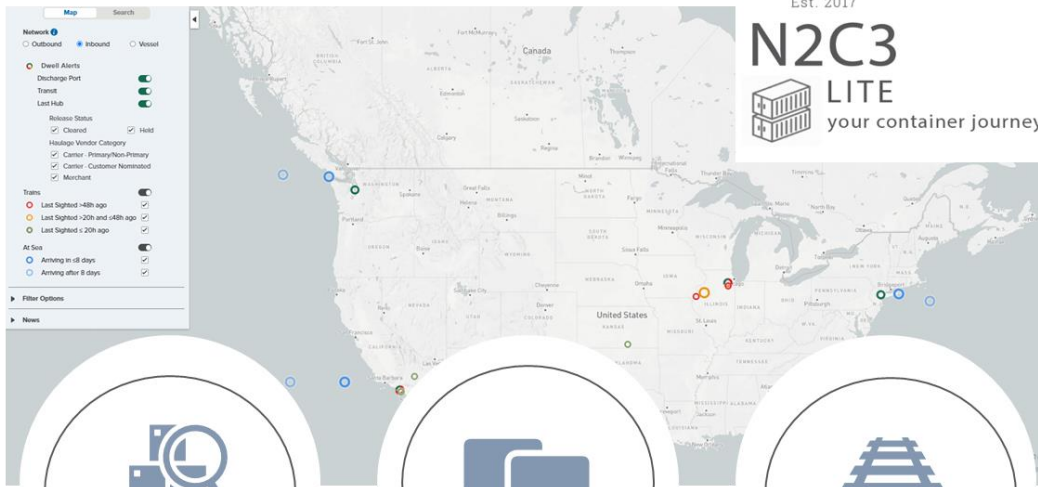
Thank you for your interest in our newsletter.

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

OOCL
We take it personally.

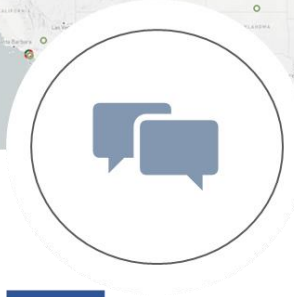
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Track and Trace Solutions: N2C3 Lite



Track and Trace

Dwell Monitoring at the port of discharge, in-transit and last hub.



Live Chat

Customer service support from 8:30 am to 7:00 pm (EST).



Rail Visibility

Access to network disruption and recovery plans.

What is N2C3 Lite?

N2C3 Lite is a digital platform that allows track and trace capabilities for your cargo(s) and provides map visualization to pinpoint the location of your container.

Inbound Features

Vessel and rail ETA

Bulk search and watchlist capabilities

Release status

Last free date

Incoming shipment visibility at sea

Outbound Features

Dwell Monitoring

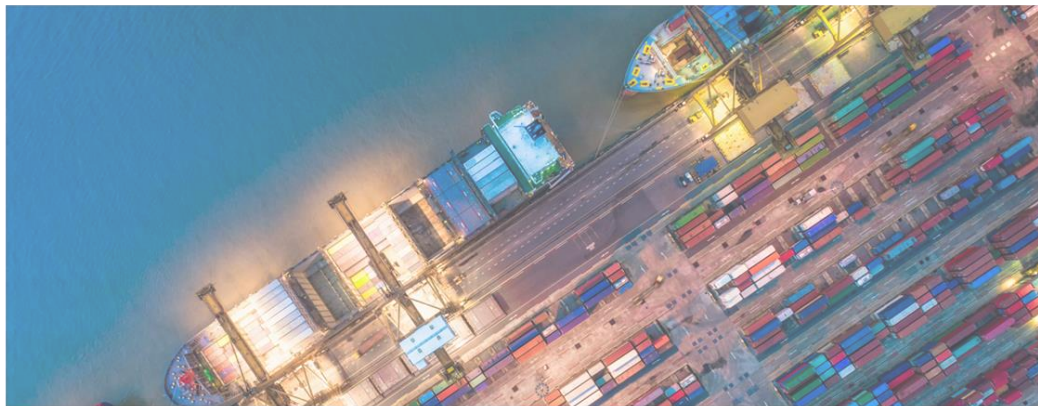
Empty pickup and laden container status

Train to vessel visibility

Documentation management dashboard

Contact Us

OOCLECOM@oocl.com



N2C3 Lite Testimonials

“ N2C3 Lite is really slick and excited to see how much OOCL has invested in their systems! ”

“ Very informative and liked the concise friendly format. It provides a good level of tracking details. ”

“ The detail provided on N2C3 Lite is much easier to understand vs the basic tracking we were previously using. The enhanced visibility helps us to see exactly where the containers are in the pipeline in a much more streamlined view! ”

“ N2C3 Lite is extremely helpful! It's a nice tool and it provides answers for questions that we would ask our import customer service daily. ”

“ Never seen anything like this before in our industry. Very nice and impressive program! ”

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Service updates: Marine terminal gate schedules

The following marine terminal gates will be closed on Monday, May 31, 2021 in observance of the **Memorial Day** holiday in the **United States**:

- **Boston, Massachusetts**
 - Conley Marine Terminal
- **New York & New Jersey**
 - Port Elizabeth (APMT)
 - Maher Terminal
- **Baltimore, Maryland**
 - Seagirt Marine Terminal (Ports America Chesapeake)
- **Norfolk, Virginia**
 - Virginia International Gateway (VIG)
 - Norfolk International Terminals (NIT)
- **Charleston, South Carolina**
 - North Charleston Terminal – Open for dry only, no reefers
 - Wando Terminal – Open for dry only, no reefers
- **Savannah, Georgia**
 - Georgia Ports Authority – Open for dry only, no reefers
- **Florida**
 - Port of Tampa
 - South Florida Container Terminal (Miami)
- **Mobile, Alabama**
 - APM Terminal
- **New Orleans, Louisiana**
 - Ports America Terminal
- **Houston, Texas**
 - Barbours Cut Terminal
 - Bayport Terminal
- **Long Beach / Los Angeles**
 - Pacific Container Terminal (PCT)
 - Yusen Terminals (YTI)
 - Everport
- **Oakland, California**
 - Everport Terminal
 - Oakland International Container Terminal (OICT)
 - TraPac Terminal
- **Seattle & Tacoma, Washington**
 - T-18 Terminal, Seattle
 - T-30 Terminal, Seattle
 - Everport Terminal, Tacoma

North America News Map

North America Network News



Terminal and Gate Closures.



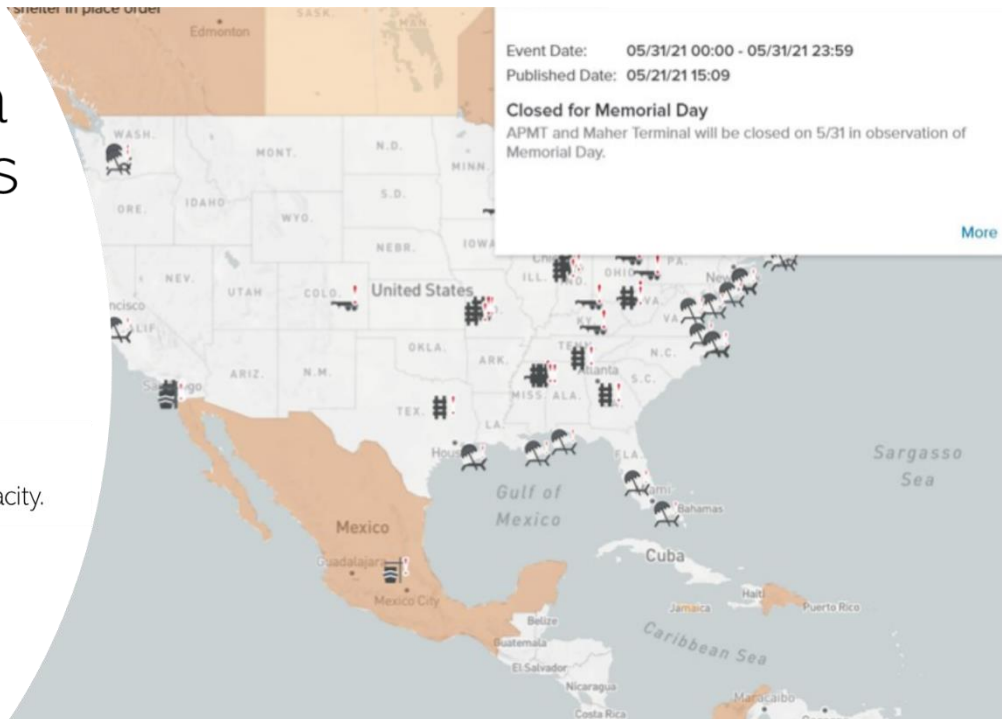
Rail delays and closures.



Truck power and chassis capacity.

New Features:

- Visibility into terminal congestions.
- Information available on chassis shortages.

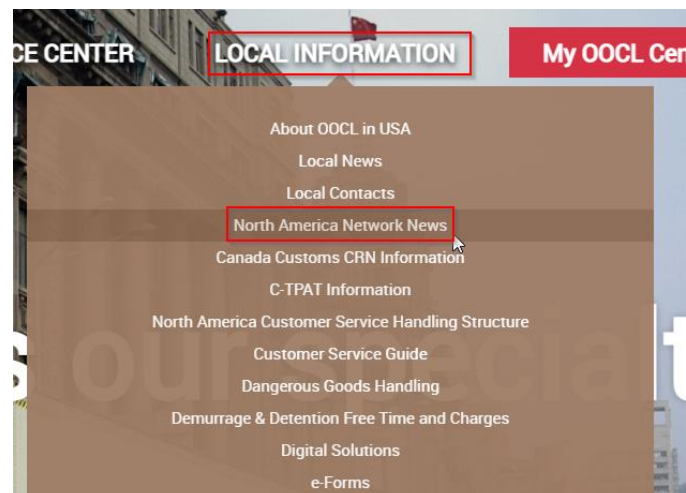


The North America News Map is a feature within OOCL.com site which provides visibility into facility and port interruptions including holiday closures and weather alerts. The news database is updated daily to provide the most upstream information within the shipping industry. Please find below steps on how to access it. Alternatively, you can visit the direct link:

<https://n2c3news.home.oocl.com/#/>

How to Access it?

- 1 Visit our site at [oocl.com](https://www.oocl.com).
- 2 Select your desired location on the top left corner of the page for either: US, Canada or Mexico.
- 3 Click on "Local Information" from the main menu and then select "North America Network News."



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My OOCL Center: Adding a new user



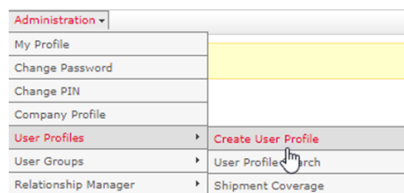
MOC- My OOCL Center



Administrator Adding a new user

Once your company is registered for a My OOCL Center account, the administrator has the ability to add new users to also benefit from our online tools. Please follow the steps below for adding new users.

- 1 The Administrator will log into MOC and click on the administration menu. Drop down to the user profiles and click "Create User Profile"



- 2 User Profile – Primary Information – Fill out the Required Fields (*).

User Profile - New

Primary Information * Preferences * Access E-mail Subscriptions

PLEASE NOTE: All changes made in this screen page will also be correspondingly * Required.

User Name & User ID

User Name: *

Name in Local Language: (First Name) English

User ID: * (6 to 10 characters: A-Z, a-z, 0-9, _)

Contact Information

E-mail Address: *

Primary Phone Number: * - -

- 3 After providing Primary Information, then click "Preferences" in the menu. Click the Preferred Time Zone and Preferred E-mail Format. HTML Format is most popular.

User Profile - New

Primary Information * Preferences * Access E-mail Subscriptions

PLEASE NOTE: All changes made in this screen page will also be correspondingly * Required.

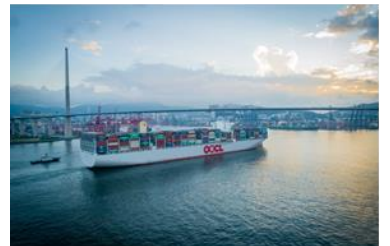
General Preferences

Preferred Time Zone: * Select

Preferred Language: * English

Preferred E-mail Format: * Text Format HTML Format

- 4 Then click "Access" menu." Click Standard Access and the then Arrow button to move to the Selected Column and click the "Confirm" Button. Selected the users Access functions and Save. The user ID will be displayed in the online profile. The system will auto generate the user id and a temporary password to the users email address.



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Pro-Tip: Arrival Notice

PRO TIP

Arrival Notice

My OOCL Center provides you with visibility to monitor all your shipments including Arrival Notice e-mail subscription. In addition, there is a special feature to receive a batch email to streamline Arrival Notices information in one notification.

1 Log into MOC and select “My Profile”

Log into your “My OOCL Center” at www.oocl.com with your user ID and password. Make the following selection from the main menu bar: Administration → My Profile. Within My Profile, click on the “E-mail Subscriptions” tab.

2 Go to Arrival Notice / Advice Note

Within the “Arrival Notice / Advice Note” section, there are 2 options:


Arrival Notice / Advice Note

Receive Arrival Notice/ Advice Note (A/N) by e-mail when it is uploaded by OOCL

Batch ([Sample](#))
A/N are sent by batch three times per day Tip
Asia : 12:00 16:00 00:00 HKT
Europe : 06:00 12:00 16:00 GMT
North America : 01:00 11:00 15:00 EST

Single ([Sample](#))
A/N is sent once it is received

1. **Batch:** 1 email notification with multiple arrival notices attached (sample email below).
2. **Single:** 1 email notification per each Bill of Lading.



Dear Customer,

Please be informed that the Arrival Notice for the following shipments is received from OOCL. The copies (in PDF format) are also available at CargoSmart for printing by logging in to the CargoSmart system.

The copy of the A/N(s) from OOCL is attached for your ease of reference.

Arrival Notice Information							
B/L #	Vessel Voyage	Container	Notice Type	Version	POD	FND	ETA at POD
00840320	P&O NEDLLOYD SYDNEY/79W50	OOLU332211	Arrival Notice with Invoice	1	New York	New York	05 Jun 2009
23423421	MOL GLORY/61011	OOLU332435	Arrival Notice with Invoice	19	Singapore	Singapore	16 Jun 2009

Thank you for using CargoSmart, the customer preferred choice.

CargoSmart Customer Care

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OOCL's Virtual Network and Contact Information

OOCL's North America Network Coverage

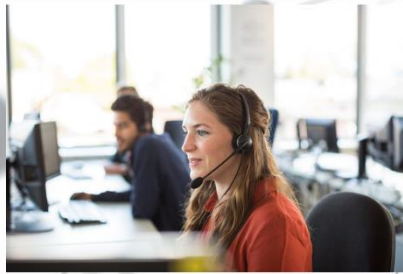
KEEPING US CONNECTED



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



9 Service Centers throughout
North America.



OOCL
We take it personally

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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