

# CUSTOMER

## NEWSLETTER

June 11, 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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## Customer Solutions

OOCL is well-known in the industry for our quality services and *Take it Personally* approach to making sure our customers are well taken care of and they supply chains are moving as efficiently as possible. Our customer-centric solutions provide customer service agent support, features and online platforms for your business needs.

### Customer-Centric Solutions



#### Customer Service

- **E-mail:** We are committed to answering within 1 business days. Our local e-mail information can be found [here](#).
- **Calls:** Phone calls are answered in 15 seconds! Contact us at 1-888-388-6625 for your import and export customer service needs.
- **Feedback:** We want to hear from you! To submit your suggestions and compliments, visit our site and click on "Contact Us" from the menu option.



#### My OOCL Center

- **Summary:** Allows you to manage your OOCL shipments online.
- **Export Features:** 24/7 booking submission and templates, amendment service request, required documentation upload through shipment folder, OOCL stationary ordering, VGM submission, sailing schedule and more.
- **Import Features:** customs release information, arrival notice email notification, customized reports, rail pickup number.



#### OOCL.com

- **Cargo Tracking:** Ability to search by container, booking or bill of lading number. Provides container events and last free date.
- **Sailing and Vessel Schedule:** Easily input origin and destination port pairs to identify our services, transit time and cutoff.
- **Local News:** OOCL.com Local News features a bi-weekly Customer Newsletter with latest events, service exceptions, customer advisories and much more!



#### Conference Call

- Connect with our sales and e-commerce departments utilizing Microsoft Teams personalized conference calls.



*We take it personally*

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## How to Sign up for OOCL's Local News



# How to Sign up for OOCL's Local News

Our local news will provide you with the most up to date information on any service changes and adjustments, new products and relevant news to fulfill your service needs.

### 1. Visit OOCL Website

- 1 Click [here](#) to access link.
- 2 At the left top corner of the screen click on "Change Location."
- 3 Click on "Americas" and select your respective country.

### 2. Click on "e-Subscription" Menu Option (top right corner)

- 1 Fill out the following fields: Email Address, Name, Company Name and Company Location (origin country).

e-Subscription

e-Subscription

Change Subscription

Remove Subscription

Thank you for your interest in OOCL.com's subscription service.

By subscribing to e-Subscription you will receive sailing schedule updates via email. Simply complete the form below to take advantage of this free service. All mandatory fields are denoted by \*.

<input type="text" value="* Email Address"/>	<input type="text" value="* Name"/>
<input type="text" value="* Company Name"/>	<input type="text" value="* Company Location"/>

- 2 Under "e-Subscription Customization," click on "Local News." Click on "Add Country & Region" select the North American countries of your choice. Then click on "Add" button. Click on "Submit" button.

Add Country & Region

Select All Clear All

- |   |                                      |                                      |
|---|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Latvia         | <input type="checkbox"/> Lebanon     | <input type="checkbox"/> Lithuania   |
| <input type="checkbox"/> Malaysia       | <input type="checkbox"/> Malta       | <input type="checkbox"/> Mexico      |
| <input type="checkbox"/> Middle East    | <input type="checkbox"/> Morocco     | <input type="checkbox"/> Myanmar     |
| <input type="checkbox"/> Netherlands    | <input type="checkbox"/> New Zealand | <input type="checkbox"/> Norway      |
| <input type="checkbox"/> Pakistan       | <input type="checkbox"/> Panama      | <input type="checkbox"/> Philippines |
| <input type="checkbox"/> Poland         | <input type="checkbox"/> Portugal    | <input type="checkbox"/> Romania     |
| <input type="checkbox"/> Russia         | <input type="checkbox"/> Singapore   | <input type="checkbox"/> Slovenia    |
| <input type="checkbox"/> Spain          | <input type="checkbox"/> Sri Lanka   | <input type="checkbox"/> Sweden      |
| <input type="checkbox"/> Switzerland    | <input type="checkbox"/> Taiwan      | <input type="checkbox"/> Tanzania    |
| <input type="checkbox"/> Thailand       | <input type="checkbox"/> Tunisia     | <input type="checkbox"/> Turkey      |
| <input type="checkbox"/> United Kingdom | <input type="checkbox"/> Ukraine     | <input type="checkbox"/> Uruguay     |
| <input checked="" type="checkbox"/> USA | <input type="checkbox"/> Vietnam     |                                      |

Add

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## Container Information on OOCL.com

At OOCL, we take the transport of your cargo personally and we offer our customers a vast and modern fleet of containers. To learn about the different type of containers, dimensions, weight limitations and capacity, you can find more information on OOCL.com:

1. Visit [OOCL.com](http://OOCL.com): From the main menu, select "Our Services" option and click on "Containers."
2. Click on the desired container type that you want to learn more.

### Container Specifications

At OOCL, we take the transportation of your cargo personally and we offer customers a vast and modern fleet of containers. From straightforward dry boxes to garmentainers to state-of-the-art controlled atmosphere reefers, OOCL has the size and type of box to suit your needs. Our local offices are happy to advise you on which is the best container for your cargo.



- [General purpose](#)
- [High cube](#)
- [Refrigerated](#)
- [Open top](#)
- [Flatracks](#)
- [Garmentainers](#)
- [Super rack](#)

3. After clicking on the type of container, there will be a summary sheet featuring dimensions, weight limitation and container capacity.



High Cube 40' x 8' x 9'6"

		Steel	
		Millimetres	Feet
Internal Dimensions	Length	12,031	39'5.6"
	Width	2,352	7'8.5"
	Height	2,698	8'10"
Door Opening	Width	2,340	7'8.1"
	Height	2,585	8'5.8"
		Kilograms	Pounds
Weight	Max Gross	30,480	67,200
	Tare	3,980	8,755
	Max Payload	26,500	58,425
		Cube Metres	Cube Feet
Internal Capacity		76.3	2,694

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## My OOCL Center: How to upload dangerous goods documentation



### MOC- My OOCL Center

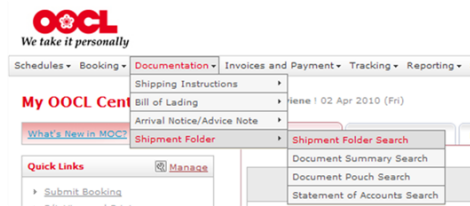


## How to upload Dangerous Goods Documentation

The easiest way to upload your Dangerous Goods (DG) documentation is via My OOCL Center (MOC).

### 1 Log into MOC and navigate to the “Documentation” tab.

Log into your “My OOCL Center” at [www.oocl.com](http://www.oocl.com) with your user ID and password. Make the following selection: Documentation → Shipment Folder → Shipment Folder Search



### 2 Search by Booking Number

Input booking number into the “Booking Number” field and click on the “Search” button.

### 3 Upload Document

To upload a document, find the appropriate document name and click on the corresponding upload icon under “Actions” column. From the document upload screen select “browse” and locate the appropriate file to be uploaded.

Shipment Folder Search Submit your Service Request to OOCL Online.

Search by Expand

Booking #	B/I #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
2522420460			MSC WASHINGTON 67SE	De Kalb, Illinois, United States	Montreal 29 Apr 2012, 08:00 EDT (estimated)	Liverpool 06 May 2012, 20:00 BST (estimated)	Liverpool, England, United Kingdom

Details of the Shipment Folder

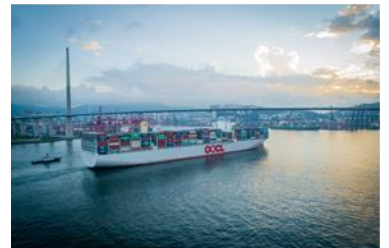
All	Document Name	Booking Number	Received on	Uploaded Time	Uploaded from	Description/Remarks	Document Status	Actions
<input type="checkbox"/>	DG Certificate for International Transport	2522420460					Requested	
<input type="checkbox"/>	Preliminary DG Certificate	2522420460					Requested	
<input type="checkbox"/>	Shipping Instruction/BL Master	2522420460					Requested	
<input type="checkbox"/>	AES (for US laden cargo)	2522420460	18 Apr 2012, 07:50 PDT				Verified	



No need to send us an email with your documentation.



You can view the status of your submitted document in MOC. Go to Search, select “Shipment Folder” and type booking number.



We take it personally

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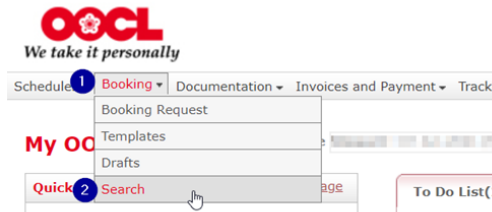
## Pro-Tip: Booking Search Feature

# PRO TIP Booking Search

My OOCL Center (MOC) Booking Search allows users to view a list of the online booking submissions at-a-glance and its respective booking statuses. The different booking statuses consist of: Pending, Confirmed, Cancelled or Declined and users can click on the “Booking Number” hyperlink to review the shipment details.

### 1 Login to My OOCL Center and follow the steps below:

1. Select option “Booking” from the main menu and then click on “Search”.



2. System will default to 2 weeks prior to today’s date. Then click on the button “Search.”

#### Previously Submitted Bookings Search

Search by

A maximum of the previous 6 months can be displayed.

Submission Date Range: From: 25 May 2021 To: 08 Jun 2021

Booking Number:

Reference Number:

Submitter:

3. User can reference important information such as Booking Number, Submitted by, OOCL processed on date and Status of the booking. In addition, when clicking the booking number hyperlink, it will direct user to the shipment details where booking status or decline reason is available. User is able to view their online booking submissions as well as all the submissions by the respective company.

#### Previously Submitted Bookings Search

Search by

Search Result

Booking Number	Internet Booking Reference Number	Booking Party	Submitted by	OOCL Processed on	Status	Actions
<a href="#">123456789</a>	<a href="#">123456789</a>	OOCL Inc	John Doe	04 Jun 2021, 14:42	Declined	<a href="#">View</a> <a href="#">Edit</a>
<a href="#">987654321</a>	<a href="#">987654321</a>	OOCL Inc	John Doe	02 Jun 2021, 09:09	Confirmed	<a href="#">View</a> <a href="#">Edit</a>

Booking: 3 to 3 of 3

NOTICE: Under no circumstances shall this information or the information contained in any e-mail constitute a binding agreement to carry or for provision of carriage services whether with the listed or alternative carriers or vessels. OOCL may, in its absolute discretion, at any time and without prior notice, change the arrangement listed or make alternate engagement or decline a booking. We recommend you to check with OOCL for any changes. The actual provision of carriage services is subject to the final acceptance of OOCL and subject to the availability of equipment and vessel and subject to the terms and conditions set out in OOCL's standard bill of lading.

#### Shipment Details

Search by

Shipment Details - Booking Number [123456789](#)

Last Modified: 18 May 2021, 10:41 Local

Shipment Information

Carrier: OOCL

Advance Manifest Required: Not Required

Cargo Cutoff Time: 21 May 2021, 16:00 PDT

OOCL Required Document Status

Status

Booking Status: Declined ([Legal Disclaimer](#))

Decline Reason: The required equipment size / type is not available

Booking Status Remark:

Internet Booking Reference Number: [123456789](#)

Status of Container: [123456789](#)

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## OOCL provides equipment support for transportation of donated masks

OOCL Long Beach was recently contacted by a long-term partner, Pacific Drayage Services, regarding the transportation of 500,000 face masks donated by a clothing company to the Port of Long Beach.

Pacific Drayage Services required the short-term use of a 20' container to transport the masks from the warehouse to the Port of Long Beach Maintenance Building for further distribution in the port. OOCL was happy to help and coordinated the equipment accordingly.

The majority of these masks will be donated to the Long Beach Health Department.



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## Why book with OOCL?

### Why Book with OOCL?

Customer Focus and Excellence through Quality. We provide a vital link to your supply chain needs and world trade.

#### 9 Service Centers

in the US, Canada and Mexico providing customer support and intermodal network monitoring 24-hour coverage. In addition, virtual support and local representation throughout the Americas.

#### Over 80% of Bookings

are confirmed within 4 hours.

#### More than 150 Ocean Services

offered globally to and from the Americas.

#### 99% of B/Ls

are issued with complete accuracy.

#### 99% of Calls

are answered in 15 seconds.

#### 1 Business Day

turn around time for email responses.

#### 99.8% of Freight Invoices

are issued accurately.

#### More than 200 Awards

received and recognized worldwide for our quality and approach to the environment.

## What our customers are saying about us—we take it personally!

“Even though we are working from home, we are still able to contact customer service very quickly and we receive solutions to our issues.

Thank you to the customer service team.”

“We had a container sitting at port and the import customer service team kept us constantly aware of what was happening and sent us multiple status updates. It was extremely helpful! OOCL provided a 5-star service, and we sincerely appreciate all of the help!”

“OOCL Customer Service always goes over and above to make sure that customers are taken care of and feel appreciated.”

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