

CUSTOMER

NEWSLETTER

July 9, 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.

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We take it personally.

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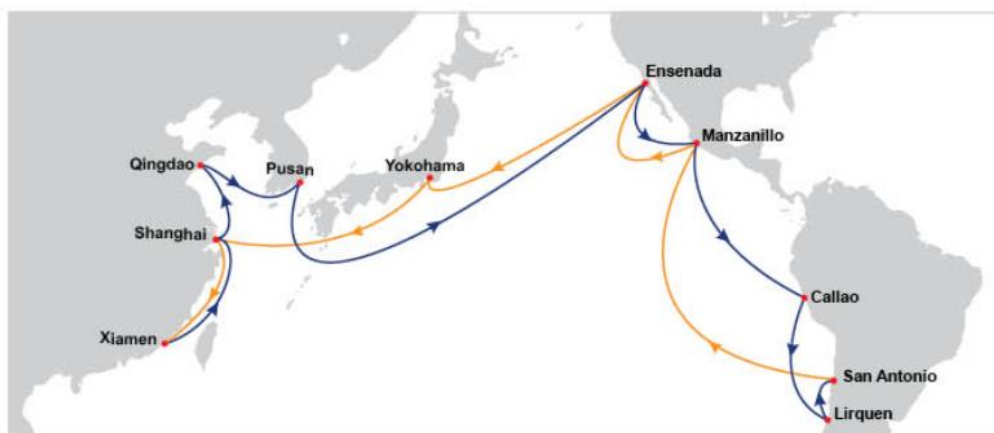
OOCL vessel berths at the Port of Ensenada

Click on the play button below or this [link](#) to watch the video featuring the OOCL Ho Chi Minh City vessel berthing at the port of Ensenada, Mexico. Also, make sure to subscribe to our OOCL [YouTube channel](#).



This vessel is deployed on the Transpacific Latin Pacific 1 (TLP1) product. TLP1 provides the Mexican market with added-value services covering the Asia-Mexico and Latin America trades.

Transpacific Latin Pacific 1 (TLP1)



Port Rotation

EB: Xiamen - Shanghai - Qingdao - Pusan - Ensenada -
Manzanillo (Mexico) - Callao - Lirquen - San Antonio
WB: Callao - Lirquen - San Antonio - Manzanillo (Mexico) -
Ensenada - Yokohama - Shanghai - Xiamen - Shanghai -
Qingdao - Pusan

Highlights

- South to North China port calls (Qingdao, Shanghai, Xiamen)
- Unique Access to Lirquen
- Express service from Ensenada and Manzanillo to Yokohama and Shanghai

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OOCL Agents in Guatemala



As we continue to expand our presence in Latin America, OOCL is pleased to announce our new agents, Disagro, represented by Maritime Agency Persersa S.A. in Guatemala.

Maritime Agency Persersa S.A. has more than 20 years of industry experience, a world-wide network and state-of-the-art technology to help our customers move cargo efficiently.

Maritime Agency Persersa S.A.'s mission is aligned with OOCL: committed to meeting customer's needs through innovation, technology, and personalized service. Persersa S.A. staff and support is available 24/7 throughout the entire year with coverage for all ports and marine terminals including the Guatemala City office.

OOCL will be offering two vessel services calling Guatemalan ports:

1. The Caribbean Express 1 (CX1- Central America Loop) and
2. The Mexico- Central America Express (MCX).

These services have a tentative start date of Mid-August 2021, with each loop having a sailing frequency of once per week. For more information about OOCL's Latin America services, please contact your local OOCL sales representative.

Caribbean Express 1 (CX1- Central America Loop)



Port Rotation

SB: Puerto Cortes - Santo Tomas de Castilla - Manzanillo (PA)
 NB: Manzanillo (PA) - Puerto Cortes - Santo Tomas de Castilla

Mexico- Central America Express (MCX)



Port Rotation

SB: Lazaro Cardenas - Manzanillo (Ocupa) - Manzanillo (Timsa) - Puerto Quetzal - Acajutla - Puerto Caldera - Balboa
 NB: Balboa - Puerto Caldera - Corinto - San Lorenzo - Acajutla - Puerto Quetzal - Lazaro Cardenas - Manzanillo (Ocupa) - Manzanillo (Timsa)

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ERD vs DFRD

ERD Vs DFRD Clarification



ERD

Terminal/Rail Earliest Receiving Date

The ERD is the earliest date the marine terminal/rail depot will accept export containers at the gate for the intended vessel. It is key to check with the receiving terminal on the ERD for the individual vessel as the date could have changed after your booking has been made.

DFRD

OOCL's Demurrage Free Receive Date

The DFRD date is the first date that you may tender an export container without incurring OOCL demurrage. Delivering containers too early will result in OOCL outbound demurrage being charged per our tariff rules, regardless of the marine terminal's earliest receiving date. Outbound demurrage applies equally to merchant and carrier haulage. This information is provided with the Booking Acknowledgement.

Rule of Thumb: Always use the latest date!

For example, if the terminal's ERD is July 9 and OOCL's DFRD is July 12. To avoid demurrage charges, utilize the latest date, which is OOCL's DFRD of July 12.



My OOCL Center: Shipment Exception Alerts- Part I



MOC- My OOCL Center

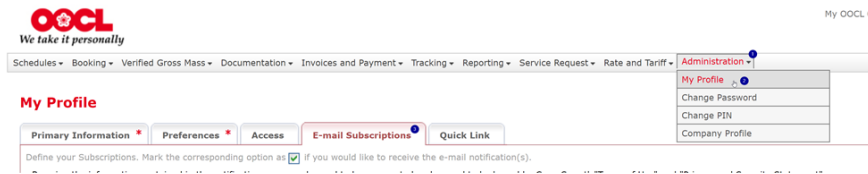


Shipment Exception Alerts- Part I

My OOCL Center allows users to setup e-mail notifications to any updates or changes to ETA, ETD, detention and demurrage to assist handling of shipments and exception management. Part I will focus on notification setup for ETA and ETD changes.

1

To access the “Shipment Exception Alerts”, log into MOC and click on the “Administration” main menu option and then select “My profile.” Click on the “Email Subscription” tab.



2

Scroll down to the “Shipment Exception Alerts” section. To activate the notification, please check the ✓ box next to the category and click on the “Save” button at the end of the page.

ETD and ETA Changes Alerts

- **Export:** Estimated Date of **Departure changed at first port of load** will provide customer any changes to the estimated departure date/time at first port of load. Click [Sample](#) to view E-mail.
- **Import:** Estimated Date of **Arrival changed at last port of discharge** will provide customer any changes to the estimated arrival date/time at last port of discharge. Click [Sample](#) to view E-mail.

• Receive e-mail alert for Shipment Changes:

All Shipment Changes

Estimated Date of Departure Changed at First Port of Load ([Sample](#))

My related shipments [Tip](#)

All shipments

Estimated Date of Arrival Changed at Last Port of Discharge ([Sample](#)) [Tip](#)

My related shipments [Tip](#)

All shipments

Estimated Date of Arrival Changed at Transshipment Port

My related shipments [Tip](#)

All shipments



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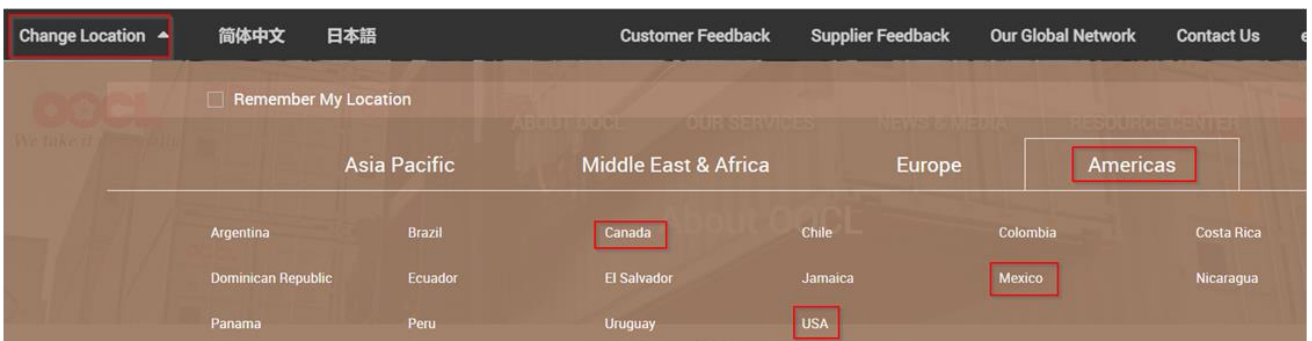
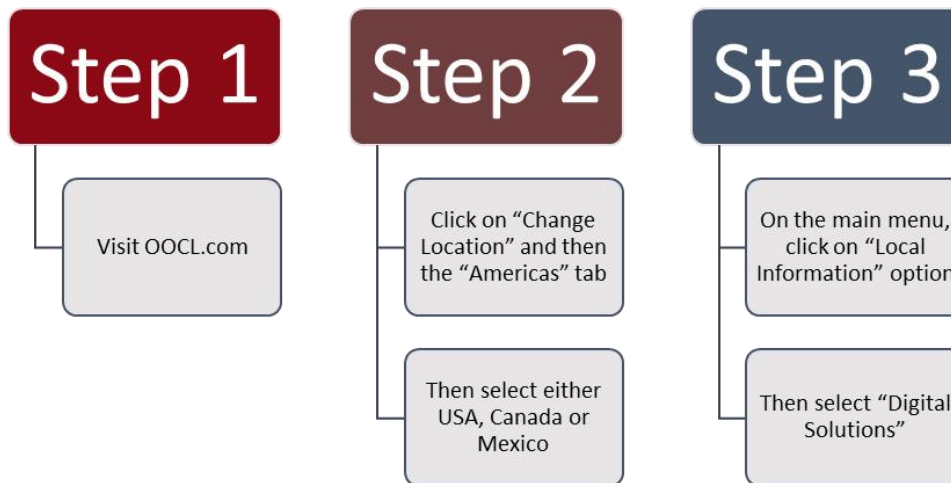
Pro-Tip: Digital Solutions Page

PRO TIP Digital Solutions Page

To provide our customers with OOCL's latest e-commerce tools, we have a dedicated page highlighting all digital solutions for both import and export features. It includes guide, training materials and contact information to our e-commerce department.



Our digital solutions page is available in the US, Canada and Mexico. To access, follow the steps below:



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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.

99.8% of Freight Invoices

are issued accurately.

1 Business Day

turn around time for email responses.

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!

“Prompt, pleasant responses to emails. OOCL staff is very helpful!”

“I had a wonderful customer service experience. The OOCL staff was able to reply to my email promptly and even answered my phone calls after hours. I really appreciate the excellent service provided.”

“I just wanted to drop a line with how timely and efficient your customer service staff is. Always so fast and courteous.”

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