

CUSTOMER

NEWSLETTER

August 6, 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 Agents in Honduras



As we continue to expand our presence in Latin America, OOCL is pleased to announce our new agents, Sercomsa, in the Republic of Honduras.

Established in 2011, Sercomsa's objectives include developing new international maritime transportation services to the market. With more than 40 years of industry experience, the founders of the agency strive to provide personalized services catering to the Central American trade.

The Honduras market is divided in two main commercial areas:

- San Pedro Sula is located in the North part of the country—an industrial area.
- Tegucigalpa, capital of Honduras, is located in the mid-south of the country and the heart of commerce.



Beginning mid-August 2021, OOCL will be offering weekly vessel services calling San Lorenzo and Puerto Cortes:

1. The **Mexico- Central America Express (MCX)**- this service calls San Lorenzo port in the Pacific side of Honduras and is a link to Asia, Mexico, Panama and South America ports.

2. The **Caribbean Express 1 (CX1- Central America Loop)**- this service calls Puerto Cortes terminal in the Caribbean side of Honduras and connects to the Panama port.

Mexico- Central America Express (MCX)



Port Rotation

Frequency 1 sailing per week

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)

Caribbean Express 1 (CX1- Central America Loop)



Port Rotation

Frequency 1 sailing per week

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

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

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Vendor Portal- N2C3 Supplier Portal

N2C3 Supplier [Portal](#) is a a vendor portal that improves the velocity and process to manage operations and equipment. From optimized empty return locations to rail billing submissions and street turn requests, this portal has vendor solutions utilizing top tier technology.

To create an account, visit our [site](#) and click on the “Get Started” hyperlink.

N2C3 SUPPLIER PORTAL FEATURES



In addition to the web interface, to achieve greater efficiencies, **API protocol is also available for direct integration with your ERP or TMS software.**



Truckers can simply input the container number and request empty return instructions or street turn requests.



The portal will automatically display the optimal return location for each empty OOCL container(s). It will also take into consideration off hire units and special instructions.



Rail billing can be submitted by the trucker via the portal once return location is agreed.



For street turn requests, the system will automatically check booking details and provide instant approval if the requirements are met.



Chat function available for immediate assistance.

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Mexico Shipments- Regulatory Update

Effective September 29, 2021, the Mexican Tax Administration (SAT) will require companies to issue a digital tax receipt called CFDI (Comprobante Fiscal Digital por Internet) for inland transportation. This applies to both Mexico import and exports shipments.

OOCL Mexico may require additional information from the shipper or consignee if it is arranged by OOCL (Carrier Haulage).

For shipments that are on a port-to-port basis, OOCL does not process the CFDI since this document is only required if inland transportation is involved.

For more information about this regulation, please visit the government of Mexico official [website](#).

Shipment Monitoring: Cargo Tracking



**SHIPMENT
MONITORING**



Cargo Tracking

OOCL.com provides solutions to track and trace with various options to search by either booking, bill of lading, container number, vessel or rail.

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My OOCL Center: Booking Remarks



MOC- My OOCL Center



Booking Remarks

When submitting an online booking via My OOCL Center (MOC), there is a field called “Remarks for Entire Booking”, which allows customers to provide special comments and an additional avenue to communicate with our customer service team. Please find below popular use for the booking remarks:

1

Create Booking Without a Sailing Schedule- You can proceed with your booking even without knowing a particular service/voyage by simply adding the port of load, cargo ready date and vessel (if known). Once you receive the system warning, just click on continue to submit your booking without a sailing schedule.

2

Reefer Dangerous- When submitting your booking requests for reefer dangerous cargo via MOC, please select “Reefer” option under “Cargo Nature” and include comments within the “Remarks for Entire Booking” field that the cargo is hazardous/dangerous. This will ensure your booking will be processed in a timely manner and the correct equipment will be provided.

3

Multiple Booking Requests- You can consolidate multiple booking requests into one if it’s the same port pairs, commodity , container size, weight and vessel. For example, if you would like to make 8 x40’ bookings, you can input the total number of containers (8), the weight and add the following remarks: “One container per booking.”

Quantity	Size Type	Cargo Weight ^{Tip} (per container)
8	40' General Purpose Container	10000 Pounds

Remarks for Entire Booking
One container per booking

Remarks for Entire Booking Additional Features



Shipper Owned Container or Tank

To facilitate booking process, you can provide the container number in the remarks field.



Marine Terminal Destinations

If the port of discharge has multiple terminals, you can request a specific terminal in the remarks field to clarify booking request.



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Pro-Tip: Arrival Notices

PRO TIP Arrival Notice

My OOCL Center (MOC) features an email subscription to receive Arrival Notices (AN). In addition, you can view and print AN within the platform.

MOC Features:



Receive Arrival/Advice Notices by e-mail.



Search for Arrival/Advice Notices by bill of lading number, container number, vessel name or ETA.



Print Arrival/Advice Notices in batch.



Share access to Arrival/Advice Notices with associates.

Steps:

- 1** Login to My OOCL Center by visiting our site.
- 2** On the main menu, under “Documentation” option, select Arrival/Advice Notices. Then select “Sign-up for A/N print.”
- 3** Submit Request. Once approved by OOCL, update user profiles to allow users to view and print arrival/advice notices.
- 4** To subscribe to receive Arrival Notices via email, click on “Administration” then select “My Profile” and “Email Subscriptions.” Check the desired subscription to receive AN either batch or single.



For more information, please contact our e-commerce team at: OOCLECOM@oocl.com.

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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!

“Thank you for the great service OOCL staff provides us and the billing is always accurate and easy to read!”

“OOCL Import Customer Service Department is responsive to emails and helpful with difficult situations. We appreciate all they are doing during these unprecedented times.”

“OOCL is pleasant to work with and very fast response e-mail time!”

OOCL

We take it personally

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