

CUSTOMER

NEWSLETTER

August 20, 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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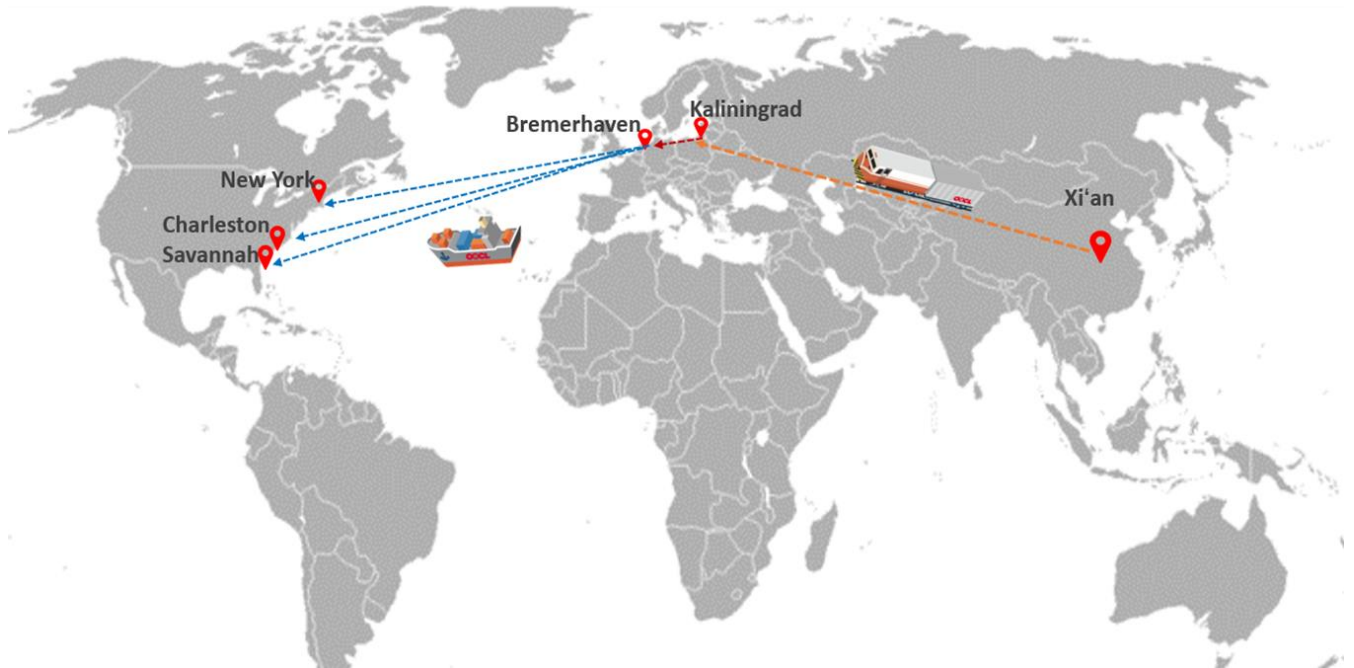
New- OOCL corporate video

OOCL is pleased to announce the launch of our corporate video highlighting our mission, culture, core values and products we offer.

With over 50 years of experience in shipping, OOCL is a world leader in providing integrated international container transportation and logistics services. Our commitment to providing quality services, continual innovation and sustainability to the environment creates long-term value for our stakeholders. At OOCL, *We Take it Personally!*



OOCL Liner and OOCL Logistics launch Rail-Sea Service



In a joint effort to provide solutions to our customers, OOCL Liner and OOCL Logistics announced the launch of a brand-new multi-modal container service from China to the US East Coast. The objective is to help meet demand by offering a new routing as a reliable and stable shipment alternative during this challenging times.

This innovative product is a combination of the “Chang An” China-Europe block train service from Xian to Kaliningrad, Russia, with onward feeder to Bremerhaven, and then with OOCL ocean services from Bremerhaven to various ports on the US East Coast.

It is the first of its kind to be operated by an ocean carrier, connecting China and North America by using the Asia-Europe Land Bridge and the Atlantic Ocean. The intention is to provide reliable and timely shipment by seizing the opportunity to avoid the current high levels of traffic seen on routes to the US West Coast and through the Panama Canal.

For more information, visit our [site](#) or contact your local sales representative.

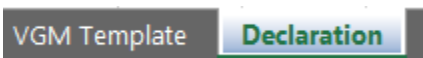
Submitting Verified Gross Mass (VGM)

OOCL encourages the use of electronic submission of Verified Gross Mass (VGM) to avoid potential delays in the loading of your cargo on to the vessel.

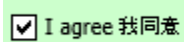
If you are not using EDI with OOCL, we recommend that you submit your VGM using the excel spreadsheet below which will submit the VGM data to OOCL via email or using [My OOCL Center \(MOC\)](#).

Below is the guidance for VGM submission using OOCL's Excel Form:

1. Download the Excel Form using this [link](#) and then open the Excel file.
2. On the "Declaration" tab, read the General Usage Agreement.



3. Click the "I Agree" box.



4. Open the "VGM Template" tab.



5. Enter information for at least the minimum required data fields listed below and in red font on the Excel Form:
 - Carrier = "OOCL" (This will self-populate as you enter container #)
 - Booking #
 - Container #
 - Verified Gross Mass
 - VGM Unit (select kilograms or pounds using the drop-down arrow)
 - Authorized Person
 - The "Authorized Person" must be entered in ALL CAPS.

You will receive two emails within approximately 2-5 minutes of submission.

- The first email is a confirmation that your submission was received.
- The second email will confirm that the submission was accepted or list any errors, by container number, with a brief description of why the VGM was rejected.
- VGM may be resubmitted once initial errors are fixed.

My OOCL Center: Invoices



MOC- My OOCL Center

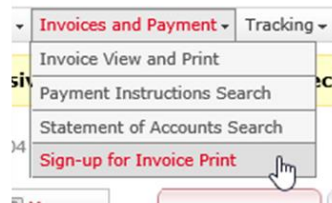


View and Print Invoices

My OOCL Center platform features an “Invoices and Payment” section that helps you view and print shipment invoices online. It also allows you filter by invoice status to provide you with visibility on outstanding, settled or all invoice history.

1

Log into MOC and click on “Invoice and Payment” option from the menu. To print invoices, you will need to do a one-time signup by clicking on “Sign-up for Invoice Print” option.



2

To continue to explore different view and print possibilities, select the “Invoice View and Print” menu option. You can search multiple shipments at the same time. There is also an option to search either by Bill of Lading number or date range (Invoice date or Invoice Due Date). In addition, you can filter “Invoice Status” to either display all invoices, Settled or Outstanding.

Search by

To search invoice, at least one search criterion (Invoice Number, Bill of Lading Number, Vessel Voyage, or Date Range)

Invoice Number: Invoiced Company:

Bill of Lading Number: (Maximum 20 Invoice numbers, separated by a space.)

Vessel Name: Invoice Status:

Voyage: Printed Status:

Date Range: Invoice Date Invoice Due Date
 From: To: Collection Office:

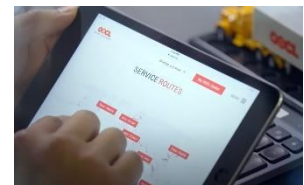
Invoice Status:

Printed Status:

Collection Office:

3

The search will yield Invoice details such as Invoice number, currency, amount and outstanding. Payment information instructions—Wire/ACH and OOCL mailing address are included on each invoice for your convenience.



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Pro-Tip: Documentation upload

PRO TIP

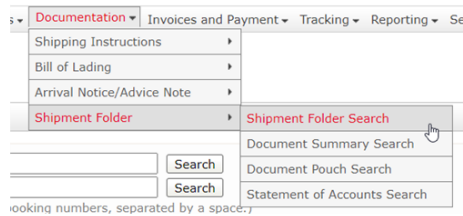
Documentation Upload

The easiest way to upload your documentation is via My OOCL Center (MOC). In addition, you can also subscribe to receive an internet receipt if your documentation has been reviewed, verified, accepted or rejected.



Documentation Upload

- 1 Log into MOC. From the main menu, select “Documentation” then select “Shipment Folder” and click on “Shipment Folder Search.”



- 2 Insert booking number and click on “Search.”
- 3 To upload a document, find the appropriate document name and click on the corresponding upload icon under “Actions” column. Alternatively, if a document that you wish to upload is not listed, you can click on “Add Document”.

Shipment Folder Search Submit your Service Request to OOCL Online.

Search by Expanded

Booking #	B/L #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
261363881			EVER FUTURE 002W	Oakland, California, United States	Oakland 26 Aug 2021, 05:00 PDT (estimated)	Hong Kong 08 Sep 2021, 22:30 HKT (estimated)	Hong Kong, Hong Kong

Details of the Shipment Folder

Required by OOCL | Provided by OOCL | User-Defined

All	Document Name	Booking Number	Received on	Uploaded Time	Uploaded from	Description/Remarks	Document Status	Actions
<input type="checkbox"/>	AES (for US laden cargo)	261363881					Requested	
<input type="checkbox"/>	Verified Gross Mass	261363881					Requested	
<input type="checkbox"/>	Shipping Instruction/BL Master	261363881					Requested	

[Add Document](#)

Results:



24/7 Access



Easy amendment submission



Seamless Customer Service Experience



Quicker turnaround time



Increased visibility into document milestones



Alert notification for document status



View of document amendment version history



Email Subscription

Via the Administration profile, you can set up to receive notifications if your documentation was either reviewed, verified, accepted or rejected.

- 1 From the main menu, select “Administration” then select “My Profile” and click on “E-mail Subscriptions” tab. Under the “Shipment Folder” section, click on the reports that you would like to receive. Then click on the “Save” button.

Shipment Folder

- OOCL Provided Document:
 - Receive e-mail notification when OOCL uploads / deletes the document ([Sample](#))
- OOCL Required Document:
 - Receive e-mail notification for the document upload request ([Sample](#))
 - Receive e-mail notification when the document I uploaded is under review ([Sample](#))
 - Receive e-mail notification when the document I uploaded is verified / rejected ([Sample](#))
 - Receive e-mail notification when the document I uploaded is deleted ([Sample](#))
 - Receive e-mail notification when the document non-shipment party uploaded is verified ([Sample](#))
 - Receive e-mail notification when the document non-shipment party uploaded is rejected ([Sample](#))
 - Receive e-mail notification when the document non-shipment party uploaded is deleted ([Sample](#))
- Document Pouch:
 - Receive e-mail notification when another user creates or modifies a document pouch ([Sample](#))

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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.



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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