

CUSTOMER

NEWSLETTER

September 17, 2021

Inside This Issue:

[Introduction](#)

[OOCL orders ten 16,000 TEU ships](#)

[Vessel tracking on OOCL.com](#)

[Mexico shipments- Regulatory update](#)

[OOCL.com e-subscription services](#)

[My OOCL Center: Adding a new user](#)

[Pro-Tip: Bill of lading documentation](#)

[Why book with OOCL?](#)



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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[Return to Top](#)

OOCL orders ten 16,000 TEU ships

A signing ceremony was held on September 2, 2021 to order ten 16,000 TEU container ships. The expected delivery of these vessels will be between Q4 2024 and Q4 2025.



This order of ten new containerships is part of our long-term planning of our program to introduce large, modern and fuel-efficient vessels.

We believe the investment in these fuel-efficient and state-of-the-art vessels will play an important role in strengthening the overall competitiveness of our fleet, meeting long-term strategic growth objectives of the group, and securing our position as one of the top global players in the industry.

The 16,000 TEU size is in the large mid-range of the current container world fleet, and is sometimes known as Neo-Panamax, meaning that these vessels are the largest that can travel through the expanded Panama Canal. This size of vessel not only has tremendous scale and efficiency benefits, but also provides flexibility in terms of vessel deployment. For more information, visit our [site](#).

Vessel tracking on OOCL.com

The OOCL website features vessel tracking solutions indicating potential delays such as congestion, weather, or holiday.

To begin your search:

1. Go to [oocl.com](https://www.oocl.com).
2. Click on the drop-down menu and select "Vessel".
3. Type the vessel name.
4. Click on the "search" button.

The search results will provide details on the arrival and departure on a port level. If there is a delay, it will be indicated in the remarks column.

Vessel Tracking

Search Result

NOTICE: The information shown is for indication only.

Carrier: OOCL Vessel: OAT - OOCL ATLANTA Voyage: All Ports: All
Date Range: 13 Aug 2021 - 05 Nov 2021

Port	Arrival				Departure				Remarks
	Local Time	Service	Voyage	Local Time	Service	Voyage			
Rotterdam	11 Aug 2021, 23:13 Wed (actual)	ATEL	132W	14 Aug 2021, 09:11 Sat (actual)	ATEL	132W	Delayed - Previous Port Delayed		
Le Havre	15 Aug 2021, 05:25 Sun (actual)	ATEL	132W	16 Aug 2021, 05:20 Mon (actual)	ATEL	132W	Delayed - Port Rotation Changed		
Bremerhaven	20 Aug 2021, 04:33 Fri (actual)	ATEL	132W	23 Aug 2021, 14:26 Mon (actual)	ATEL	132W	Delayed - Port Rotation Changed		
Norfolk	02 Sep 2021, 05:02 Thu (actual)	ATEL	132W	03 Sep 2021, 16:04 Fri (actual)	ATEL	133E	Delayed - Previous Port Delayed		
New York	08 Sep 2021, 07:01 Wed (actual)	ATEL	133E	10 Sep 2021, 00:44 Fri (actual)	ATEL	133E	Delayed - Port Rotation Changed		
Charleston	11 Sep 2021, 18:00 Sat (estimated)	ATEL	133E	12 Sep 2021, 20:00 Sun (estimated)	ATEL	133E	Delayed - Previous Port Delayed		
Antwerpen	26 Sep 2021, 21:30 Sun (estimated)	ATEL	134W	27 Sep 2021, 14:30 Mon (estimated)	ATEL	134W	Delayed - Previous Port Delayed		
Rotterdam	28 Sep 2021, 05:30 Tue (estimated)	ATEL	134W	29 Sep 2021, 09:30 Wed (estimated)	ATEL	134W	Delayed - Previous Port Delayed		
Bremerhaven	30 Sep 2021, 05:00 Thu (estimated)	ATEL	134W	01 Oct 2021, 15:00 Fri (estimated)	ATEL	134W	Delayed - Previous Port Delayed		
Le Havre	02 Oct 2021, 21:30 Sat (estimated)	ATEL	134W	03 Oct 2021, 12:30 Sun (estimated)	ATEL	134W	Delayed - Previous Port Delayed		
New York	11 Oct 2021, 07:00 Mon (estimated)	ATEL	134W	12 Oct 2021, 15:00 Tue (estimated)	ATEL	135E			
Norfolk	13 Oct 2021, 18:00 Wed (estimated)	ATEL	135E	14 Oct 2021, 20:00 Thu (estimated)	ATEL	135E			
Savannah	16 Oct 2021, 08:00 Sat (estimated)	ATEL	135E	17 Oct 2021, 00:00 Sun (estimated)	ATEL	135E			
Charleston	18 Oct 2021, 07:00 Mon (estimated)	ATEL	135E	19 Oct 2021, 01:00 Tue (estimated)	ATEL	135E			
Southampton	30 Oct 2021, 06:00 Sat (estimated)	ATEL	135E	31 Oct 2021, 00:00 Sun (estimated)	ATEL	136W			

Port Call: 1 to 15 of 18

Page 1 of 2 Next

Mexico shipments - Regulatory update

Further to our posting in August, there has been a change on the effective date for the Mexican Tax Administration (SAT) to require companies to issue a digital tax receipt called CFDI (Comprobante Fiscal Digital por Internet) for inland transportation. The new effective date is January 1, 2022.

This applies to both Mexico import and exports shipments. For more information about this regulation, please visit the government of Mexico official [website](#).

OOCL.com e-subscription services

OOCL.com site allows you to subscribe and receive the following updates and notifications through our [e-Subscription](#). There are 4 main categories:

- Corporate News: This includes company worldwide information such as press releases, service launches, OOCL awards, amongst other topics.
- Local News: Topics related to local country information such as advisories, terminal gate closures, and customer newsletters.
- Sailing Schedule Update: Select the country of choice to view schedule.
- Vessel Information Board: Select the desired country of choice to view vessel information and choose notification frequency.

The steps below details on how to sign up to receive our local news:

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

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 *.

* Email Address	* Name
* Company Name	* 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.

[Return to Top](#)

My OOCL Center: Adding a new user



MOC- My OOCL Center



Administrator Adding a new user

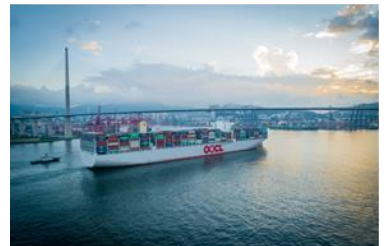
Once your company is registered for a My OOCL Center account, the administrator has the ability to add new users to also benefit from our online tools. Please follow the steps below for adding new users.

- 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 (*).

- 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.

- 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.



[Return to Top](#)

Pro-Tip: Bill of lading documentation

PRO TIP

Bill of Lading Documentation

My OOCL Center allows users to view, amend and approve Draft BLs and print OOCL bill of ladings. For seaway bills, you can utilize plain white paper. For original bill of ladings, please utilize OOCL stationary to print your bill.



How to View and Print BL

- 1 Visit www.oocl.com and login to My OOCL with user ID and password.
- 2 From the main menu, make the following selection: Documentation > Bill of Lading> B/L View and Print.
- 3 Enter OOCL booking number and ensure there is no space following the last digit. Please note: If you already know the BL number, only input the numeric number of the B/L . You can also search by BL type (draft, seaway, original).
- 4 To view and print the respective bill of lading, click on the print icon under the "Actions" column.



Tip and Online Best Practices

Prior to viewing and printing your bill of lading, we would recommend checking your documentation setup to ensure you can access to the information.

- 1 MOC Profile Setup: From the main menu, Administration > My Profile > Access. Check to see if you have user Shipment Coverage and Bill of Lading access.
- 2 Party on the BL: In order to view your bill, please ensure that your company name and address show as a party on the bill of lading for BL to be uploaded to your online account.
- 3 Timing: OOCL Documentation department will process shipping instructions within 24 hours of receipt. A bill of Lading will be uploaded to the web and made available to user accounts as registered in MOC profile.
- 4 Documentation Contact: If you have verified that steps 1-3 are in place, but you still can't view your bill of lading in MOC, please contact documentation department at 800-822-6625 or via [email](#) to have the bill released to your online account.
- 5 BL Stationary: To order BL stationary, navigate in MOC: Documentation > Bill of Lading > Order B/L View Stationary.

[Return to Top](#)

Why book with OOCL?

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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!

“We speak to various representatives for shiplines on the phone every day, but it is rare when that rep on the other end of the line shows such empathy as I received from OOCL documentation department.”

“I just appreciate your customer service reps so much! They are always so polite and helpful. I would like to compliment the Export customer service team for helping me get my booking rolled to a different vessel and service.”

“It is always a pleasure to work with OOCL management— always extremely helpful during the difficulties that we all are facing in the current market conditions and very responsive to any help that can be provided.”



We take it personally

[Return to Top](#)