

CUSTOMER

NEWSLETTER

October 29, 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 Service- Gulf-Central America Express (GCX)

OOCL is pleased to announce a new service called the Gulf-Central America Express (GCX) that provides once a week sailing from/to Latin America to North America. This product was launched on October 1, 2021. For more information about this product, please contact your local sales representative.

Port rotation for GCX:

North Bound: Cartagena (Colombia) - Kingston (Jamaica)- Puerto Cortes (Honduras)- Puerto Barrios (Guatemala)- Houston

South Bound: Houston- Puerto Cortes (Honduras)- Puerto Barrios (Guatemala)- Cartagena (Colombia)

Gulf-Central America Express (GCX)



Port Rotation

Frequency 1 sailing per week

NB: Cartagena - Kingston - Puerto Cortes - Puerto Barrios - Houston
SB: Houston - Puerto Cortes - Puerto Barrios - Cartagena

Transit Time (Days)

Northbound

From \ To		Puerto Cortes	Puerto Barrios	Houston
		Fri	Sat	Wed
Cartagena	Sun	5	6	10
Kingston	Wed	2	3	7

Transit Time (Days)

Southbound

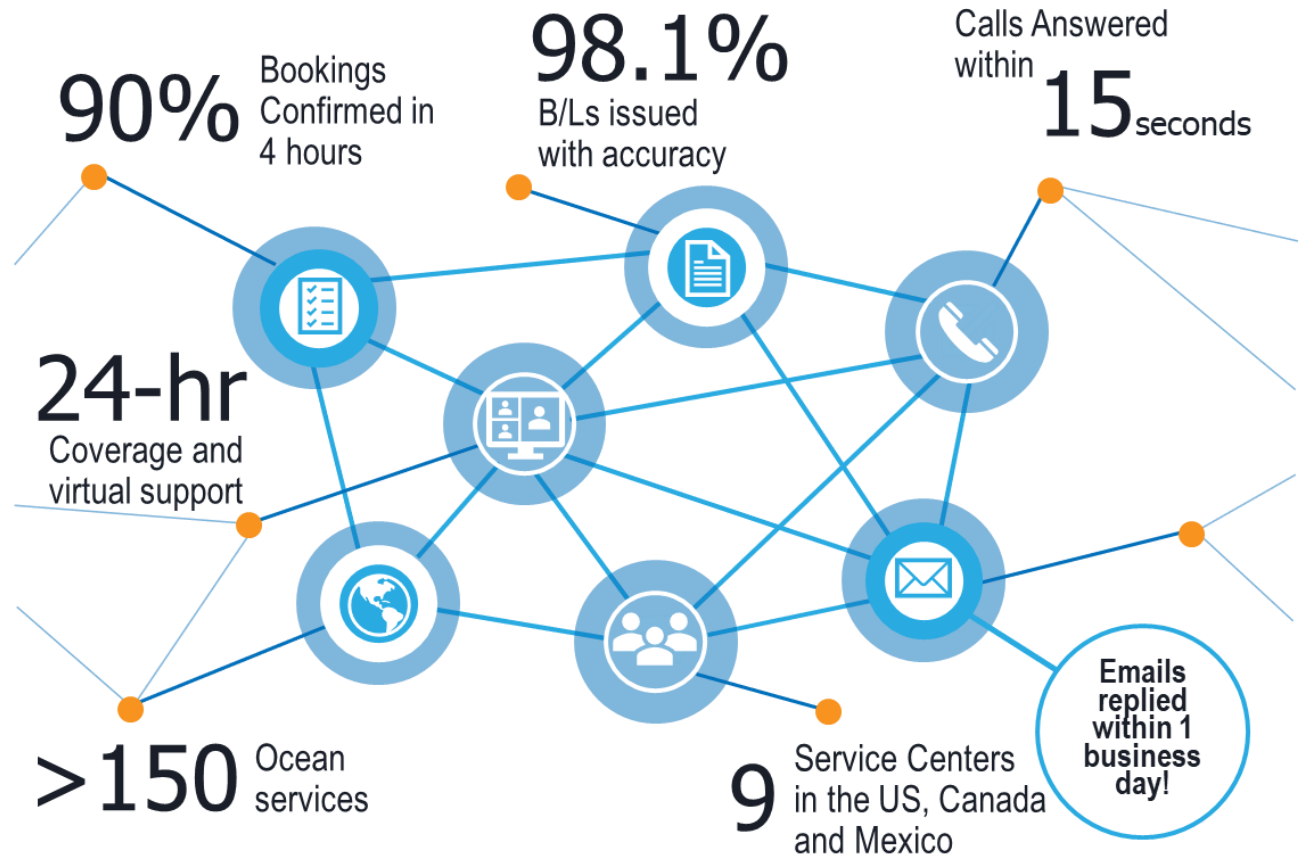
From \ To		Puerto Cortes	Puerto Barrios	Cartagena
		Tue	Thu	Sun
Houston	Thu	5	7	10
Puerto Cortes	Wed	-	1	4

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OOCL: Your quality carrier



OOCL: Your quality carrier



Feedback

“OOCL Documentation team have been amazing in helping us to receive payment confirmation/telex releases. Not only did they help us swiftly but responded in a professional and efficient manner. I wish I could work with OOCL staff everyday!”

Customer Focus

We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration to enhance customer competitiveness.

We *Take It Personally* for our customers – going beyond normal job responsibilities to serve our customers both internally and externally.

Let's keep us connected and follow us on social media!



OOCL

We take it personally

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Safety First- Battery Powered and Hybrid Vehicles

With an increase in shipments for battery-powered and hybrid vehicles, it is important to understand key differences compared to traditional vehicles, risk factors, and classification requirements.

What information does OOCL ask for?

To protect all stakeholders in an export transaction, we will request the accompanying MSDS, DG Certificate, Schedule B number, HS Code, and may ask for photographs to validate vehicle classification.

What is cargo misdeclaration?

OOCL differentiates between two types of misdeclarations: commodity and dangerous goods. Commodity misdeclarations apply when a cargo commodity is either misdeclared and/or weight is under or over-declared by 2 tons.

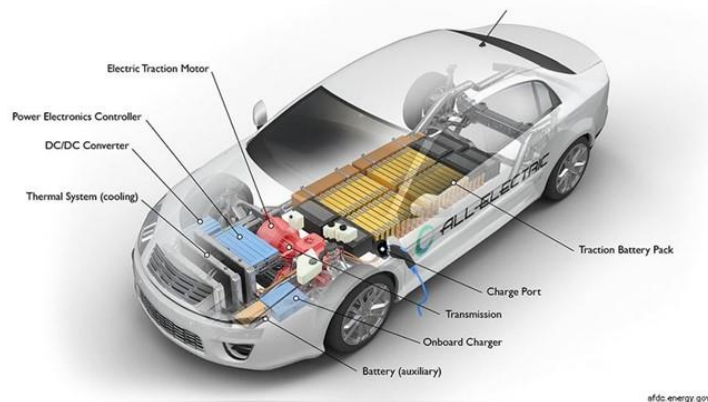
DG misdeclaration apply when general cargo is changed to hazardous cargo (either in dry or refrigerated stowage), there is a change of hazardous cargo description such as, but not limited to change of class, UN, packing group, technical name or concentration percentage, or prohibited/restricted cargo, or local authority confirmed cargo smuggling with cargo misdeclaration). Fines are imposed only with the intent to eliminate recurrence.

SAFETY FIRST BATTERY-POWERED AND HYBRID VEHICLES

At OOCL, the safety of our crews, vessels, and cargo take the highest priority. To protect all stakeholders during an export transaction, we will request the accompanying MSDS, DG Certificate, Schedule B no., HS Code, and may ask for photographs to validate vehicle classification.



All-Electric Vehicle



efdc.energy.gov

DIFFERENCES BETWEEN BATTERY-POWERED AND HYBRID VEHICLES

Battery Electric Vehicles are electric vehicles that utilize chemical energy that is stored in rechargeable battery packs. Electric vehicles use electric motors instead of, or in addition to, internal combustion engines.

Hybrid Electric Vehicles are powered by an internal combustion engine and an electric motor, which uses energy stored in batteries. A hybrid electric vehicle cannot be plugged in to charge the battery. Instead, the battery is charged through regenerative braking and by the internal combustion engine.

Both vehicles have in common the overall quantity and type of batteries utilized [lead-acid, nickel-metal hydride (NiMH), or lithium-ion (Li-ion)] in comparison to internal combustion engines. **This requires additional review and classification under the IMDG Code.**

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My OOCL Center: View and Print Invoices



MOC- My OOCL Center

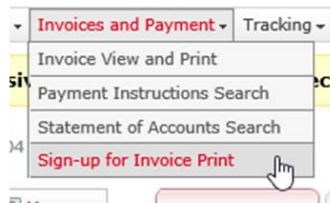


View and Print Invoices

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:

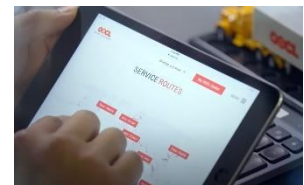
Invoice Status:

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

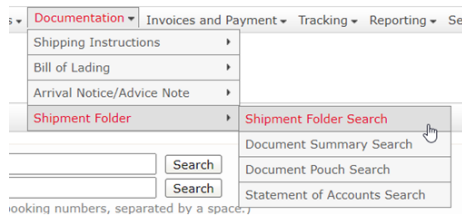
Documentation Upload

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 Expand

Booking #	B/L #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
267078111			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 <i>Tip</i>	Uploaded Time <i>Tip</i>	Uploaded from	Description/Remarks	Document Status	Actions
<input type="checkbox"/>	AES (for US laden cargo)	267078111					Requested	
<input type="checkbox"/>	Verified Gross Mass	267078111					Requested	
<input type="checkbox"/>	Shipping Instruction/BL Master	267078111					Requested	

[Add Document](#)



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](#))

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

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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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