

# CUSTOMER

## NEWSLETTER

November 12, 2021

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**OOCL**  
*We take it personally*

Dear Valued Customer,

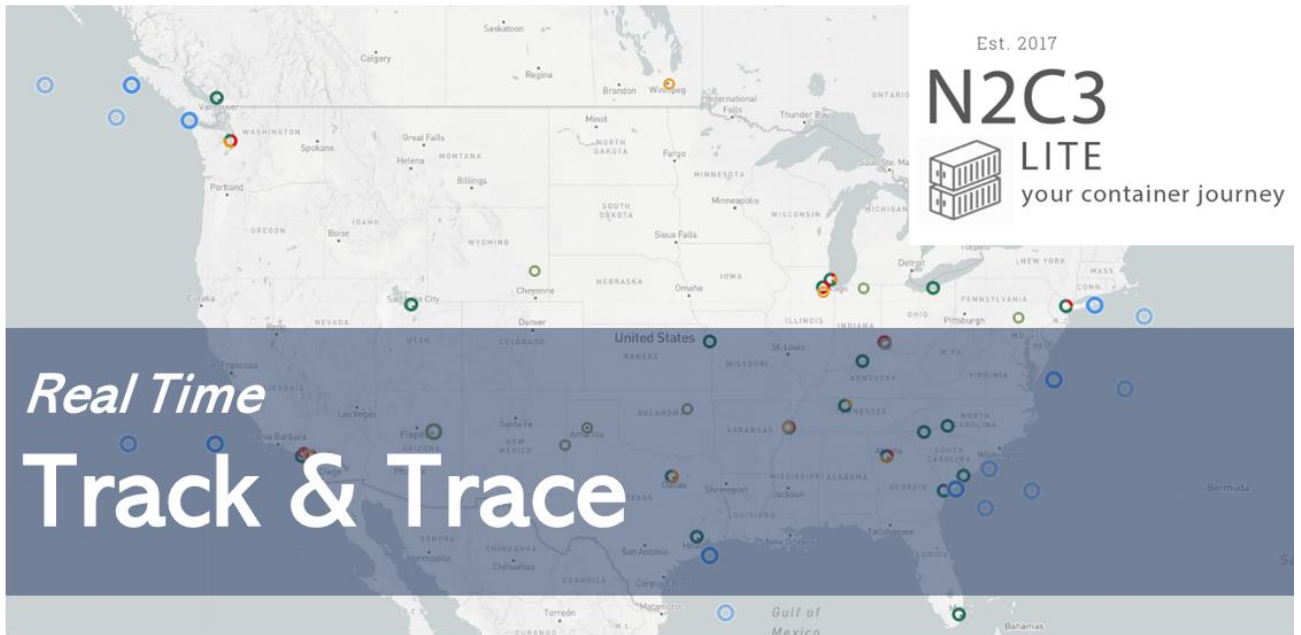
Thank you for your interest in  
our newsletter.

We hope you find our most  
recent edition informative  
and please contact OOCL  
for your ocean transportation  
needs.

OOCL  
*We take it personally.*

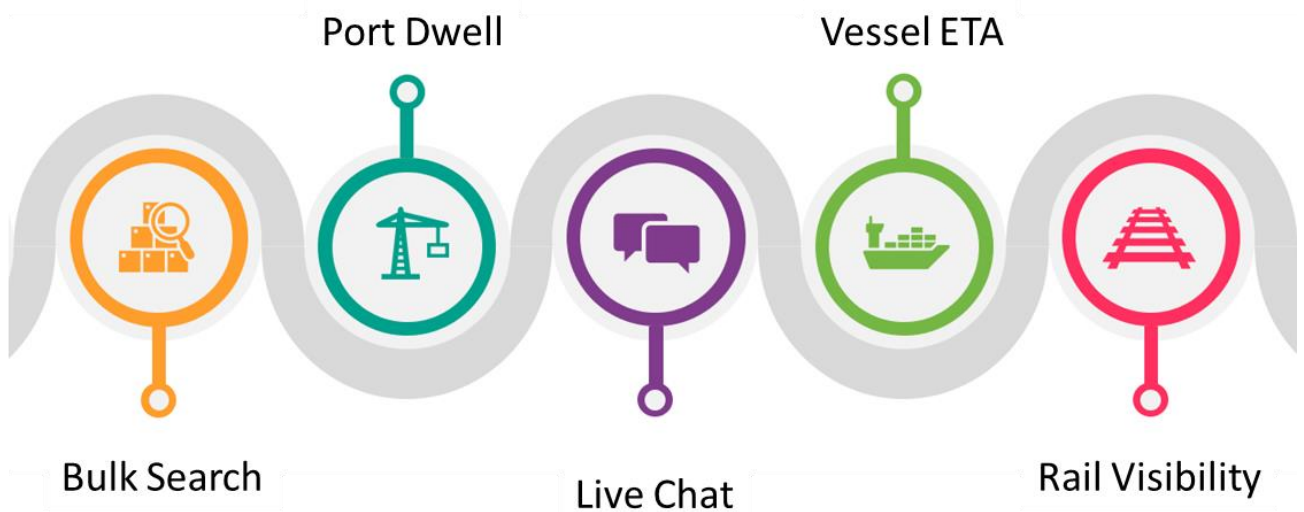
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## Real Time Track & Trace- N2C3 Lite



### ABOUT N2C3 Lite

N2C3 Lite is an advanced track and trace tool for North America shipments, which allows exceptional management 24/7 at your fingertips! Features a visual map to pinpoint your container(s) location.



For live product demonstrations or any other questions, contact [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).

## OOCL named “Best Shipping Line- Intra-Asia” at the 2021 AFLAS Awards

OOCL is proud to be named the “Best Shipping Line – Intra-Asia” at the 2021 Asian Freight, Logistics and Supply Chain (AFLAS) Awards for its outperformance in the region.

The AFLAS awards were hosted annually by Asia Cargo News, a leading publication for the freight, logistics and supply chains industries in the Asia Pacific region, aiming to recognize service providers which have demonstrated outstanding performance in various aspects.

OOCL won the “Best Shipping Line – Intra-Asia” award among its industry peers for its outperformance in areas such as customer-oriented services and solutions, comprehensive service network, competitive freight rates and effective and easy-to use IT systems in the Intra-Asia trade lane.

In this extraordinary time which the operating environment has become extremely challenging, this award has also recognized the company’s ability in managing disruptions, meeting customers’ expectation, and delivering quality services under unprecedented fast-changing and high-pressure environment.

Receiving the award, Mr. Raymond Fung, Director of Trades of OOCL said, “The operating environment has become extremely complicated since the pandemic. In the Intra-Asia trade, we have experienced significant disruptions caused by port congestion in many parts of the region, as well as the ripple effects of congestion and disruption elsewhere across the world, making it particularly meaningful for us to receive this award this year. We are glad that the efforts of our colleagues are being recognized. On behalf of OOCL, I would

like to thank our customers for their long-term support. We will continue to do our best to maintain our high operating and services standards in the future.”

To read more about this article, please visit our [website](#).



## 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 November 9 and OOCL's DFRD is November 12. To avoid demurrage charges, utilize the latest date, which is OOCL's DFRD of November 12.



## My OOCL Center: BL Draft Amendments



# MOC- My OOCL Center



## BL Draft Amendments

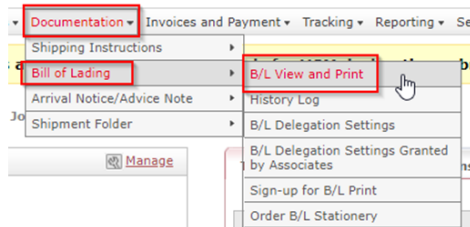
My OOCL Center (MOC) allows you to submit amendments for bill of lading (B/L) in draft status. This is an efficient way to communicate with our documentation team providing transparency and easy accessibility.

### 1 Log into MOC

Log into your “My OOCL Center” at [www.oocl.com](http://www.oocl.com) with your user ID and password.

### 2 Go to the “Documentation” module

From the main menu, make the following selection: Documentation → Bill of Lading → B/L View and Print. Then select “Draft” in the BL “Type” and click search.



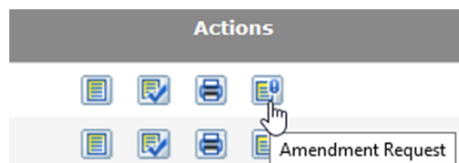
B/L Type

Type: \*  New or Viewed

Source:

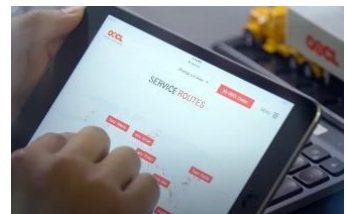
### 3 Select the BL to amend

Select the B/L that you wish to amend by clicking on the “Amendment Request” icon under the Actions column located on the right-hand side of the screen. Make the necessary changes and validate request.



- OOCL Documentation department will process request and then upload a revised copy of the draft (version 2).
- If you need to make additional changes to the draft, repeat steps above. Each time you submit a new version will be available online and it will override the previous version.

**Important note:** Once a draft becomes a Bill of Lading (Seaway or Original), you will need to contact documentation department via email to make any changes as amendments are only available online while in “Draft” status.



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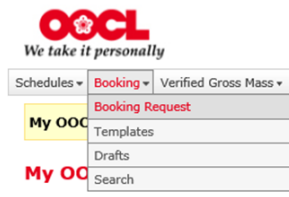
## Pro-Tip: Booking Templates

# PRO TIP Booking Submission Templates

Submitting online booking and utilizing booking templates within My OOCL Center can expedite your booking creation experience. Please follow the steps below to create new booking templates.

For any questions, please contact our e-commerce department at [OOCLCOM@oocl.com](mailto:OOCLCOM@oocl.com).

- 1 Log into MOC and click on “Booking” option from the menu then select “Booking Request.”



- 2 After clicking on the “Booking Request” option, a blank booking screen will be generated. Please ensure to fill out all fields that have a \* by it since these are mandatory. Please find below tips on how to fill out the form.

### Rate/Reference information:

The screenshot shows a form titled 'Rate/Reference Information'. The 'Rate Reference Number' field is highlighted with a red box and contains the text 'Service Contract Number' with a dropdown arrow. There is also an empty input field next to it.

Contract versions are not needed. Simply use the main contract number per below example:  
 MT123456 = OK  
 MT123456v001 = remove v001  
 The rate ref# or service contract will need to shown as a party of the booking.

### Parties:

The screenshot shows the 'Parties' form. It has fields for 'Shipper' (Company, Street) and 'Forwarder' (Company, Street). There are checkboxes for 'Copy from My Profile' for both. The 'Shipper' checkbox is checked and highlighted with a red box.

Please note that only the shipper information is mandatory. For time savings purpose, check the box “Copy from My Profile” to autofill your information.

### Cargo Nature:

The screenshot shows a dropdown menu for 'Cargo Nature'. The options are 'General', 'Reefer', 'Dangerous', and 'Awkward'. 'General' is selected and highlighted with a blue box.

After you select the cargo nature, the container size type filed will automatically default to the most frequently used types.

Note: If you are submitting a booking for reefer dangerous cargo, please select the “Reefer” option under “Cargo Nature” and include in the “Cargo Descriptions” field that the cargo is hazardous/dangerous in addition to the commodity description.

## Results:



**Faster Turnaround Time**



**Easy Booking Template Submission**



**Increased Accuracy on Booking Information**



**Seamless Customer Service Experience**



**Within 4 Business Hours Turn-around**



**Increased Visibility into Booking Status**



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## Customer Solutions

OOCL is well-known in the industry for our quality services and *Take it Personally* approach to making sure our customers are well taken care of and they supply chains are moving as efficiently as possible. Our customer-centric solutions provide customer service agent support, features and online platforms for your business needs.

# CUSTOMER-CENTRIC SOLUTIONS



## Customer Service

- **E-mail:** We are committed to answering within 1 business days. Our local e-mail information can be found [here](#).
- **Calls:** Phone calls are answered in 15 seconds! Contact us at 1-888-388-6625 for your import and export customer service needs.
- **Feedback:** We want to hear from you! To submit your suggestions and compliments, visit our site and click on "Contact Us" from the menu option.



## My OOCL Center

- **Summary:** Allows you to manage your OOCL shipments online.
- **Export Features:** 24/7 booking submission and templates, amendment service request, required documentation upload through shipment folder, OOCL stationary ordering, VGM submission, sailing schedule and more.
- **Import Features:** customs release information, arrival notice email notification, customized reports, rail pickup number.



## OOCL.com

- **Cargo Tracking:** Ability to search by container, booking or bill of lading number. Provides container events and last free date.
- **Sailing and Vessel Schedule:** Easily input origin and destination port pairs to identify our services, transit time and cutoff.
- **Local News:** OOCL.com Local News features a bi-weekly Customer Newsletter with latest events, service exceptions, customer advisories and much more!



## Conference Call

- Connect with our sales and e-commerce departments utilizing Microsoft Teams personalized conference calls.



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