

CUSTOMER

NEWSLETTER

December 10, 2021

Inside This Issue:

[Introduction](#)

[New Product: Pacific
China South Express
\(PCSX\)](#)

[Service Update- East
Mediterranean- America
Service \(EMA\)](#)

[Vessel Tracking on
OOCL.com](#)

[My OOCL Center: Service
Request Booking
Amendments](#)

[Pro-Tip: Verifying dates on
existing bookings](#)

[*We take it personally!*](#)



OOCL
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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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New Product: Pacific China South Express (PCSX)

In response to the evolving needs of the market, we are pleased to announce the launch of the **Pacific China South Express (PCSX)** product in the Trans-Pacific network to satisfy customers' needs for fast and reliable shipping.

The PCSX is a brand new service designed to offer express linkage from South China to Long Beach (Long Beach Container Terminal-LBCT). The first sailing began on November 20, 2021. For more information, please contact your local sales representative or visit our [site](#).



Pacific China South Express (PCSX)

ADVANTAGES:

Express service from Yantian to Long Beach: only 13 days of transit time!

Exclusive Fuqing coverage to US West Coast

Long Beach Container Terminal: Most technically advanced and efficient terminal in North America

PORT ROTATION:

EB: Shanghai – Fuqing – Xiamen – Yantian – Long Beach

WB: Long Beach – Shanghai – Fuqing – Xiamen – Yantian

Service Updates- East Mediterranean- America Service (EMA)

Please note that our East Mediterranean – America Service (EMA) service will begin calling Charleston, North Charleston Terminal instead of Savannah, for a period of 6 weeks, commencing as from the following voyage:

- **Seaspan Chiba 003 W, ETA Charleston on January 14, 2022**

The full terminal address is as follows:

South Carolina Ports Authority

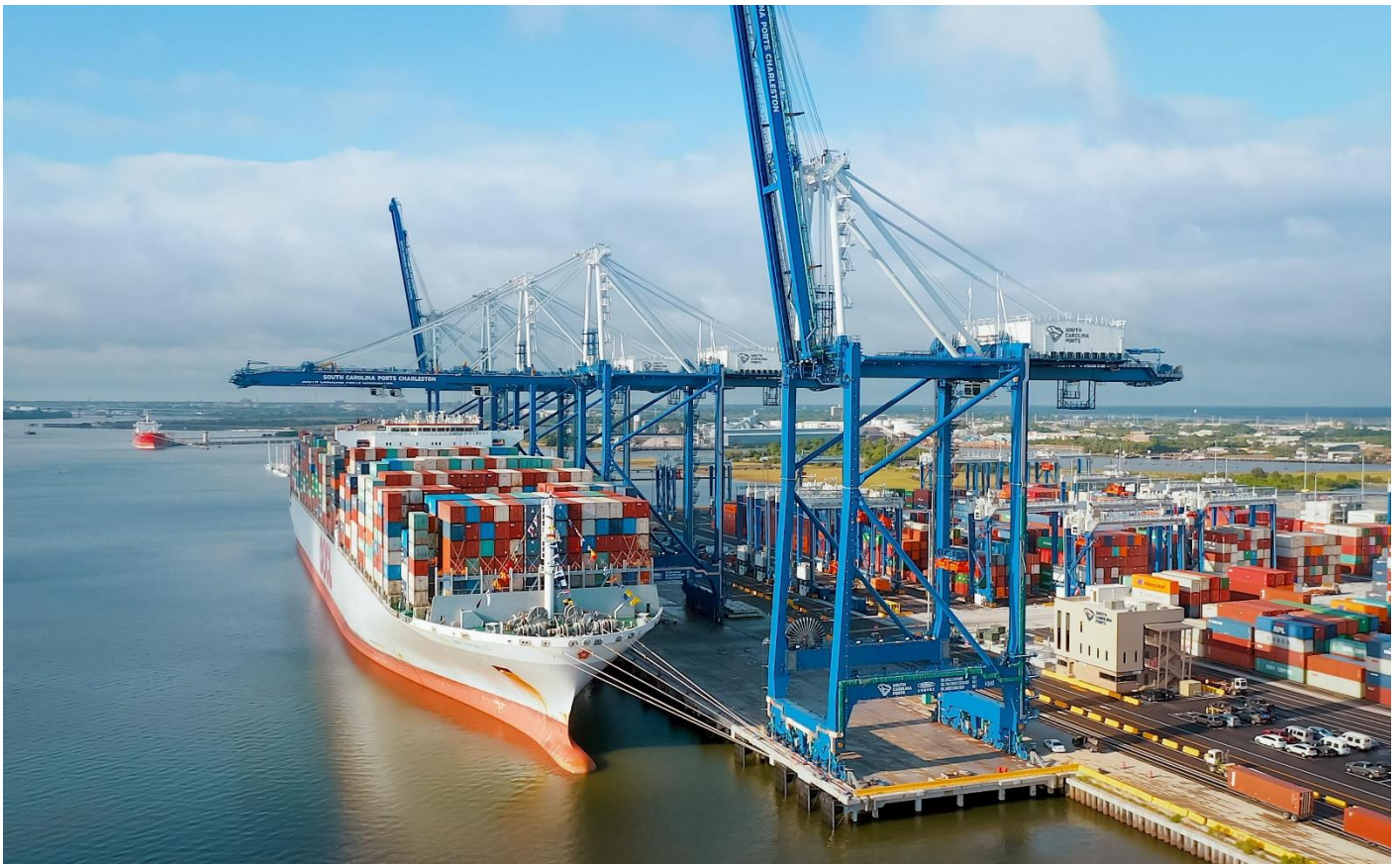
North Charleston Terminal

1000 Remount Road

North Charleston, SC

29406

For any additional information, please visit our [site](#) or contact our local customer service department.

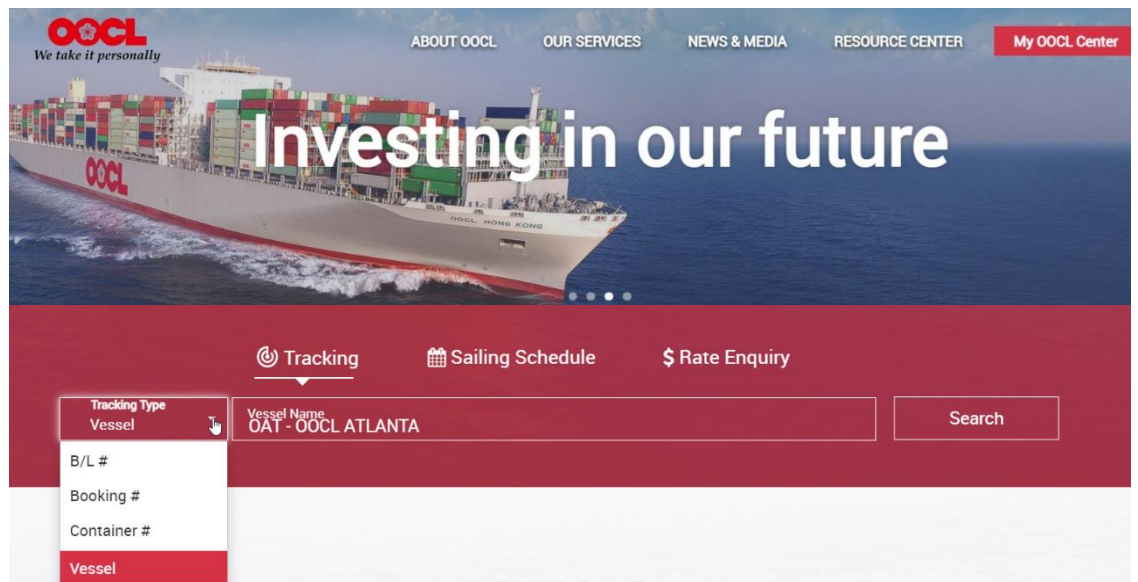


Vessel Tracking on OOCL.com

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 Port: All
Date Range: 09 Nov 2021 - 01 Feb 2022

Port	Arrival		Service	Voyage	Departure		Service	Voyage	Remarks
	Local Time				Local Time				
Southampton	16 Nov 2021, 12:58 Tue (actual)		ATE1	139E	17 Nov 2021, 15:48 Wed (actual)		ATE1	136W	Delayed : Previous Port Delayed
Antwerpen	18 Nov 2021, 21:39 Thu (actual)		ATE1	136W	20 Nov 2021, 02:09 Sat (actual)		ATE1	136W	Delayed : Previous Port Delayed
Rotterdam	20 Nov 2021, 22:25 Sat (actual)		ATE1	136W	22 Nov 2021, 06:45 Mon (actual)		ATE1	136W	Delayed : Previous Port Delayed
Bremerhaven	24 Nov 2021, 22:42 Wed (actual)		ATE1	136W	27 Nov 2021, 00:25 Sat (actual)		ATE1	136W	Delayed : Previous Port Delayed
Norfolk	06 Dec 2021, 07:06 Mon (actual)		ATE1	136W	07 Dec 2021, 10:00 Tue (estimated)		ATE1	137E	Delayed : Previous Port Delayed
New York	12 Dec 2021, 08:00 Sun (estimated)		ATE1	137E	14 Dec 2021, 06:00 Tue (estimated)		ATE1	137E	Delayed : Port Rotation Changed
Charleston	16 Dec 2021, 07:00 Thu (estimated)		ATE1	137E	17 Dec 2021, 07:00 Fri (estimated)		ATE1	137E	Delayed : Previous Port Delayed
Southampton	25 Dec 2021, 06:00 Sat (estimated)		ATE1	137E	26 Dec 2021, 00:00 Sun (estimated)		ATE1	138W	Delayed : Previous Port Delayed
Antwerpen	26 Dec 2021, 21:30 Sun (estimated)		ATE1	138W	27 Dec 2021, 14:30 Mon (estimated)		ATE1	138W	Delayed : Previous Port Delayed
Rotterdam	28 Dec 2021, 05:30 Tue (estimated)		ATE1	138W	29 Dec 2021, 09:30 Wed (estimated)		ATE1	138W	Delayed : Previous Port Delayed
Bremerhaven	30 Dec 2021, 05:00 Thu (estimated)		ATE1	138W	31 Dec 2021, 15:00 Fri (estimated)		ATE1	138W	Delayed : Previous Port Delayed
Le Havre	01 Jan 2022, 21:30 Sat (estimated)		ATE1	138W	02 Jan 2022, 12:30 Sun (estimated)		ATE1	138W	Delayed : Previous Port Delayed
New York	10 Jan 2022, 07:00 Mon (estimated)		ATE1	138W	11 Jan 2022, 15:00 Tue (estimated)		ATE1	139E	
Norfolk	12 Jan 2022, 18:00 Wed (estimated)		ATE1	139E	13 Jan 2022, 20:00 Thu (estimated)		ATE1	139E	
Charleston	17 Jan 2022, 07:00 Mon (estimated)		ATE1	139E	18 Jan 2022, 01:00 Tue (estimated)		ATE1	139E	

Port Call: 1 to 15 of 18

Page 1 of 2 Next



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My OOCL Center: Service request- booking amendment



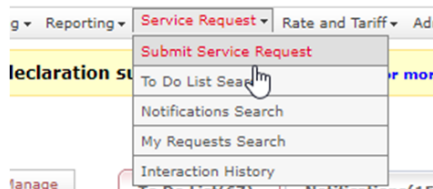
MOC- My OOCL Center



Service Request: Booking Amendment

For any booking amendments, including rolling or advancing a booking as well as booking reduction or cancellation, the most efficient method to making changes to your booking(s) is having your updates submitted through a service request within My OOCL Center (MOC). The turnaround time for service request submissions is quicker and a better option than submitting the request via email, which can take up to 1 business day. The steps below provides guidance on how to submit a service request.

- 1 Log into MOC and go to Service Request → Submit Service Request.



- 2 Enter in your booking number → Search and select the appropriate service request based on your needs. The example below is for “Increase/Split/Roll/Reduce Booking.” Then click on the “Online” hyperlink.

Create Service Request		Service Request Summary																															
<p>Search Related Shipment</p> <p>Bill of Lading Number: [Search]</p> <p>Booking Number: 123456789 [Search]</p> <p>Container Number: [Search]</p> <p>Invoice Number: [Search]</p> <p>Vessel Voyage: Vessel Name: Voyage Number: [Search]</p> <p>Reference Number: [Select] [Search]</p>		<p>Booking Number: []</p> <table border="1"> <thead> <tr> <th>Service Request</th> <th>Type</th> <th>Tip</th> </tr> </thead> <tbody> <tr> <td>AES-Canada Proof of Report Information</td> <td>Online</td> <td>Submit your AES or Canada Proof of Rep</td> </tr> <tr> <td>Add-Change Booking Reference Information</td> <td>Online</td> <td>Amend rate reference or add/remove/ch</td> </tr> <tr> <td>Booking-Container Amendment Request</td> <td>Online</td> <td>Increase/Split/Roll/Reduce booking</td> </tr> <tr> <td>Cancel Booking Request</td> <td>Online</td> <td>Request booking cancellation</td> </tr> <tr> <td>Change Booking Parties Request</td> <td>Online</td> <td>Change Shipper, Forwarder or Consigne</td> </tr> <tr> <td>Change Booking Routing Request</td> <td>Online</td> <td>Request routing change prior to vessel d</td> </tr> <tr> <td>Change Cargo Nature or Description Request</td> <td>Online</td> <td>Change cargo Nature/(type) or commodit</td> </tr> <tr> <td>Export Carrier Door-Pickup Instructions</td> <td>Online</td> <td>Submit your door pickup instructions for</td> </tr> <tr> <td>Export Change of Destination North America</td> <td>Online</td> <td>Export Change of Destination for cargo c</td> </tr> </tbody> </table>		Service Request	Type	Tip	AES-Canada Proof of Report Information	Online	Submit your AES or Canada Proof of Rep	Add-Change Booking Reference Information	Online	Amend rate reference or add/remove/ch	Booking-Container Amendment Request	Online	Increase/Split/Roll/Reduce booking	Cancel Booking Request	Online	Request booking cancellation	Change Booking Parties Request	Online	Change Shipper, Forwarder or Consigne	Change Booking Routing Request	Online	Request routing change prior to vessel d	Change Cargo Nature or Description Request	Online	Change cargo Nature/(type) or commodit	Export Carrier Door-Pickup Instructions	Online	Submit your door pickup instructions for	Export Change of Destination North America	Online	Export Change of Destination for cargo c
Service Request	Type	Tip																															
AES-Canada Proof of Report Information	Online	Submit your AES or Canada Proof of Rep																															
Add-Change Booking Reference Information	Online	Amend rate reference or add/remove/ch																															
Booking-Container Amendment Request	Online	Increase/Split/Roll/Reduce booking																															
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Export Carrier Door-Pickup Instructions	Online	Submit your door pickup instructions for																															
Export Change of Destination North America	Online	Export Change of Destination for cargo c																															

- 3 A pre-filled form will populate, and you should check the appropriate amendment type box and enter any further details or comments on the “Change Remarks” field. Click on the “Submit” button to finalize submission. You will be provided with a stamp date and time receipt of your Service Request.

Booking Request for: Increase/Split/Advance/Roll/Reduce/Change Size-type

* Denotes mandatory

Booking Number: []

Booking Party: []

Place of Receipt: New York, New York, United States Port of Load: New York, New York, United States

Port of Discharge: Shanghai, China Final Destination: Shanghai, China

Vessel / Voyage: EVER LENIENT 054W

Cargo Type: General Cargo

Cargo Description: []

* Amendment Type: Increase Booking Split Booking Advance Booking Roll Booking Reduce Booking

Change Remarks: []

Results:



Faster Updates to your Booking (s)



Easy Service Request Template Submission



Increased Accuracy for Amendment Information



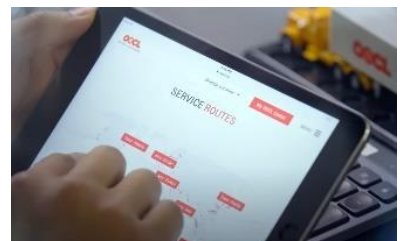
Seamless Customer Service Experience



Within 4 Business Hours Turn-around



Increased Visibility into Booking Amendment Status



[Return to Top](#)

Pro-Tip: Verifying Dates on Existing Bookings

PRO TIP Verifying Dates on Bookings

To facilitate the viewing of important elements within your export shipments such as booking status, cutoff date and documentation deadlines, you can find information in one stop utilizing our online platform My OOCL Center (MOC).

Shipment Details Feature

Step 1: Login to MOC with your user ID and password.

Step 2: In the middle of the page, you can perform a search by clicking on the “Shipment Details” option and input the booking number. Then click on the “Search” button.

Search

Search by: Cargo Tracking Shipment Details Shipment Folder

Bill of Lading Number:

Booking Number:

Container Number:

(Maximum 6 container numbers, separated by a space.)

Shipment Details

Search by

Shipment Details - Booking Number [Refresh Data](#)

Last Modified: 03 Dec 2021, 07:50 Local

Shipment Information

Carrier: OOCL

Status

Booking Status: **Confirmed** [\(Legal Disclaimer\)](#)

Booking Status Remark: Shipment Confirmed

Internet Booking Reference Number: **1234567890123456**

Status of Container: Not Covered

Shipping Instructions

SI Cutoff Time: 11 Jan 2022, 16:00 PST

SI Status: Not Received

Internet SI Reference Number:

Advance Manifest Required

Country	
China	Port of discharge is in China

Cargo Cutoff Time: 11 Jan 2022, 15:00 PST

OOCL Required Document Status

Advantages



24/7 Access and Availability



User-friendly Platform



Accurate Data and Information

[Return to Top](#)

We take it personally!

OOCL's virtual network capabilities and applications are used to keep trade moving, your businesses running, and our relationships are closer than ever. By working together, we can overcome any challenges and achieve wonders.



Our Service Highlights

Your Vital Link to World Trade

Customer service

24/7
support and
online tools

More than

80%
Confirmed within
4 hours

Calls answered in

15
Seconds

Commitment to Quality



99% of B/Ls
issued with
accuracy



99% of Freight
Invoices are
issued accurately



Transparency
and visibility to
cargo monitoring



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[Return to Top](#)