

# CUSTOMER

## NEWSLETTER

December 23, 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.*

## Season's Greetings- A message from our President



# SEASON'S *Greetings*

Dear Valued Customer,

As 2021 comes to a close, it marks another extraordinary year where our shipping industry faced many challenges.

By working together through these uncertainties, we were able to overcome obstacles and provide you with consistent quality services that you have come to expect from OOCL.

We wanted to take this opportunity to thank you for your ongoing support, and to appreciate the collaborative relationships we have jointly built.

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### A MESSAGE FROM OUR PRESIDENT

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With the start of a new year, we will continue to focus on our core values where *We Take it Personally* is not just a slogan, it is part of our mission and culture. We are here to help you through these challenging times.

OOCL is committed to creating value to your business needs, and to remaining a vital link to world trade.

Wishing you and yours a happy holiday season filled with joy and good health. As we start 2022, we look forward to continuing to work together for another successful new year.

Sincerely,  
Paul Devine, President OOCL (USA) Inc.



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## Outstanding Efforts in Weather Observation Awards

A total of nine OOCL vessels received an award for outstanding efforts in taking weather observations at seas. This recognition took place during the Hong Kong Voluntary Observing Ships (HKVOS) programme 2020.

The HKVOS programme aims to gather and provide marine climatology data needed to help identify prevailing weather conditions for preparing forecasts and warnings to the maritime community.

We received the following awards:

- **Platinum Award** (more than 400 weather reports contributed for the year).
- **Gold Award** (more than 300 weather reports contributed for the year).
- **Certificate of Appreciation** (Assistance in deploying drifter buoys in July 2020 to enhance ocean observation during the tropical season).



## Service Updates- Marine Terminal Gate Closures

The following marine terminal gates have announced their holiday hours Christmas Eve and Christmas Day in the **United States** and **Canada**.

Port	Terminal Name	Christmas Eve	Christmas Day
Baltimore	Seagirt Terminal	Closed	Closed
Charleston	North Charleston Terminal	Open till 15:00	Closed
Charleston	Wando Welch Terminal	Open till 15:00	Closed
Halifax	PSA Halifax	Open	Closed
Houston	Barbours Cut Terminal	Open	Open
Houston	Bayport Terminal	Open	Open
Miami	South Florida Container Terminal (SFCT)	Closed	Closed
Mobile	APM Mobile	Closed	Closed
Montreal	Racine Terminal	Closed	Closed
Montreal	Cast Terminal	Closed	Closed
Montreal	Viau Terminal	Closed	Closed
New Orleans	Napolean Terminal	Closed	Closed
New York	Maher Terminals	Closed	Closed
New York	APM Elizabeth	Closed	Closed
Norfolk	Virginia International Gateway (VIG)	Closed	Closed
Norfolk	Norfolk International Terminals (NIT)	Closed	Closed
Oakland	OICT	Closed	Closed
Oakland	Trapac OAK	Open till 13:30	Open till 13:30
Oakland	Everport OAK	Closed	Closed
Prince Rupert	Fairview Terminal	Open	Closed
Savannah	Garden City Terminal (GPA)	Open till 15:00	Closed
Seattle	T-30	Open	Closed
Seattle	T-18	Open till 13:30	Open till 13:30
Tacoma	Pierce County Terminal	Closed	Closed
Tampa	Ports America, Tampa	Closed	Closed
Vancouver	Deltaport	Open	Closed
Vancouver	Vanterm	Open	Closed
Vancouver	Centerm	Open	Closed

## My OOCL Center: Arrival and Advice Notices



# MOC- My OOCL Center



## Import Features: Arrival and Advice Notices

My OOCL Center (MOC) provides you with visibility to monitor all your shipments. In this edition, we will be featuring how to view and print Arrival/Advice Notices.

### MOC Features:



Receive Arrival/Advice Notices by e-mail.



Search for Arrival/Advice Notices by bill of lading number, container number, vessel name or ETA.



Print Arrival/Advice Notices in batch.



Share access to Arrival/Advice Notices with associates.

### Steps:

1

Login to My OOCL Center by visiting our site.

2

On the main menu, under “Documentation” option, select Arrival/Advice Notices. Then select “Sign-up for A/N print.”

3

Submit Request. Once approved by OOCL, update user profiles to allow users to view and print arrival/advice notices.

4

To subscribe to receive Arrival Notices via email, click on “Administration” then select “MyProfile” and “Email Subscriptions.” Check the desired subscription to receive AN either batch or single.



For more information, please contact our e-commerce team at: [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com)



## Pro-Tip: Booking Acknowledgement (BA)

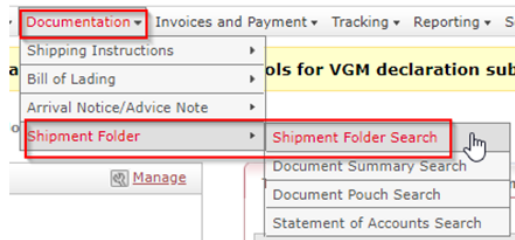
# PRO TIP

## Booking Acknowledgement

### How to obtain a copy

After your booking has been created, you will receive a booking acknowledgement (BA) with details about your shipments including booking status, route information including cutoff dates and required documentation. To obtain a copy of your latest BA version for your booking, My OOCL Center (MOC) provides easy access per the steps outlined below.

- 1 Login to MOC with your user ID and password.
- 2 From the main menu, click on “Documentation” then “Shipment Folder” and select “Shipment Folder Search.”



- 3 Input your booking number and click on the “search” button. Then click on the “Provided by OOCL” tab and a copy of the most recent booking acknowledgement will be available for download by clicking on the download icon under “Actions” column.

**Shipment Folder Search** [Submit your Service Request to OOCL Online.](#)

Search by

Bill of Lading Number:

Booking Number:

Container Number:

Reference Number:

Search Result

Booking #	B/I #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
			OMA CGH J. MADISON 132W	Long Beach, California, United States	Los angeles 08 Jan 2022, 17:00 PST (estimated)	Port Klang 02 Feb 2022, 05:00 MYT (estimated)	Port Klang, Selangor, Malaysia

Details of the Shipment Folder

Required by OOCL:  Provided by OOCL  User-Defined

Document Name	Booking Number	Bill of Lading Number	Uploaded Time	Description/Remarks	Actions
<input type="checkbox"/> Booking Acknowledgement	2011111111		21 Dec 2021, 10:44 PST		<input type="button" value="Download"/>

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## OOCL E-Card: Happy Holidays!

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Every year, OOCL creates a customized season's greetings e-card to share with you our holiday spirit.

We wish our valued customers a Merry Christmas and a happy holiday season and look forward to servicing you in 2022.



Happy Holidays!

