

CUSTOMER

NEWSLETTER

July 22, 2022

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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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Why book with OOCL?



CUSTOMER FOCUS

EXCELLENCE THROUGH QUALITY




94%
Calls answered in 15 seconds!



24/7
Customer Support and Online Tools.



80%
Confirmed e-bookings within 4 hours!




99% of B/Ls issued with accuracy.



Connecting more than 600 international ports and terminals around the world.



More than 190 weekly Ocean Services including Latin America.



1 Business day turn around time for email responses.



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E-commerce solutions

E-commerce Solutions



For the various OOCL online tools that are available, we offer customer support and training on how to navigate and learn best practices. This added value service is available at no cost for all export and import customers within North America.

Personalized training

Customer-centric experience

Product expertise for easy navigation

Customized reports assistance

Contact us



OOCLCOM@OOCL.COM



<https://www.oocl.com/usa/eng/localinformation/digitalsolutions>



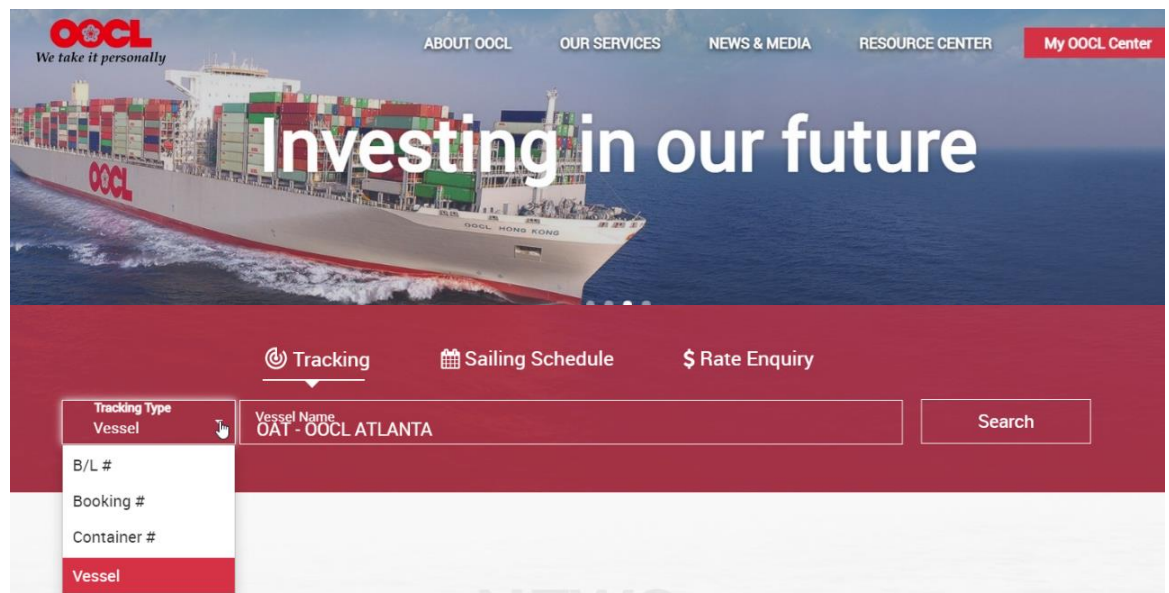
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Vessel tracking on OOCL.com

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: 21 Jun 2022 - 13 Sep 2022

Port	Arrival				Departure				Remarks
	Local Time	Service	Voyage	Local Time	Service	Voyage			
Norfolk	22 Jun 2022, 10:46 Wed (actual)	ATEL	148W	23 Jun 2022, 06:09 Thu (actual)	ATEL	145E	Delayed : Previous Port Delayed		
New York	30 Jun 2022, 13:36 Thu (actual)	ATEL	145E	02 Jul 2022, 21:34 Sat (actual)	ATEL	145E	Delayed : Previous Port Delayed		
Savannah	16 Jul 2022, 03:09 Sat (actual)	ATEL	145E	16 Jul 2022, 06:52 Mon (actual)	ATEL	145E			
Southampton	27 Jul 2022, 05:30 Wed (estimated)	ATEL	145E	27 Jul 2022, 23:30 Wed (estimated)	ATEL	146W	Delayed : Previous Port Delayed		
Antwerpen	29 Jul 2022, 06:00 Fri (estimated)	ATEL	146W	30 Jul 2022, 14:00 Sat (estimated)	ATEL	146W			
Rotterdam	02 Aug 2022, 18:00 Tue (estimated)	ATEL	146W	04 Aug 2022, 15:00 Thu (estimated)	ATEL	146W			
Bremerhaven	05 Aug 2022, 14:00 Fri (estimated)	ATEL	146W	07 Aug 2022, 14:00 Sun (estimated)	ATEL	146W			
Le Havre	09 Aug 2022, 06:00 Tue (estimated)	ATEL	146W	10 Aug 2022, 04:00 Wed (estimated)	ATEL	146W			
New York	17 Aug 2022, 07:00 Wed (estimated)	ATEL	146W	19 Aug 2022, 09:00 Fri (estimated)	ATEL	147E	Delayed : Previous Port Delayed		
Norfolk	20 Aug 2022, 12:00 Sat (estimated)	ATEL	147E	21 Aug 2022, 16:00 Sun (estimated)	ATEL	147E			
Charleston	23 Aug 2022, 02:30 Tue (estimated)	ATEL	147E	23 Aug 2022, 20:30 Tue (estimated)	ATEL	147E			
Southampton	01 Sep 2022, 12:00 Thu (estimated)	ATEL	147E	02 Sep 2022, 06:00 Fri (estimated)	ATEL	148W			
Antwerpen	03 Sep 2022, 03:30 Sat (estimated)	ATEL	148W	03 Sep 2022, 20:30 Sat (estimated)	ATEL	148W			
Rotterdam	04 Sep 2022, 11:30 Sun (estimated)	ATEL	148W	05 Sep 2022, 15:30 Mon (estimated)	ATEL	148W			
Bremerhaven	06 Sep 2022, 11:00 Tue (estimated)	ATEL	148W	07 Sep 2022, 21:00 Wed (estimated)	ATEL	148W			

Port Call: 1 to 13 of 16 Page 1 of 2 Next

My OOCL Center: Company registration



Company Registration

My OOCL Center allows you to manage all your shipments online. To begin utilizing My OOCL Center, you first need to register to become a user. There are 2 quick ways to register as outlined below. For any questions, please reach out to your local e-commerce team at OOCLECOM@oocl.com.

New Company Registration

1

For initial registration, simply visit our site: www.oocl.com. In the right upper corner, click on the red button “My OOCL Center.”



2

After clicking on “My OOCL Center” red button, the login window will prompt. Select the “Register Now” option.

OOCL
We take it personally

User ID

Password

Remember my User ID

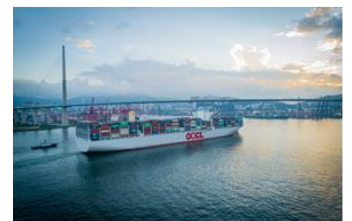
[Forgot your User ID / Password or IVR PIN?](#)

Register now Sign In

New User- Company already registered

3

If your company is already registered, and you would like to be added as a new user, you may contact the company administrator who can create new users under the company account. They can reference our [guideline](#) for further steps to add a new user.



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Pro-Tip: Administrative features

PRO TIP Administrative features

My OOCL Center (MOC) provides important administrative features such as the ability to update company address as well as adding new users to have access to manage shipments within the same company.



Customer-centric Solutions

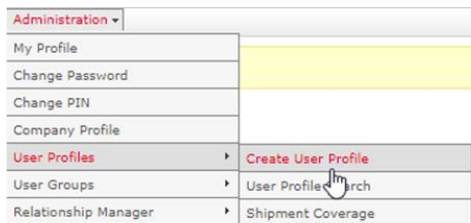
Changing Company Address

It is important for your company to maintain accurate and current address on My OOCL Center (MOC). This will assist our customer service team to process your bookings faster and if you order bill of lading paper online it will assist to ship it to the correct address.

- 1 Log into MOC and click on “Administration” option from the menu then select “Company profile” to identify your company’s administrator. The contact information of the administrator will be available under the “Administrator” section.
- 2 The administrator must login to MOC. In the main menu, select “Administration” option and then click on the “Company Profile.” Make the required changes to update your address and click on the “Save” button at the bottom of the screen.

Adding New Users (For Company Administrators only)

- 1 The Administrator will log into MOC and click on the “Administration” menu. Then select “User Profiles” and click “Create User Profile” .



- 2 Under the “Primary Information” tab, fill out the required fields (*).
- 3 After providing Primary Information, then click on the “Preferences” tab. Select the “Preferred Time Zone” and “Preferred E-mail Format” fields. HTML Format is the most popular.
- 4 Then click on the “Access” tab. Select the “Standard Access” option and click on the arrow button to move to the Standard Access to the selected column. Make sure to click on the “Confirm” Button. Select the user’s Access functions and click on the “Save” button at the bottom. The user ID will be displayed in the online profile. The system will auto generate the user ID and a temporary password will be sent to the user’s email address.

OOCL- Your vital link to world trade

OOCL is one of the world's largest integrated international container transportation and logistics companies.

For many years, OOCL has been an ambassador of world trade, bringing markets closer together and business relationships even closer, no matter the distance.

OOCL's virtual network capabilities and mobile applications are used to keep your businesses running, and your vital link to world trade.

