

# CUSTOMER

## NEWSLETTER

August 19, 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.

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## Completion of your inbound shipment cycle

As a reminder, when you or your warehouse receive your inbound shipment, it is critical that all contents are completely removed from the container prior to having the trucker return the unit back to OOCL.

The container needs to be completely empty including all packing materials and dunnage that may have been used by origin to secure the cargo during transportation.

In the event the container is received back by the carrier showing as an empty and it is subsequently determined to have any type of contents inside, this could result in but not limited to:

- Additional costs and possible penalties and fines in the event unit is shipped to a foreign destination without proper declaration.



## Advance cargo information declaration for Egypt

Effective October 2021, the Advance Cargo Information (ACI) is mandatory for all Egypt import shipments to comply with the new Egyptian Customs Law #207/2020. To comply with this regulation, we request customers to provide the ACI requirements when submitting the shipping instructions

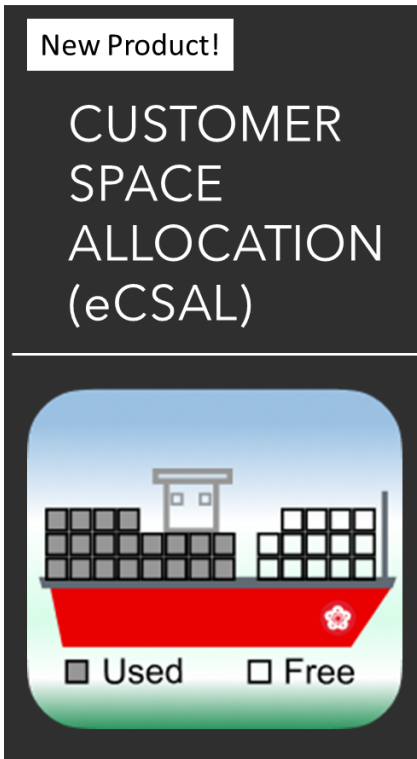
Further to the original announcement, the Egyptian authorities issued an updated notification that any shipment(s) loaded with incorrect or invalid ACID will be returned to the port of load (POL) on Shipper's account as of August 15, 2022.



For any additional questions, please contact our OOCL Documentation department at 1-800-822-6625. More information can also be found on [OOCL.com](https://www.oocl.com) and through the government [site](#).

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## New product: Customer Space Allocation (eCSAL)



### What is eCSAL?

The eCSAL online tool provides transparency to available vessel space. The platform is currently available for our customers utilizing the Transpacific East Bound (TPT EB) trade lanes only.

eCSAL features visibility to current OOCL bookings and the associated allocations within each service. In addition, it enables collaboration with all booking parties.

### Main Sections

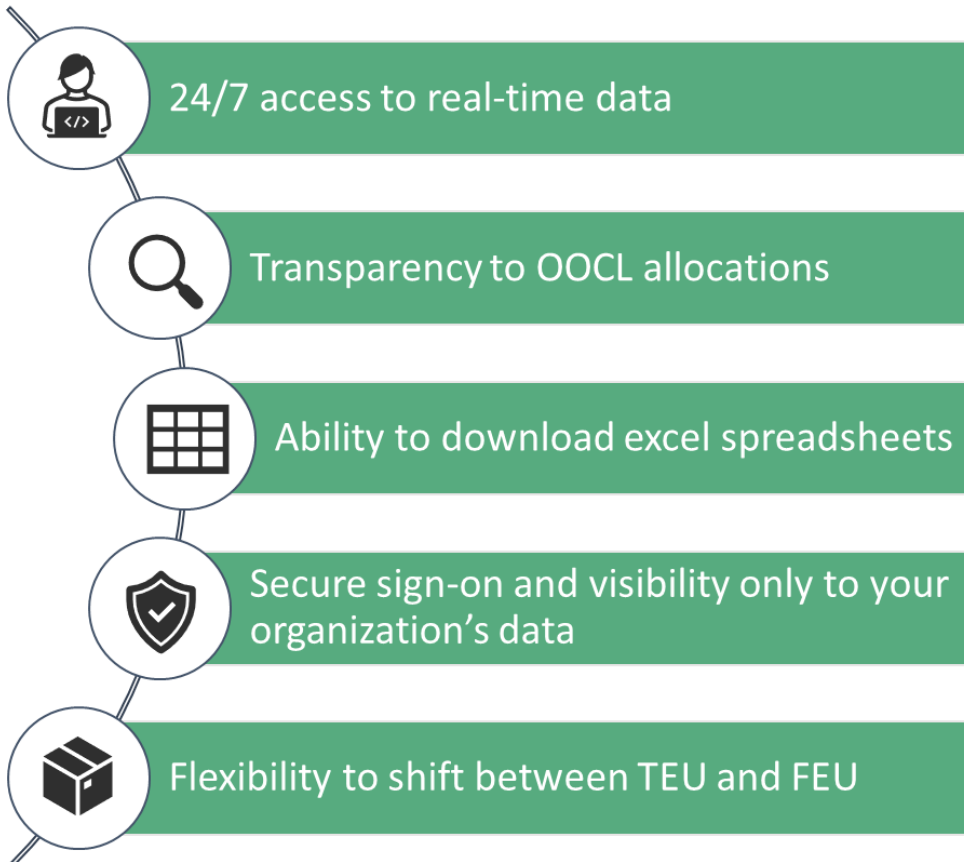
There are 2 main sections within the platform:

- Customer Space Allocation List (CSAL)
- Booking Data Control Tower

### How to access it?

For more information and accessibility, please contact your OOCL sales representative to sign up for access to the eCSAL dashboard.

## Product Features



Visibility to booking activity real-time

Monitor performance of your booking party

Review bookings captured within and outside allocations

View and sort booking details

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## My OOCL Center: Submitting Verified Gross Mass (VGM)



### MOC- My OOCL Center



### Submitting Verified Gross Mass (VGM)

A container without a VGM is not allowed to load onto the vessel. The shipper must ensure that the VGM is provided sufficiently in advance to the ocean carrier and/or port terminal in order to meet the local regulatory requirements. To facilitate VGM submission, My OOCL Center (MOC) provides you with 2 options.

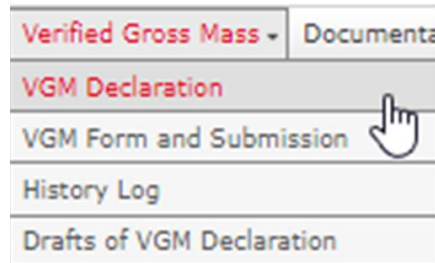
#### VGM Submission Options:

- Option 1- VGM Declaration (MOC UI Data Input): used for individual booking with a few containers.
- Option 2- VGM Form and Submission (excel download): used for bookings with many containers.

1

For option 1 to submit VGM, log into MOC, and click on “Verified Gross Mass” option from the main menu, then select “VGM Declaration.”

Make sure to select the appropriate weighing methods. Please ensure that the **authorized party** adds their name in capital letters along with utilizing the calendar icon to select the cargo weight date. The e-signature is required.



**Method 1-** Add the weight of the container after being weighed along with the date.

**Method 2-** A calculator will pop up. Enter the weight of the cargo. Choose unit in Pounds or Kilogram. Add the tare weight provided by the calculator by clicking on it. This will be your VGM.

Once you have provided the information, click on the “Next” button. User will have the ability to either cancel or submit. To continue, click on the “I agree” box and then “VGM Declaration” button.

2

For option 2 to submit VGM, click on “Verified Gross Mass” option from the main menu, then select “VGM Form and Submission.” Click on the “Download OOCL VGM Excel File Template. Input the respective container and VGM information on the excel file. Save file and upload to MOC and click on the “Upload” button.



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## Pro-Tip: Arrival Notice

# PRO TIP Arrival Notice

My OOCL Center (MOC) features an email subscription to receive Arrival Notices (AN). In addition, you can view and print AN within the platform.

### 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 “My Profile” 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).



### Results:



24/7 Access



Easy download of Arrival Notice copy



Seamless Customer Service Experience



Quicker turnaround time



Notification alerts to receive Arrival Notices by e-mail when it is uploaded by OOCL



Print Arrival Notice



View of document amendment version history

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## OOCL's Core Values

OOCL's mission statement entails to be the best and most innovative international container transport and logistics service provider; providing a Vital Link to world trade and creating value for our customers, employees, shareholders and partners.

OOCL has 4 core values that are central to everything the company does:

- **People, People, People**: As a successful corporation, OOCL understands that its continued success and growth depends upon the skills, dedication, and teamwork of its employees. People are our greatest asset.
- **Customer Focus**: We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration. We take it personally for our customers—going beyond normal job responsibilities to serve our customers both internally and externally.
- **Excellence through Quality**: We embrace continued improvement and to do it right the first time to pursue performance excellence. We strive for innovation to continue to create value for our customers.
- **Community Responsibility**: Our communities contribute to our success, and we maintain high safety standards and demonstrate our concern for the environment.



People, People,  
People



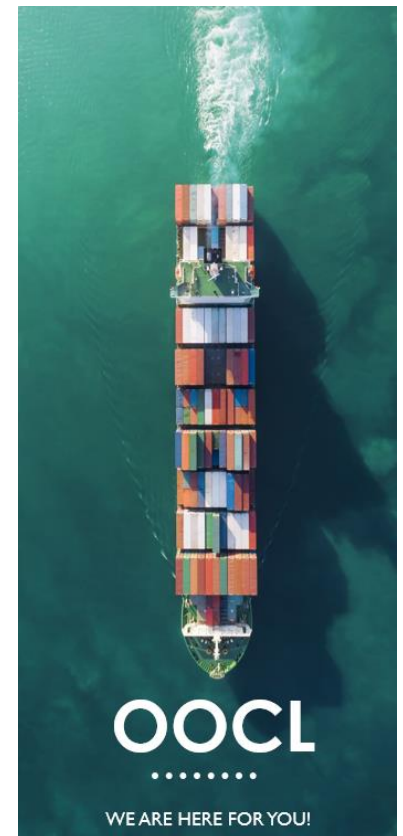
Customer Focus



Excellence  
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Community  
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