

CUSTOMER

NEWSLETTER

September 16, 2022

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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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OOCL receives Corporate Environmental Leadership Gold Award

OOCL was proud to receive the Gold Award at the 2021 BOCHK Corporate Environmental Leadership Awards Ceremony held on August 17, 2022, in Hong Kong. This is the third time OOCL has received this prestigious award in recognition of its continuous commitment to promoting environmental and low-carbon best practices.



BOCHK Corporate Environmental Leadership Awards

Jointly hosted by the Federation of Hong Kong Industries and Bank of China (Hong Kong) ("BOCHK"), the "BOCHK Corporate Environmental Leadership Awards" aims to promote active participation in environmentally conscious practices among manufacturing and services enterprises in Hong Kong and the Pan-Pearl River Delta region to further reduce environmental footprints in these communities.

Mr. Teddy Fung, Director of Trades at OOCL, received the trophy and remarked: "Taking this opportunity, I would like to thank the key stakeholders for their recognition of our efforts. OOCL has consistently taken a leadership role in advancing sustainability, through implementing numerous initiatives to address environmental and business challenges. We are pleased to be recognized for our achievement and commitment in promoting sustainable development in the region. Moving forward, OOCL will continue to create value for our stakeholders and to promote environmental best practices, for the benefit of all society."

For more information about this award, please visit our [site](#).

Freight cashier delivery address

Effective immediately, we have updated the mailing addresses for the handling of original bill of lading and checks sent via mail to OOCL, please ensure to send it to the respective addresses below to avoid being returned to sender.

For the states of Arizona, California (South), Nevada (Counties of Clark, Esmeralda, and Nye), Mexico (Cross border cities of Tijuana and Mexicali), please send mail to:

**OOCL (USA) Inc.
111 West Ocean Blvd.
Suite 1700
Long Beach, CA
90802**

For the states of Alaska, Arkansas, (Northern) California, Colorado, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, (Northern) Nevada, New Mexico, North Dakota, Ohio, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, (Western) Tennessee, West Virginia, Wisconsin, and Wyoming, please send mail to:

**OOCL (USA) Inc.
10913 S River Front Parkway
Suite 200
South Jordan, UT
84095**

For the states of Alabama, Connecticut, Delaware, (Eastern) Tennessee, Florida, Georgia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, South Carolina, Vermont, and Virginia, please send mail to:

**OOCL (USA) Inc.
774 South Shelmore Boulevard
Suite 101
Mount Pleasant, SC
29464**

For Canadian customers (Manitoba, New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec, Alberta, British Columbia, Saskatchewan), send mail to:

**OOCL (Canada) Inc.
703 Evans Avenue, Suite 300
Toronto, ON, Canada
M9C 5E9**

We understand that there may be some checks or original bill of ladings already in-transit. In the interim, these exceptions will continue to be processed until **November 1, 2022**. After this grace period, checks and original bill of ladings either in-transit or mistakenly sent to the previous address, may be returned to sender. For more information, visit our [site](#).

Did you know: how to update your customer profile in MOC?

As roles change within a company, it is important to ensure My OOCL Center (MOC) user profiles are aligned with the changes. Within the platform, the **account administrator** has the ability to update user profiles (username, email address, telephone number) as the needs of your company changes.

How to update a user profile:

1. From the MOC welcome screen go to Administration – User Profiles – User Profile Search.

Administration ▾	
My Profile	
Change Password	
Change PIN	
Company Profile	
User Profiles	▶ Create User Profile
User Groups	▶ User Profile Search
Relationship Manager	▶ Shipment Coverage

2. Under this “Manage User Profile” page and under the “Primary Information” tab, choose the user profile you would like to update, and under the “Actions” column, click the first icon “Modify User Profile”.



3. Within the “User Profile” page, you can update all fields including phone number and email address, except for the “User ID” field. Once done, click the “Save” button.

Primary Information * Preferences * Access E-mail Subscriptions

PLEASE NOTE: All changes made in this screen page will also be correspondingly updated in your 'My Profile' settings in CargoSmart Web Sites (the multi-carrier si

* Required.

User Name & User ID

User Name: *
[First Name] [Last Name]

Name in Local Language: English ▾

User ID:

Contact Information

E-mail Address: *

Primary Phone Number: * - - Primary Fax Number: - -

Secondary Phone Number: - - Secondary Fax Number: - -
[Country] - [Area] - [Local] [Country] - [Area] - [Local]

Department: Export ▾ (If 'Other', please specify.)

Job Title: Select ▾ (If 'Other', please specify.)



Did you know?

My OOCL Center: Detention and demurrage calculator

New
Feature!



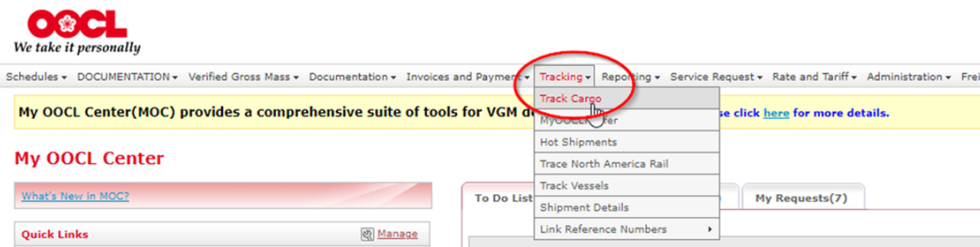
Detention and Demurrage Calculator

My OOCL Center recently launched a detention and demurrage (DD) calculator for import shipments. To access this feature, the following requirements are needed:

1. You must access the DD calculator through the Tracking module and search by **BL Number** only
2. You must be a **party to the BL**.
3. The **Last Free Day (LFD)** information needs to be available.

1

Login to MOC and from the main menu, select "Tracking" and then click on "Track Cargo"



2

Input the desired bill of lading number and click on the "Search" button. Then click on the "Detention and Demurrage" tab.

To start utilizing the DD calculator feature, click on the "DD Calculator" button and click on the calendar icon to select the desired pickup date. The calculator will automatically calculate the estimated DD charges based on the date selected.

Cargo Tracking

Search by

Bill of Lading Numbers:

Booking Number:

Container Number:

Reference Number:

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

Select

Routing | Equipment Activities | **Detention & Demurrage**

At Origin
Earliest Empty Pickup Date: 21 Jul 2022, 00:00 VNT (Actual)

At Destination
Inbound Demurrage Free Time: 1 Working Days
Demurrage Last Free Date: 01 Sep 2022, 23:59 Local (Actual)

Inbound Detention Free Time: 5 Working Days
Detention Last Free Date: 09 Sep 2022, 23:59 Local (Actual)

DD Calculator - Demurrage

Estimate Cargo Pickup Date Time (Local):

Estimated DD Charge Amount:

Please refer to our DD invoice for actual charges amount as

Sep 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Time 19:28

Demurrage Last Free Date: 01 Sep 2022, 23:59 Local (Actual)

Inbound Detention Free Time: 5 Working Days



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Pro-Tip: Bill of lading documentation

PRO TIP

Bill of Lading Documentation

My OOCL Center allows users to view, amend and approve Draft BLs and print OOCL bill of ladings. For seaway bills, you can utilize plain white paper. For original bill of ladings, please utilize OOCL stationary to print your bill.



How to View and Print BL

- 1 Visit www.oocl.com and login to My OOCL with user ID and password.
- 2 From the main menu, make the following selection: Documentation > Bill of Lading> B/L View and Print.
- 3 Enter OOCL booking number and ensure there is no space following the last digit. Please note: If you already know the BL number, only input the numeric number of the B/L . You can also search by BL type (draft, seaway, original).
- 4 To view and print the respective bill of lading, click on the print icon under the "Actions" column.



Tip and Online Best Practices

Prior to viewing and printing your bill of lading, we would recommend checking your documentation setup to ensure you can access to the information.

- 1 MOC Profile Setup: From the main menu, Administration > My Profile > Access. Check to see if you have user Shipment Coverage and Bill of Lading access.
- 2 Party on the BL: In order to view your bill, please ensure that your company name and address show as a party on the bill of lading for BL to be uploaded to your online account.
- 3 Timing: OOCL Documentation department will process shipping instructions within 24 hours of receipt. A bill of Lading will be uploaded to the web and made available to user accounts as registered in MOC profile.
- 4 Documentation Contact: If you have verified that steps 1-3 are in place, but you still can't view your bill of lading in MOC, please contact documentation department at 800-822-6625 or via [email](#) to have the bill released to your online account.
- 5 BL Stationary: To order BL stationary, navigate in MOC: Documentation > Bill of Lading > Order B/L View Stationary.

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OOCL Charleston- New Office

We are excited to announce that the OOCL Charleston office has moved. This new location offers a modern office space design with many amenities nearby. For information on the new address, please visit our local contacts [page](#).

