

CUSTOMER

NEWSLETTER

September 30, 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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Celebrating IMO World Maritime Day 2022

World Maritime Day was created by the United Nations via the International Maritime Organization (IMO) to celebrate the international maritime industry's contribution towards the world's economy, especially in shipping. It is usually celebrated on the last Thursday of every September since 1978.

Every year, IMO selects a theme to focus on the importance of safety and security of shipping and the prevention of marine and atmospheric pollution by ships. The theme for World Maritime Day 2022 is "New technologies for greener shipping." The theme provides an opportunity to focus on the importance of a sustainable maritime sector.



OOCL believes that by taking a proactive role in caring for the environment, we can help minimize our carbon footprint, as well as make the world a better place to live for ourselves and future generations. We continue to address the impending issues relating to global warming, air pollution, biodiversity and marine environment degradation, and energy consumption which present critical environmental challenges. For more information about our environmental efforts, please refer to our [Sustainability Report](#).

Electronic bills of lading (eBL)



OOCL's eBL solution is powered by digital solutions provider IQAX Limited. By leveraging blockchain technology, eBL provides a digital channel for all the involved parties to access the real time trade status in the shipping process while guaranteeing the security, accuracy, and authenticity of data.

In addition, it offers a paperless solution to manage bills of lading digitally with one-click title transfers, surrender for delivery, status updates, and history reviews. Digitalizing bills of lading can generate savings, efficiencies, and sustainability dividends. For more information, you can watch this [video](#). For questions about the registration process, visit our [site](#) or contact OOCLECOM@oocl.com.

Features



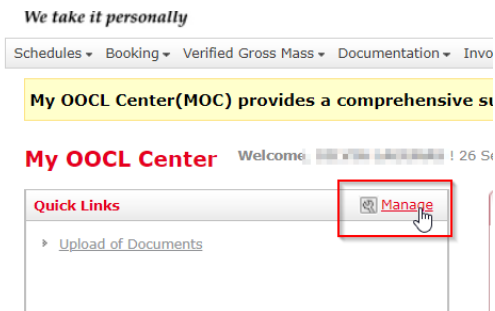
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Did you know: you can set alerts to monitor documentation submitted?

Within My OOCL Center (MOC), you have the ability to subscribe to email alerts for your booking documents submitted via the “Shipment Folder” feature to monitor its status and documentation acceptance.

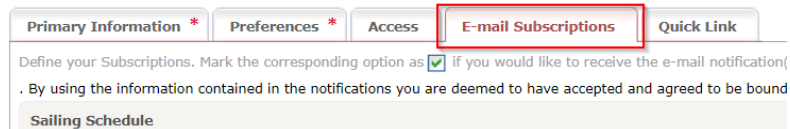
How to set up subscription alerts:

1. On the MOC welcome page, you can select the manage button to access your customer profile.

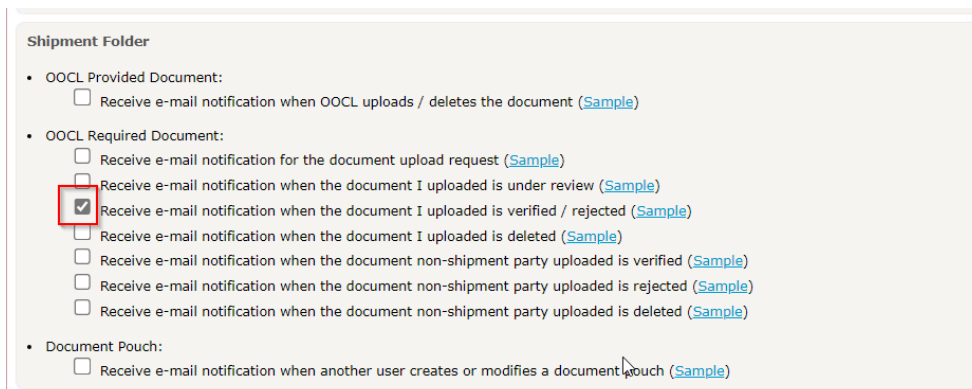


2. In your profile, click on the “E-mail Subscriptions” tab.

My Profile



3. Then scroll down to the “Shipment Folder” section, where you can select the types of Shipment Folder updates you would like sent to your email by clicking the corresponding box. To obtain an example of an alert, you can click the “sample” hyperlink for a preview.



For any other questions on MOC features, please contact OOCLCOM@oocl.com.



Did you know?

My OOCL Center: Cargo release and shipment details



MOC- My OOCL Center



Cargo Release and Shipment Details

My OOCL Center (MOC) gives you visibility to cargo release, custom status and shipment detail information such as important cutoff dates.

1

Log into MOC and search by the Bill of lading number. Then select the “Shipment Details” button and click “Search”.

2

The cargo release and cutoff information can be found under status, “Inbound Customs Information”, and “Advanced Manifest Required” sections.

Advantages



24/7 online access



Watch your container(s) closely for release status.



Access to the cutoff dates and import customs clearance status.



Manage your cargo through shipment details as it provides data transparency.



Reduce time spent on searching for container(s) updates as the shipment details provides consolidated information.



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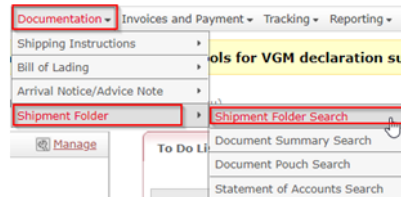
Pro-Tip: Shipment folder/hazardous


PRO TIP

Shipment Folder/Hazardous

My OOCL Center offers customers the ability to upload required documents for their booking. This is an essential feature for those customers handling hazardous goods and are required to upload documents.

- Once you have logged into your My OOCL Center account navigate to “Documents”, “Shipment Folder”, “Shipment Folder Search”, then enter your booking number and click search.



- The shipment folder will list the documents required by OOCL under the “Required by OOCL” tab.
- The blue action icon  will allow you to upload your required documents.

Booking #	B/L #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
			OOCL SAN FRANCISCO 164W	Minneapolis, Minnesota, United States	Vancouver 22 Mar 2022, 18:00 PDT (estimated)	Kaohsiung 02 Apr 2022, 23:00 TWT (estimated)	Keelung, Taiwan

Details of the Shipment Folder								
Required by OOCL								
All	Document Name	Booking Number	Received on	Uploaded Time	Uploaded from	Description/Remarks	Document Status	Actions
<input type="checkbox"/>	Shipping Instruction/BL Master						Requested	
<input type="checkbox"/>	DG Certificate for International Transport						Requested	
<input type="checkbox"/>	Verified Gross Mass						Requested	
<input type="checkbox"/>	Preliminary DG Certificate		12 Jan 2022, 11:51 CST	12 Jan 2022, 11:51 CST	Self Data Generated	Version 1	Verified	

- The “Document Status” column will let you know if the document is required, verified or rejected. You will also see a time stamped confirmation for uploaded documents.

- For Hazardous bookings required documents include:
 - Preliminary DG
 - Final DG - DG Certificate for International transport. (This includes container #, Seal# and signature)
 - When required, the Material Safety Data Sheet (MSDS) can be uploaded under its given name.



We take it personally

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Customer solutions

OOCL is well-known in the industry for our quality services and *Take it Personally* approach to making sure our customers are well taken care of and they supply chains are moving as efficiently as possible. Our customer-centric solutions provide customer service agent support, features and online platforms for your business needs.

CUSTOMER-CENTRIC SOLUTIONS



Customer Service

- **E-mail:** We are committed to answering within 1 business days. Our local e-mail information can be found [here](#).
- **Calls:** Phone calls are answered in 15 seconds! Contact us at 1-888-388-6625 for your import and export customer service needs.
- **Feedback:** We want to hear from you! To submit your suggestions and compliments, visit our site and click on "Contact Us" from the menu option.



My OOCL Center

- **Summary:** Allows you to manage your OOCL shipments online.
- **Export Features:** 24/7 booking submission and templates, amendment service request, required documentation upload through shipment folder, OOCL stationary ordering, VGM submission, sailing schedule and more.
- **Import Features:** customs release information, arrival notice email notification, customized reports, rail pickup number.



OOCL.com

- **Cargo Tracking:** Ability to search by container, booking or bill of lading number. Provides container events and last free date.
- **Sailing and Vessel Schedule:** Easily input origin and destination port pairs to identify our services, transit time and cutoff.
- **Local News:** OOCL.com Local News features a bi-weekly Customer Newsletter with latest events, service exceptions, customer advisories and much more!



Conference Call

- Connect with our sales and e-commerce departments utilizing Microsoft Teams personalized conference calls.



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