

# CUSTOMER

## NEWSLETTER

October 28, 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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*We take it personally.*

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## OOCL wins Singapore Environmental Achievement Award (SEAA)

OOCL was honored to receive the "Regional Award" during the "2022 Singapore Environmental Achievement Awards (SEAA)" at the Singapore Environment Council Conference Day on August 23, 2022.

This is the sixth award OOCL has received at the SEAA ceremony for its long-standing commitment and dedication to environmental stewardship.



Commenting on the award, Mr. Richard Hew, Managing Director of OOCL (Singapore) Pte. Ltd. said: "We would like to thank the Singapore Environment Council for this huge encouragement and recognition. Winning this award at SEAA again acknowledges OOCL's efforts in sustainability over many years. OOCL will continue to take a leadership role in advancing sustainability, through implementing green initiatives, and by working together with our business partners and customers to address environmental challenges and to achieve our long-term climate goals."

OOCL has been taking a proactive role in implementing many environmental initiatives and projects, such as investing in green vessels, applying the latest artificial intelligence technology to enhance fuel efficiency, and concluding the advanced testing of biofuel. Apart from embedding sustainability across all its business activities, the company also works with its business partners to further sustainability in the region.

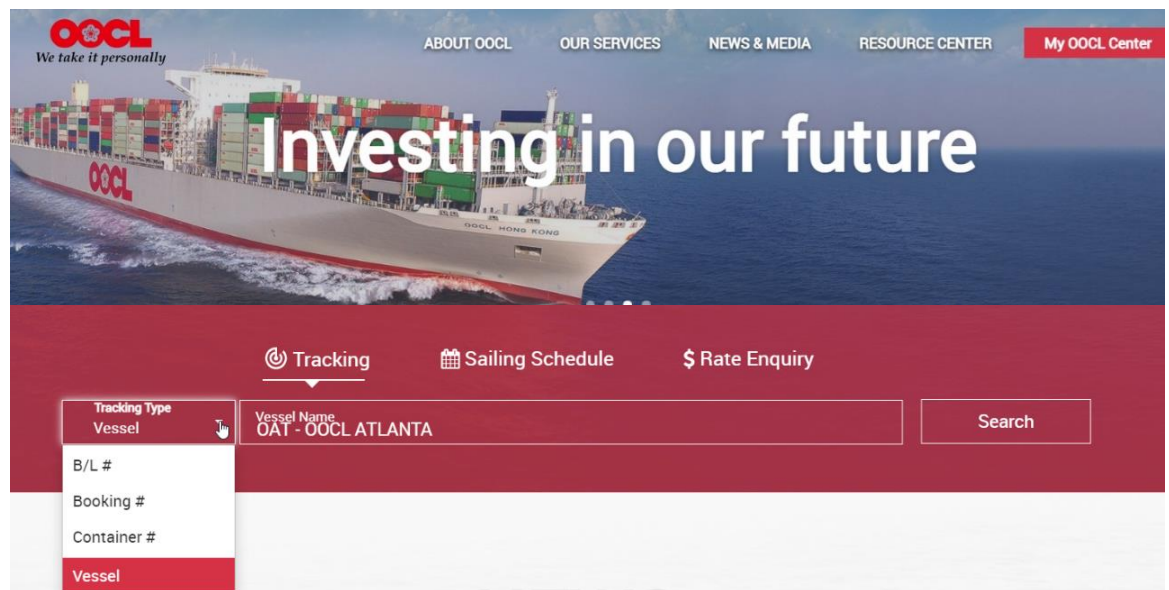
For more information, please visit our [site](#) for the comprehensive press release.

## 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	Local Time		
Norfolk	22 Jun 2022, 10:45 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

## Expanded e-mail support for inbound demurrage in New York and New Jersey

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OOCL is pleased to announce expanded customer service coverage regarding inbound demurrage questions for the New York and New Jersey terminal locations.

As of October 31, 2022, please begin utilizing [IMPEAST@oocl.com](mailto:IMPEAST@oocl.com) as the email contact address for inbound demurrage inquiries for these specific terminals.

For the ports of New York and New Jersey, Real Time Release continues to be OOCL's exclusive online platform for demurrage payments.

For questions on how to navigate through Real Time Release, please contact e-commerce at [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).

Any other questions regarding payment and demurrage charges, please contact [IMPEAST@oocl.com](mailto:IMPEAST@oocl.com).

## Did you know: you can obtain empty container instructions online?

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OOCL has a supplier portal that allows truckers to obtain empty container return instructions.



### How to Access It

1. Visit our [site](#) under "Resource Center" and click on the "N2C3 Supplier Portal" link.
2. Login into the N2C3 Supplier Portal.
3. If you do not have an account, click on the "Get Started" hyperlink. Fill in out the form with the required information (name, email address and company name). Then click the "Submit" button. An email will be sent to you with your user ID and password to access our vendor portal.



**Did you know?**



### Features

The portal will automatically display the optimal return location for each empty OOCL container(s). It will also take into consideration off hire untils and special instructions. To start, the trucker should simply input the container number and request the empty return instructions.

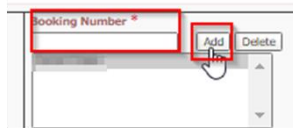
## My OOCL Center: Shipping instructions



### Shipping Instructions

My OOCL Center (MOC) allows users to create Shipping Instructions (SI) that features a date stamp history of SI submissions and 24/7 access to amend SIs.

- 1 Log into your “My OOCL Center”. From the main menu, make the following selection: Documentation → Shipping Instructions → Shipping Instructions Submission. Then insert your booking and click on the “Add” button.



- 2 The booking details will auto-populate. You can add, remove or edit the 3 tabs: Details, Container and Cargo and Preview.

#### Details Tab

##### User Reference Type

- For example, there is a list of options that allows you to add important reference numbers such as Government Export# (AES), PO#.

##### Required Fields (\*)

- Please fill out all of the required fields, including: BL parties, vessel voyage, POL and POD, other BL instructions (prepaid or collect) and BL handling (BL type, distribution and number of copies).

##### Other B/L handling requests

- For any other special instructions for our documentation team, you can utilize this field to insert remarks (example below).

Other B/L handling Requests:

Telex Release / Split BL

##### Container and Cargo Tab

- Please fill out information on a container level such as quantity, package type, cargo nature and seal type.

##### Preview Tab

- You can review your shipping instructions in full prior to submission.



We take it personally

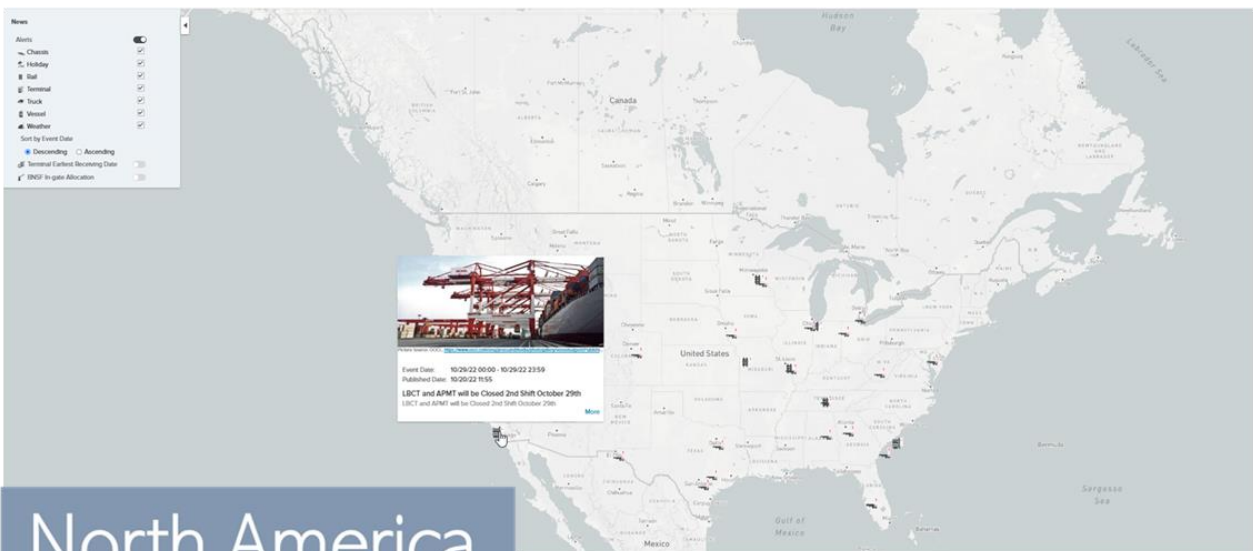
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## Pro-Tip: North America Network News

# PRO TIP

## North America Network News

The North America News Map is a feature within OOCL.com site which provides visibility into facility and port interruptions including holiday closures and weather alerts. The news database is updated daily to provide the most upstream information within the shipping industry. Please find below steps on how to access it. Alternatively, you can visit the direct link: <https://n2c3news.home.oocl.com/#/>



## North America Network News



Terminal and Gate Closures.



Rail delays and closures.



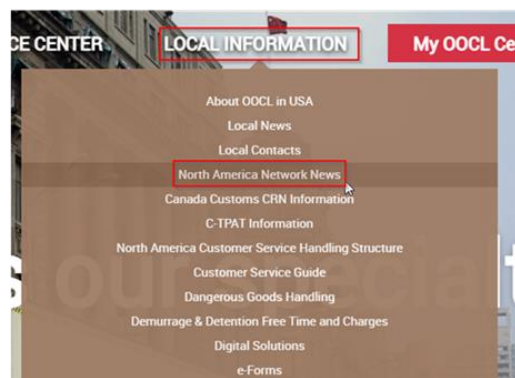
Truck power and chassis capacity.



Holiday and weather updates affecting the network.

### How to Access it?

- 1 Visit our site at [oocl.com](https://oocl.com).
- 2 Select your desired location on the top left corner of the page for either: US, Canada or Mexico.
- 3 Click on "Local Information" from the main menu and then select "North America Network News."



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## South Carolina International Trade Conference 2022

Each year, the South Carolina International Trade Conference provides an opportunity for maritime commerce, logistics and supply chain companies to meet with key note industry experts on world trade topics and market trends.

For 2022, the conference was held on October 17<sup>th</sup> through the 19<sup>th</sup> at the Wild Dunes Resort located on Isle of Palms with a record of 700 attendees.

The agenda encompassed key industry news, including the post pandemic effects topics of IMO, OSRA 2022, port congestion, growing exports and the state of the market.

Photos courtesy of Valerie & Ed Photography.

