

CUSTOMER

NEWSLETTER

November 11, 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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OOCL orders seven 24,000 TEU methanol-compatible container vessels

OOCL is pleased to announce a newbuilding order of seven methanol-compatible 24,000 TEU container vessels with an expected delivery starting on third quarter of 2026.

The green fuel technologies to be applied on these new vessels, most notably for the methanol dual fuel engines, constitute a significant milestone in OOCL's decarbonization journey.



Mr. Kenny Ye, Chief Operating Officer at OOCL, said: "We believe that we can be green and competitive at the same time, without sacrificing one over the other. These vessels will help OOCL grow its fleet in a healthy and balanced manner, allowing us to enhance our network design and strengthen our long-haul routes, in line with our long-term development plan."

In addition, he stated: "More importantly, I believe that the ordering of these methanol-compatible vessels represents a hugely important step on our decarbonization journey towards a greener future."

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

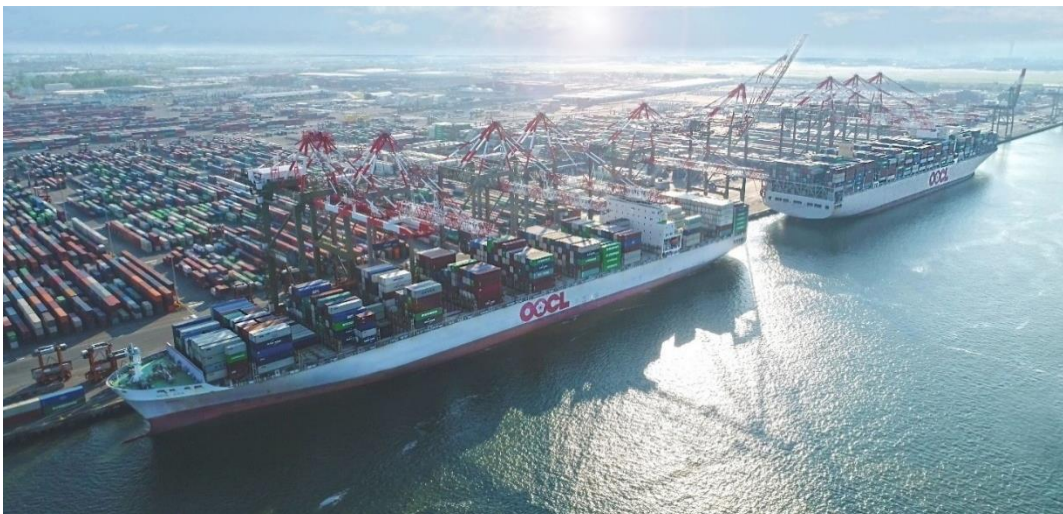
Service updates- Marine terminal gate schedules

The following marine terminal gates have announced they will be closed or have reduced hours on November 11, 2022, in observance of **Veteran's Day** in the **United States**:

- **Boston**
 - Conley Terminal
- **Long Beach / Los Angeles**
 - Everport
 - PCT
 - WBCT
 - FMS (GGS) – closed 2nd shift (4:30pm)
 - LBCT – closed 2nd shift (4:30pm)
 - YTI – closed 2nd shift (4:30pm)
- **Miami**
 - South Florida Container Terminal
- **Mobile**
 - APM Mobile
- **New York**
 - APM Terminal
 - Maher Terminal (Different gate hours 6am-4pm)
- **Oakland**
 - OICT
 - Everport
- **Philadelphia**
 - Greenwich Terminal
- **Seattle/Tacoma**
 - T-18
 - T-30
 - Pierce County Terminal (PCT)

In observance of **Remembrance Day** holiday in **Canada**, the following marine terminal gates have announced they will also be closed on November 11, 2022:

- **Vancouver**
 - Vanterm
 - Deltaport
 - Centerm
- **Prince Rupert**
 - DPW Prince Rupert



Did you know: you can submit rate inquiries on OOCL.com?

OOCL.com allows you to submit rate inquiries by filling out a form on our site and our sales department will provide a response within 24 hours.



Step by step on how to submit a rate inquiry

1. Visit our OOCL.com site.
2. Click on the "Contact Us" header on the right up corner.
3. Then click on the blue hyperlink for Rate Inquiry.
4. Alternatively, you can go directly to [this link](#) to fillout the form.
5. On the form, fill out the required fields(*) and click on the "Submit" button at the bottom of the page.
6. Once submitted, our sales department will follow-up with the request.



Did you know?

Contact Us

Tariffs and Rates

For rate information (ocean freight and associated charges), please complete the form below and send to us by pressing the Submit button. All mandatory fields are denoted by *.

Contact Information

Title:	<input type="radio"/> Mr. <input type="radio"/> Mrs. <input type="radio"/> Ms.	Name:	<input type="text"/>
Company: *	<input type="text"/>	Email Address: *	<input type="text"/>
Tel No.: *	<input type="text"/>	Country / Region: *	-- Select Country / Region --
State / Province: *	<input type="text"/>		
Company Address: *	<input type="text"/>		

Route Information < link to Service Routes >

Place of Receipt	Place of Delivery
City: *	City: *
State / Province:	State / Province:
Country / Region: *	Country / Region: *
Load Port:	Discharge Port:
Haulage Requirement: *	Haulage Requirement: *
-- Select --	-- Select --

Cargo Description

Commodity: *	<input type="text"/>
Cargo Type: *	-- Select --
Container Type: *	<input type="checkbox"/> 20' <input type="checkbox"/> 40' <input type="checkbox"/> 40' HQ <input type="checkbox"/> 45' HQ <input type="checkbox"/> Open Top <input type="checkbox"/> Flatrack
Mode: *	-- Select --
Quantity: *	<input type="text"/>
Other Requirements:	<input type="text"/>
Expected Shipping Period: *	From: Mar,2022 To: <input type="text"/>
Payment Term: *	Mar,2022 -- Select --

(Please specify measurement and weight for Open Top and Flatrack, IMO class for dangerous cargo. Moreover, you may input other shipping information if available.)

Reply Preference < link to Country Information >

Reply By:	<input type="checkbox"/> Email <input type="checkbox"/> Phone
Additional Information Required:	<input type="checkbox"/> Local/Destination Surcharge Information
	<input type="checkbox"/> Sailing Schedules
	<input type="checkbox"/> Trade Brochure

Submit Reset

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My OOCL Center: View and print invoices



MOC- My OOCL Center

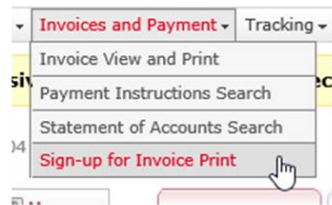


View and Print Invoices

My OOCL Center platform features an “Invoices and Payment” section that helps you view and print shipment invoices online. It also allows you filter by invoice status to provide you with visibility on outstanding, settled or all invoice history.

1

Log into MOC and click on “Invoice and Payment” option from the menu. To print invoices, you will need to do a one-time signup by clicking on “Sign-up for Invoice Print” option.



2

To continue to explore different view and print possibilities, select the “Invoice View and Print” menu option. You can search multiple shipments at the same time. There is also an option to search either by Bill of Lading number or date range (Invoice date or Invoice Due Date). In addition, you can filter “Invoice Status” to either display all invoices, Settled or Outstanding.

Search by

To search invoice, at least one search criterion (Invoice Number, Bill of Lading Number, Vessel Voyage, or Date Range)

Invoice Number: Invoiced Company:

Bill of Lading Number: (Maximum 20 Invoice numbers, separated by a space.)

Vessel Name:

Voyage:

Date Range: Invoice Date Invoice Due Date
 From: To:
 dd mmum yyyy dd mmum yyyy

Invoice Status:
 Printed Status:
 Collection Office:

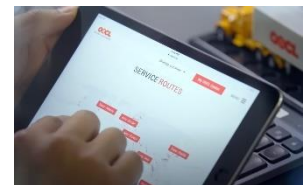
Invoice Status:

Printed Status:

Collection Office:

3

The search will yield Invoice details such as Invoice number, currency, amount and outstanding. Payment information instructions—Wire/ACH and OOCL mailing address are included on each invoice for your convenience.



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Pro-Tip: Booking Acknowledgement

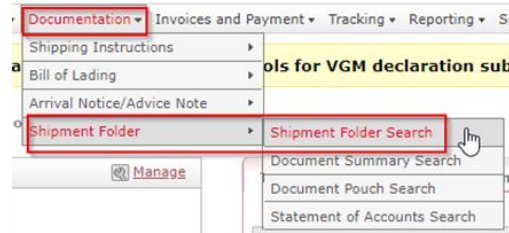
PRO TIP

Booking Acknowledgement

How to obtain a copy

After your booking has been created, you will receive a booking acknowledgement (BA) with details about your shipments including booking status, route information including cutoff dates and required documentation. To obtain a copy of your latest BA version for your booking, My OOCL Center (MOC) provides easy access per the steps outlined below.

- 1 Login to MOC with your user ID and password.
- 2 From the main menu, click on “Documentation” then “Shipment Folder” and select “Shipment Folder Search.”



- 3 Input your booking number and click on the “search” button. Then click on the “Provided by OOCL” tab and a copy of the most recent booking acknowledgement will be available for download by clicking on the download icon under “Actions” column.

Shipment Folder Search Submit your Service Request to OOCL Online.

Search by

Bill of Lading Number: Search

Booking Number: Search

Container Number: Search

Reference Number: Search

Search Result

Booking #	B/L #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
			OOA CGH 3, MADISON 132W	Long Beach, California, United States	Los Angeles 08 Jan 2022, 17:00 PST (estimated)	Port Klang 02 Feb 2022, 05:00 MYT (estimated)	Port Klang, Selangor, Malaysia

Details of the Shipment Folder

Required by OOCL: Provided by OOCL: User-Defined:

All	Document Name	Booking Number	Bill of Lading Number	Uploaded Time	Description/Remarks	Actions
<input type="checkbox"/>	Booking Acknowledgement	2000000000		21 Dec 2021, 10:44 PST		

Submit Service Request | Document Pouch | Batch Download

Customer Feedback



What our customers are saying about us

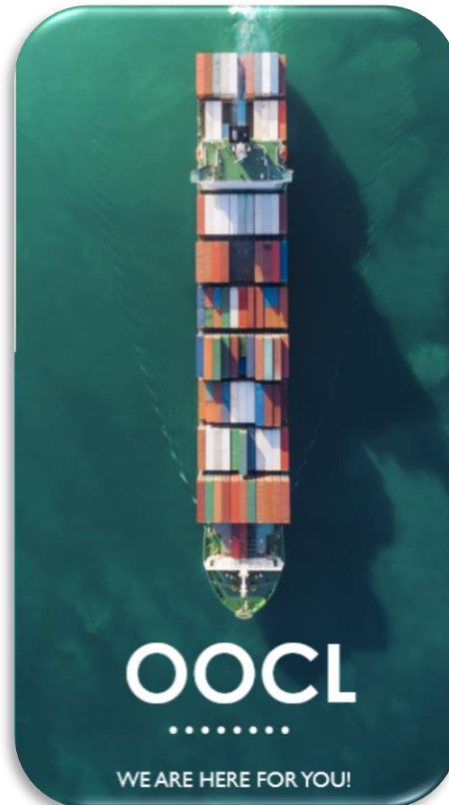
Our People

General Service Compliments Customer Service

"OOCL Clean Up Team— very prompt assistance and always working to provide us with the best solutions for our shipments. We appreciate their prompt responses."

"Awesome service and assistance! Best we have dealt with yet in the industry!"

"Dear OOCL, I would like to express my sincere gratitude and appreciation to the Export Customer Service team—always responsive and very professional! I cannot even say how important it is to know that there is always a person who would never disregard your concerns."



Our Products

Real Time Release (RTR) Demurrage Payment Portal

"I was able to login and process payment on one of my shipments very smoothly and fast! I really appreciate you taking the time to walk me through Real Time Release, and absolutely love this change!"

"I used RTR, and it was pretty simple—kudos to your IT team."

Real Time Release is very easy to use, I love it!"

N2C3 Lite Advanced Track and Trace Tool

"N2C3 Lite is extremely helpful! It's a nice tool and it provides answers for questions that we would ask our import customer service daily."

"Knowing when the ships are coming in and where containers are on the rail while in route is amazing. I wish all steamship lines did this."

"N2C3 application is like tracking shipments on steroids."