

CUSTOMER

NEWSLETTER

November 23, 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 wins “Best Green Shipping Line” award

OOCL is pleased to announce that we have been named the “Best Green Shipping Line” at the 2022 Asian Freight, Logistics and Supply Chain (AFLAS) Awards.

The annual AFLAS Awards is one of the most anticipated industry events in the Asia Pacific region. The awards recognize service providers from different categories for their excellent performance and achievements across a range of criteria.

The Best Green Shipping Line award pays tribute to the liner company that outperformed its peers in several areas, such as compliance with regulations and environmental standards, investment in green initiatives, strategic planning, policy setting in order to reduce emissions from operations, and ongoing staff training. The award win recognizes OOCL's efforts and resolute commitment to achieving environmental excellence and sustainability.



Commenting on the award win, Mr. Michael Fitzgerald, Deputy Chief Financial Officer of OOCL said, “We would like to thank Asia Cargo News, our customers, and our business partners for their support to OOCL and for the recognition given to our sustainability efforts.”

Mr. Fitzgerald also highlighted OOCL's environmental efforts and said, “In addition to OOCL's consistent and effective green initiatives already in place, our recent breakthroughs in the trial use of biofuel and in the ordering of seven methanol-compatible vessels have further demonstrated our commitment to caring for the environment. We will continue our decarbonization journey towards a better and greener future.”

For more information, visit our [site](#).

Service updates- Marine terminal gate schedules

The following marine terminal gates have announced they will be closed on **November 24th, 2022**, in observance of **Thanksgiving Day** in the United States:

- **Baltimore**
 - Ports America
- **Boston**
 - Conley Terminal
- **Charleston**
 - Wando Terminal
 - North Charleston Terminal
- **Houston**
 - Barbours Cut
 - Bayport
- **Long Beach**
 - Long Beach Container Terminal (LBCT)
 - Pacific Container Terminal (PCT)
- **Los Angeles**
 - Yusen Terminals International (YTI)
 - Everport
 - West Basin Container Terminal
 - Fenix Marine Services (FMS)
 - APM Terminal
- **Miami**
 - South Florida Container Terminal
- **Mobile**
 - APM Mobile
- **New Orleans**
 - Ports America
- **New York**
 - Maher Terminal
 - APM Terminal
- **Norfolk**
 - Norfolk International Terminal (NIT)
 - Virginia International Gateway (VIG)
- **Oakland**
 - Everport
 - OICT
 - TraPac
- **Philadelphia**
 - Greenwich Terminal / Packer Avenue
- **Savannah**
 - Georgia Port Authority
- **Seattle**
 - T-30
 - T-18
- **Tacoma**
 - Pierce County Terminal
- **Tampa**
 - Ports America

The following marine terminal gates have announced they will be closed on **November 25th, 2022**, in observance of the day after **Thanksgiving Day** in the United States:

- **Boston**
 - Conley Terminal
- **New Orleans**
 - Ports America

Why book with OOCL?



CUSTOMER FOCUS

EXCELLENCE THROUGH QUALITY



93%

Calls answered in 15 seconds!



24/7

Customer Support and Online Tools.



80%

Confirmed e-bookings within 4 hours!



99% of B/Ls issued with accuracy.



Connecting more than 600 international ports and terminals around the world.



More than 190 weekly Ocean Services including Latin America.



1 Business day turn around time for email responses.



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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.

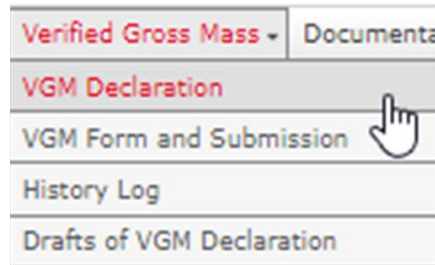
VGM Submission Options:

- 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.



We take it personally

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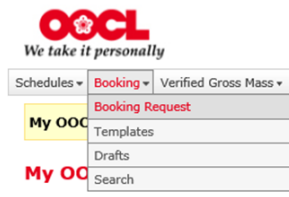
Pro-Tip: Online booking submission

PRO TIP Booking Submission Templates

Submitting online booking and utilizing booking templates within My OOCL Center can expedite your booking creation experience. Please follow the steps below to create new booking templates.

For any questions, please contact our e-commerce department at OOCLCOM@oocl.com.

- 1 Log into MOC and click on “Booking” option from the menu then select “Booking Request.”



- 2 After clicking on the “Booking Request” option, a blank booking screen will be generated. Please ensure to fill out all fields that have a * by it since these are mandatory. Please find below tips on how to fill out the form.

Rate/Reference information:

Rate/Reference Information

Rate Reference Number: *

Contract versions are not needed. Simply use the main contract number per below example:
 MT123456 = OK
 MT123456v001 = remove v001
 The rate ref# or service contract will need to shown as a party of the booking.

Parties:

Parties *

Shipper or Forwarder is required. Enter the address or click "Final Party" to select the company name from a list.

Shipper: Copy from My Profile Forwarder: Copy from My Profile Consignee:

Street: Street: Street:

Please note that only the shipper information is mandatory. For time savings purpose, check the box “Copy from My Profile” to autofill your information.

Cargo Nature:

Cargo

Outbound Traffic Mode: FCL: Full Container Load

Cargo Nature: *

Routing

Enter the first three characters of the City or State

After you select the cargo nature, the container size type filed will automatically default to the most frequently used types.

Note: If you are submitting a booking for reefer dangerous cargo, please select the “Reefer” option under “Cargo Nature” and include in the “Cargo Descriptions” field that the cargo is hazardous/dangerous in addition to the commodity description.



Results:



Faster Turnaround Time



Easy Booking Template Submission



Increased Accuracy on Booking Information



Seamless Customer Service Experience



Within 4 Business Hours Turn-around



Increased Visibility into Booking Status



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Happy Thanksgiving



As we near the holiday season, OOCL wishes our US customers a safe and happy Thanksgiving.

We are grateful for you and appreciate your continued patronage.

OOCL continues to deliver quality services and support for your business needs.



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