

CUSTOMER

NEWSLETTER

August 5, 2022

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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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Arts & Culture: Hong Kong Maritime Museum Exhibition

Arts & Culture

Hong Kong Maritime Museum



The Hong Kong Maritime Museum (HKMM) organized a special exhibition titled Hong Kong's Maritime Miracle: The Story of Our City since 1945 from June 24 to October 30, 2022.

As a sponsor of HKMM, Chief Operating Officer Kenny Ye was invited to a private preview to celebrate its launch on June 23, 2022.

The exhibition explores Hong Kong's transformation from the ashes of World War II into a global maritime hub, and how the maritime community contributed to the remaking of the city. It includes the display of 25 iconic exhibits combined with arts-tech, interactive technology and a movie experience.

OOCL contributed to the exhibition content on Hong Kong's containerization and development of the Kwai Chung Container Terminal. An OOCL vessel model is also displayed in the event.



OOCL's Safety, Security and Environment (SSE) policy

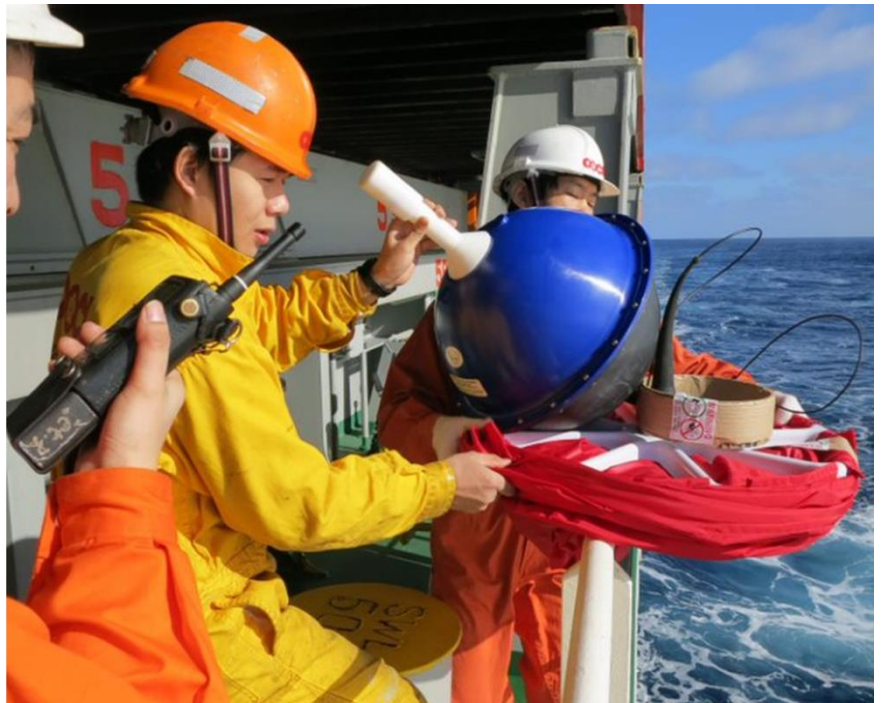


OOCL'S SAFETY, SECURITY & ENVIRONMENT



OOCL goes the extra mile to make safety and security a top priority in our business operations, onshore and at sea, including people, cargo, ships, and facilities.

We maintain the highest safety and security standards. In addition, OOCL proactively demonstrates our concern for the environment at every level of our organization. To learn more about our Safety, Security and Environment (SSE) policy, please visit our [site](#).



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Did you know: you can monitor your service request submissions?

Within My OOCL Center (MOC), you have the ability to monitor your booking amendments submitted via the "Service Request" feature to obtain the latest status of the customer service processing.

How to monitor your service requests after submission:

1. On the MOC welcome page, there is a dashboard that helps you to monitor your shipments divided into 3 main sections "To Do List", "Notifications and "My Requests". To monitor your submissions, click on the "My Requests" tab.



Did you know?

To Do List(66)

Notifications(286)

My Requests(20)

2. On the "My Requests" tab, you are able to see information such as: the description of your service request, the date it was requested, the request number and the request status.
3. There are 7 status types:
 - New
 - Waiting*
 - In Progress
 - Accepted
 - Withdrawn
 - Cancelled
 - Declined*

***If your request has a "Waiting" or "Declined" status, simply click the description hyperlink, and scroll down to the remarks to view the reason.**

Description	Reference #	Request Date	Request #	Request Status
Service Request - Booking-Container Amendment Request	Booking #: [REDACTED]	29 Jul 2022, 16:02 EDT	[REDACTED]	Declined
Service Request - Booking-Container Amendment Request	Booking #: [REDACTED]	29 Jul 2022, 09:31 EDT	[REDACTED]	Declined
Service Request - Booking-Container Amendment Request	Booking #: [REDACTED]	27 Jul 2022, 12:17 EDT	[REDACTED]	Declined
Service Request - Booking-Container Amendment Request	Booking #: [REDACTED]	25 Jul 2022, 14:22 EDT	[REDACTED]	Accepted
Service Request - Booking-Container Amendment Request	Booking #: [REDACTED]	20 Jul 2022, 17:47 EDT	[REDACTED]	Accepted

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

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My OOCL Center: Booking search



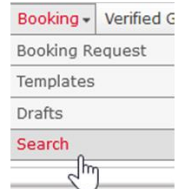
MOC- My OOCL Center



Booking Search

My OOCL Center (MOC) features a booking search option that allows you to view previously submitted bookings via EDI and MOC with a user-friendly layout that displays the online booking details and its respective status. To access this feature:

- 1 Login to MOC with your sign on credentials. In the main menu, click on the “Booking” option and then select “Search.”



- 2 Within this module, you can search either via a date range or you can narrow your search by adding the booking number.

Previously Submitted Bookings Search

Search by

A maximum of the previous 6 months can be displayed.

Submission Date Range: From: To:

Booking Number:

Reference Number:

Submitter:

Previously Submitted Bookings Search

Search by Expand

Booking Number	Internet Booking Reference Number	Booking Party	Submitted by	OOCL Processed on	Status	Actions
123456789	123456789	Freemont Export Company	Linda Hsu (linda.h)	01 Aug 2022, 10:34	Confirmed	

Booking 1 to 1 of 1.

Booking Search Features

- **Booking Number:** It provides shipment details of the booking.
- **Internet Booking Reference #:** Provides a hyperlink with how the original e-booking was submitted to OOCL.
- **Booking Party:** It is the company name that submitted the request.
- **Submitted By:** It is the online username who submitted the e-booking request within a company.
- **Status:** It shows the current booking status per OOCL's system.
- **Action Button:** Folder action button directs you to the shipment folder where you can upload a document.



We take it personally

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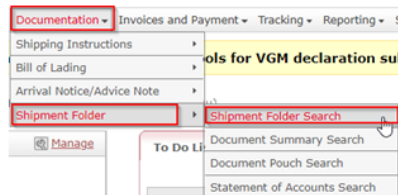
Pro-Tip: Shipment folder

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.





1 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.



2 The shipment folder will list the documents required by OOCL under the “Required by OOCL” tab.

3 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 184W	Minneapolis, Minnesota, United States	Vancouver 22 Mar 2022, 16:00 PDT (estimated)	Kaohsiung 03 Apr 2022, 23:00 TWT (estimated)	Keelung, Taiwan

Document Name	Booking Number	Received on	Uploaded Time	Uploaded from	Description/Remarks	Document Status	Actions
<input type="checkbox"/> Shipping Instructions/B/L 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		Version 1	Verified	

4 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.

5 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.

Results:



24/7 Access



Easy upload document submission



Seamless Customer Service Experience



Quicker turnaround time



Increased visibility into document milestones



Alert notification for document status



View of document amendment version history

OOCL's North America network coverage



Our North America network has extensive coverage to deliver the quality services you have come to expect from OOCL. Here is a list for our local contacts:

- Offices in the US: [Salt Lake City](#), [Charleston](#), [Chicago](#), [Houston](#), [Long Beach](#) and [New York](#).
- Offices in Canada: [Toronto](#) and [Vancouver](#).
- Office in Mexico: [Mexico City](#).

In addition, our phone support is also available to assist with general queries regarding documentation, sales and customer service per below:



Documentation

For questions regarding your bill of lading or any other documentation questions, please call 800-822-6625.



Sales

Rate inquiry or any other sales questions, please call 888-888-6625.



Customer Service

For questions regarding your export and import shipments, please call 888-388-6625.

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