

CUSTOMER

NEWSLETTER

February 4, 2022

Inside This Issue:

[Introduction](#)

[Three OOCL vessels berth simultaneously at LBCT](#)

[N2C3 Lite- Monitoring your cargo](#)

[Submitting Verified Gross Mass \(VGM\)](#)

[My OOCL Center: Last Free Date](#)

[Pro-Tip: Cargo weight changes](#)

[Happy Lunar New Year!](#)



OOCL
We take it personally

Dear Valued Customer,

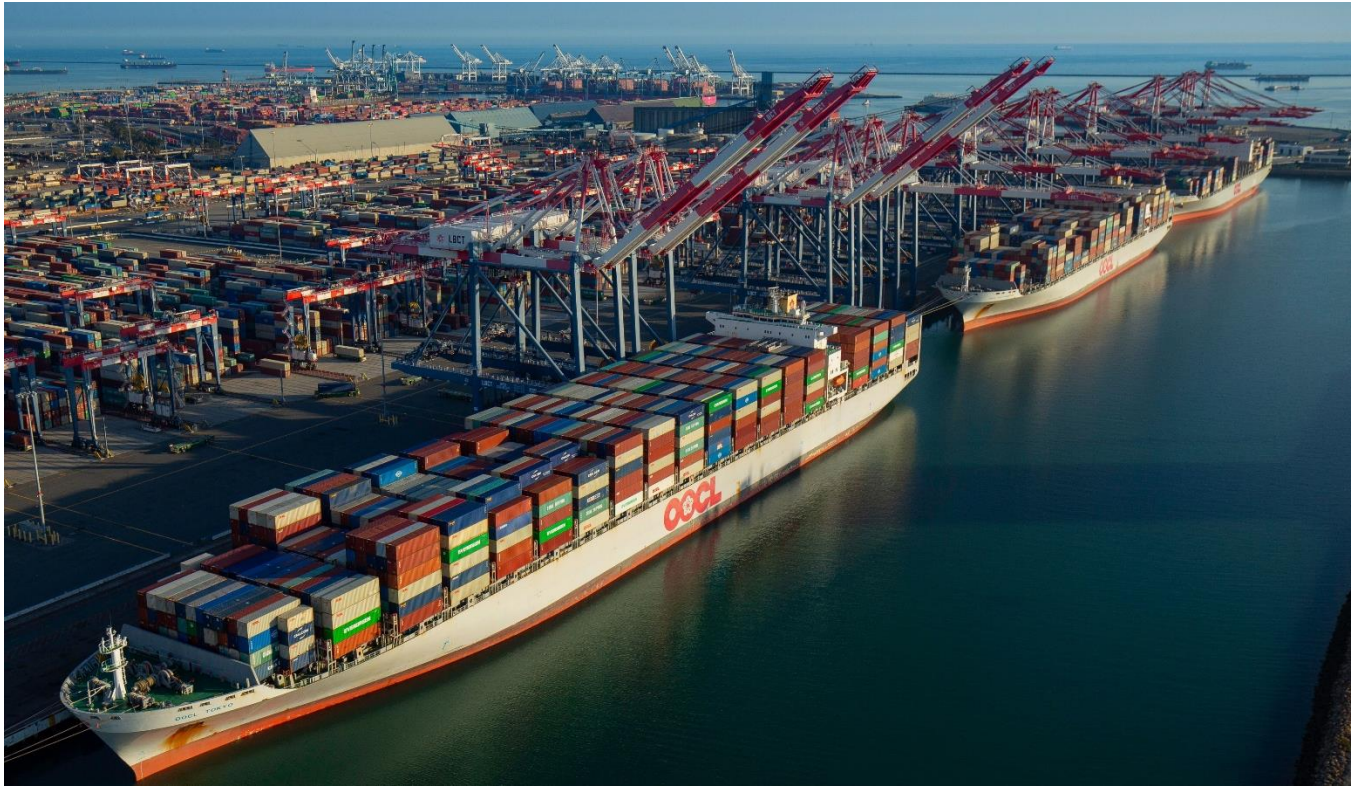
Thank you for your interest in our newsletter.

We hope you find our most recent edition informative and please contact OOCL for your ocean transportation needs.

OOCL
We take it personally.

[Return to Top](#)

Three OOCL vessels berth simultaneously at LBCT



During the weekend of January 21, 2022, three OOCL vessels were able to berth simultaneously for the first time at the Long Beach Container Terminal (LBCT). This exciting milestone was possible due to the recent completion of the LBCT's Pier E facility expansion in late 2021. The completed berth was designed to accommodate bigger ships allowing for three vessels of 13,000 TEU vessels or two 18,000 TEU and one 8,000 TEU vessel, to work simultaneously. The vessels that berthed were 3 SX Class category:

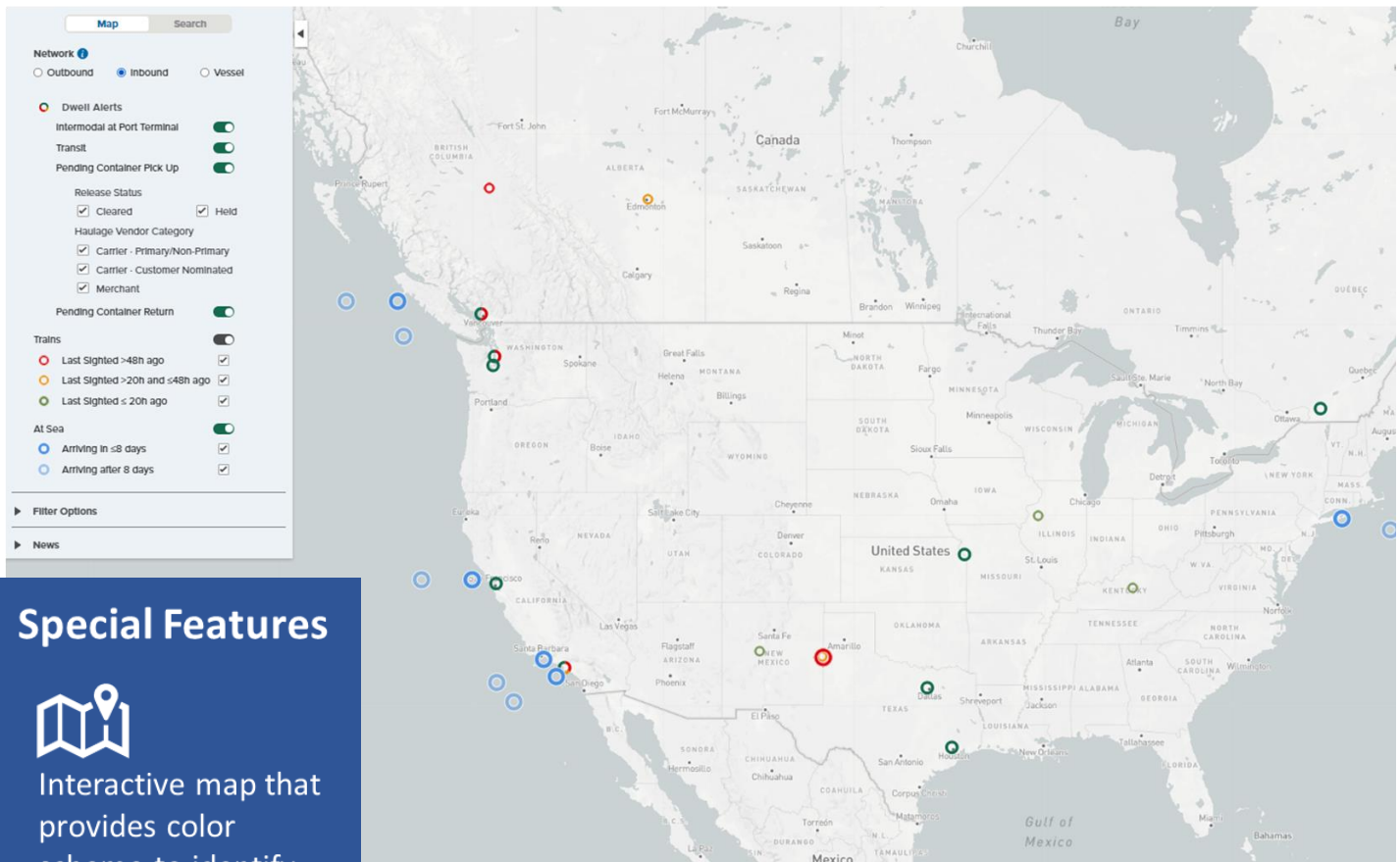
- OOCL Taipei- built in 2015 with an 8,888 TEU capacity.
- OOCL Southampton- built in 2007 with an 8,063 TEU capacity.
- OOCL Tokyo- built in 2007 with an 8,063 TEU capacity.

For more information about OOCL vessels, please visit our [site](#).



N2C3 Lite- Monitoring of your cargo

N2C3 Lite- Monitoring of your cargo



Special Features



Interactive map that provides color scheme to identify disruptions and the location of your active container(s)



Download comprehensive data reports to manage your shipments



Live customer service agents available to chat from 8:30 am to 7:00 pm (ET)

N2C3 Lite is a powerful track and trace web-based platform that allows closer monitoring of your OOCL active shipments.

It provides exception management and access to network disruptions and recovery plans. Other features include:

- Bulk search capabilities to facilitate obtaining information for multiple containers at once.
- Provides an overview of all incoming shipments that are 30 days from vessel arrival for better planning.
- Access to last free date information for containers that are ready to be picked up or pending container return.
- Advanced monitoring of containers at milestone stages.
- API integration capabilities.

For more information about N2C3 Lite, please contact our e-commerce team at OOCLECOM@oocl.com.

[Return to Top](#)

Submitting Verified Gross Mass (VGM)

OOCL encourages the use of electronic submission of Verified Gross Mass (VGM) to avoid potential delays in the loading of your cargo on to the vessel.

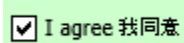
If you are not using EDI with OOCL, we recommend that you submit your VGM using the excel spreadsheet below which will submit the VGM data to OOCL via email or using [My OOCL Center \(MOC\)](#).

Below is the guidance for VGM submission using OOCL's Excel Form:

1. Download the Excel Form using this [link](#) and then open the Excel file.
2. On the "Declaration" tab, read the General Usage Agreement.



3. Click the "I Agree" box.



4. Open the "VGM Template" tab.



5. Enter information for at least the minimum required data fields listed below and in red font on the Excel Form:
 - Carrier = "OOCL" (This will self-populate as you enter container #)
 - Booking #
 - Container #
 - Verified Gross Mass
 - VGM Unit (select kilograms or pounds using the drop-down arrow)
 - Authorized Person
 - The "Authorized Person" must be entered in ALL CAPS.

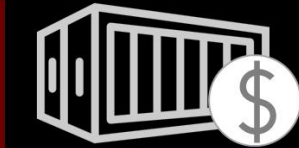
You will receive two emails within approximately 2-5 minutes of submission.

- The first email is a confirmation that your submission was received.
- The second email will confirm that the submission was accepted or list any errors, by container number, with a brief description of why the VGM was rejected.
- VGM may be resubmitted once initial errors are fixed.

My OOCL Center: Last Free Date



MOC- My OOCL Center



Last Free Date

My OOCL Center allows you to view the demurrage and detention Last Free Date (LFD) for Inbound containers on your bookings and bill of lading using My OOCL Center or OOCL's public website.

- 1 **Log into MOC**
Log into your "My OOCL Center" at www.oocl.com with your user ID and password.
- 2 **Use the search box on the MOC welcome page**
Enter the bill of lading number and select "Shipment Details."

- 3 **Shipment Details**
Scroll down the page and there will be LFD information under the "Detention & Demurrage Information at Destination" section.

Detention & Demurrage Information at Destination

- 4 **Searching via OOCL.com**
 - LFD can also be viewed via OOCL.com using the tracking search feature. Go to www.oocl.com and under "Tracking" type, choose "Container #" from the dropdown and enter the container number and hit search.

- Choose the "Detention and Demurrage" tab in the tracking details to view the last free day information.

Cargo Tracking

| Search Result - Container Number | | | | | | | |
|----------------------------------|---------------------|--------------|--------------------------|------------------------|--|------------------------|--|
| Summary | | | | | | | |
| Container Number | Container Size Type | Quantity | Gross Weight | Verified Gross Mass | Event | Latest Event Location | Final Destination |
| 40HQ | 6 Case | 6170.000 KGS | 9250.000 KGS (Submitted) | Picked Up for Delivery | Napoleon Terminal, New Orleans, Louisiana, United States | 27 Jan 2022, 15:49 CST | New Orleans, Orleans, Louisiana, United States |

| Detail of OOCL Container | | Detailed Container Specification Enquiry | |
|---|-------------------------------------|--|--|
| Linked Reference Number: | Inbound Customs Clearance Status: | Released (18 Jan 2022, 14:20 CST) | |
| | Payment Status (collected charges): | Cleared (11 Jan 2022, 21:02 CST) | |
| Routing Equipment Activities: | Detention & Demurrage | | |
| At Origin | At Destination | | |
| Earliest Empty Pickup Date: 29 Nov 2021, 00:00 CET (Actual) | Inbound Demurrage Free Time: | 5 Working Days | |
| | Demurrage Last Free Date: | 28 Jan 2022, 23:59 Local (Actual) | |
| | Inbound Detention Free Time: | 5 Working Days | |
| | Detention Last Free Date: | 03 Feb 2022, 23:59 Local (Actual) | |



We take it personally

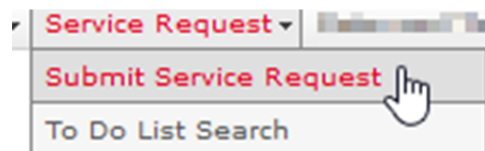
[Return to Top](#)

Pro-Tip: Cargo weight changes



My OOCL Center (MOC) allows you to request amendments to your booking(s) by submitting a Service Request, giving you the ability to update the cargo weight.

- 1 Log into MOC, click on “Service Request” from the main menu and then “Submit Service Request”.



- 2 Create a Service Request by adding the booking number and clicking on the “Search” button .

Create Service Request

- 3 Under the “Service Request” column, choose the service request named “Booking-Container Amendment Request” by clicking on the hyperlink “Online”.

| Service Request | Type | Description/Handling Instruction |
|--|--------|--|
| ABE-Canada Proof of Report Information | Online | Submit your ABE or Canada Proof of Report Information |
| Add/Change Booking Reference Information | Online | Amend type reference or add/confirm/change other reference numbers |
| Booking-Container Amendment Request | Online | Increase/Split/Roll/Reduce booking |
| Cancel Booking Request | Online | Request booking cancellation |
| Change Booking Parties Request | Online | Change Shipper, Forwarder or Consignee |
| Change Booking Routing Request | Online | Request routing change prior to vessel departure. |
| Change Cargo Nature or Description Request | Online | Change cargo nature/type) or commodity description |
| Export Carrier Door Pickup Instructions | Online | Submit your door pickup instructions for export door pickup |
| Export Change of Destination North America | Online | Export Change of Destination for cargo originating in North America after container(s) loaded onboard vessel |

- 4 Once the pre-filled form populates, choose the “Change Ctr Size/Type” checkbox and in the “Amend Container Information as follows” box, add revised cargo weight and submit.

Service Request Details

*Required:

Booking Container Amendment Request

Booking Request For: Increase/Split/Advance/Roll/Reduce/Change Size-type

* Denotes mandatory

Booking Number: [redacted]
Booking Party: [redacted]

Place of Receipt: Los Angeles, California, United States Port of Load: Long Beach, California, United States
State: [redacted]

Port of Discharge: Ningbo, China Final Destination: Ningbo, Zhejiang, China
Vessel / Voyages: OOCL SOUTHAMPTON 110W

Cargo Type: General Cargo
Cargo Description: Plastic Hangers

* Amendment Type: Increase Booking Split Booking Advance Booking Roll Booking Reduce Booking Change Ctr Size Type

Change Remarks: [text area]

Current Container Information: 20 X 40' HI-Cube Container, 6000.0 Kilograms

Amend Container Information as follows: [text area]

[Return to Top](#)

Happy Lunar New Year!

OOCL wishes you a happy and healthy Lunar New Year!

We hope that the year of the tiger may bring you happiness and good fortune.

