

# CUSTOMER

## NEWSLETTER

March 18, 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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## Vendor portal- N2C3 supplier portal

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N2C3 Supplier [Portal](#) is a vendor portal that improves the velocity and process to manage operations and equipment. From optimized empty return locations to rail billing submissions and street turn requests, this portal has vendor solutions utilizing top tier technology.

To create an account, visit our [site](#) and click on the "Get Started" hyperlink.

# N2C3 SUPPLIER PORTAL FEATURES



In addition to the web interface, to achieve greater efficiencies, **API protocol is also available for direct integration with your ERP or TMS software.**



Truckers can simply input the container number and request empty return instructions or street turn requests.



The portal will automatically display the optimal return location for each empty OOCL container(s). It will also take into consideration off hire units and special instructions.



Rail billing can be submitted by the trucker via the portal once return location is agreed.



For street turn requests, the system will automatically check booking details and provide instant approval if the requirements are met.



Chat function available for immediate assistance.

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## Update on CBP's latest actions and regulations

We would like to take this opportunity to remind all of our customers to keep themselves up to date with the latest regulations from the U.S. Customs and Border Protection (CBP) regarding the importation of cargo into the US. These regulations are subject to change.

At all times, but especially during this period of congestion and delays at various points in the network, ensuring that your cargo is fully compliant with the latest rules mitigates the risk of additional disruption to your supply chain flows.

Please refer to the CBP [website](#) for further information.

## Did you know: you can track containers in bulk on OOCL.com?

OOCL.com provides solutions to track and trace your containers by booking, bill of lading or container number without the need of a login or password.

Under the "Tracking" tab on the main page of OOCL.com, it allows you to search in bulk, tracking up to six containers at once.

### Step by step tracking guide

1. Go to OOCL.com
2. Under "Tracking" Tab, select the "Tracking Type" as "Container."
3. Input your container number separated by a space and up to 6 container numbers at once.
4. Complete the CAPTCHA security verification by sliding the puzzle.  
Click on the "Equipment Activities" tab to view the journey of the container(s).
5. For more information such as routing, detention & demurrage last free date, please click on the respective container number hyperlink to obtain further details.



**Did you know?**

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## Customer recognition: Carrier of the year award

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One of OOCL's core values is centered on customer focus. We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration to enhance customer experience.

We Take It Personally for our customers – going beyond normal job responsibilities to serve our customers both internally and externally.

Our dedication to customer focus and excellence through quality has led to one of our customers—Guitar Center—naming OOCL as Ocean Carrier of the Year 2021. This recognition is due to the support that OOCL provided in helping Guitar Center overcome challenges within the industry.

From the customer: "We look forward to building on the partnership as we plan and prepare for 2022 and beyond. In a token of our appreciation, we will be presenting OOCL with our traditional "Carrier of the Year" symbolic guitar and trust it will serve as a reminder of how much we appreciate OOCL as a valued service provider."



Guitar Center is an American musical instrument retailer chain. It is the largest company of its kind in the United States, with 297 locations.

# My OOCL Center: Change of destination



## MOC- My OOCL Center

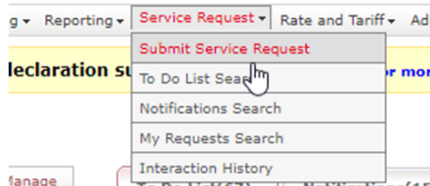


My OOCL Center (MOC) features the ability to submit a Change of Destination (COD) for your North America export shipments after the container(s) has loaded on the vessel.

Please note that the request for diversion of cargo to be received by carrier **at least 3 business days prior to (whichever is earliest):**

- (1) the arrival of vessel at original port of discharge or final destination  
OR
- (2) the arrival of vessel at new port of discharge or new final destination.

**1** Log into MOC and click on “Service Request” option from the menu then select “Submit Service Request.”



**2** Enter your booking number and click on “Search.” Then click on the blue hyperlink associated with the option of “Export Change of Destination North America.” Then fill out the COD form.

### Create Service Request

**Search Related Shipment**

Bill of Lading Number:

Booking Number:

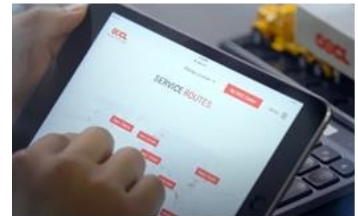
Container Number:

Invoice Number:

Vessel Voyage: Vessel Name:  Voyage Number:

Reference Number:

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



## Pro-Tip: Verifying dates on existing bookings

# PRO TIP Verifying Dates on Bookings

To facilitate the viewing of important elements within your export shipments such as booking status, cutoff date and documentation deadlines, you can find information in one stop utilizing our online platform My OOCL Center (MOC).

## Shipment Details Feature

Step 1: Login to MOC with your user ID and password.

Step 2: In the middle of the page, you can perform a search by clicking on the “Shipment Details” option and input the booking number. Then click on the “Search” button.

### Search

Search by:

Cargo Tracking
  Shipment Details
  Shipment Folder

Bill of Lading Number:

**Booking Number:**

Container Number:

(Maximum 6 container numbers, separated by a space.)

### Shipment Details

Search by

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**Shipment Details - Booking Number** [Details] [Close]

Last Modified: 03 Dec 2021, 07:50 Local

**Shipment Information**

Carrier: OOCL

**Status**

**Booking Status:** Confirmed [\(Legal Disclaimer\)](#)  
 Booking Status Remark: Shipment Confirmed  
 Internet Booking Reference Number: XXXXXXXXXX  
 Status of Container: Not Covered

**Shipping Instructions**

**SI Cutoff Time:** 11 Jan 2022, 16:00 PST  
**SI Status:** Not Received

Internet SI Reference Number:

**Advance Manifest Required**

Country	
China	Port of discharge is in China

**Cargo Cutoff Time:** 11 Jan 2022, 15:00 PST

OOCL Required Document Status

## Advantages



24/7 Access and Availability



User-friendly Platform



Accurate Data and Information

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## Customer solutions

OOCL is well-known in the industry for our quality services and *Take it Personally* approach to making sure our customers are well taken care of and they supply chains are moving as efficiently as possible. Our customer-centric solutions provide customer service agent support, features and online platforms for your business needs.

# CUSTOMER-CENTRIC SOLUTIONS



## Customer Service

- **E-mail:** We are committed to answering within 1 business days. Our local e-mail information can be found [here](#).
- **Calls:** Phone calls are answered in 15 seconds! Contact us at 1-888-388-6625 for your import and export customer service needs.
- **Feedback:** We want to hear from you! To submit your suggestions and compliments, visit our site and click on "Contact Us" from the menu option.



## My OOCL Center

- **Summary:** Allows you to manage your OOCL shipments online.
- **Export Features:** 24/7 booking submission and templates, amendment service request, required documentation upload through shipment folder, OOCL stationary ordering, VGM submission, sailing schedule and more.
- **Import Features:** customs release information, arrival notice email notification, customized reports, rail pickup number.



## OOCL.com

- **Cargo Tracking:** Ability to search by container, booking or bill of lading number. Provides container events and last free date.
- **Sailing and Vessel Schedule:** Easily input origin and destination port pairs to identify our services, transit time and cutoff.
- **Local News:** OOCL.com Local News features a bi-weekly Customer Newsletter with latest events, service exceptions, customer advisories and much more!



## Conference Call

- Connect with our sales and e-commerce departments utilizing Microsoft Teams personalized conference calls.



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