

CUSTOMER

NEWSLETTER

April 15, 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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The age of transformation: future mobility and technology

As the transportation industry continues to face substantial disruptions, it highlights the need to innovate technologies while maintaining sustainability efforts.

Recently, OOCL's Deputy Chief Financial Officer Michael Fitzgerald was invited to speak at the HSBC virtual [conference](#) called "Future Transport Week 2022" held between March 28 and April 1, 2022.

Mr. Fitzgerald shared OOCL's Environmental, Social and Governance (ESG) [initiatives](#) and emphasized that not only do we comply with, but we also try to exceed the International Maritime Organization's (IMO) requirements where possible. For example, IMO's Greenhouse Gas (GHG) strategy targets a 40% reduction in carbon intensity by the year of 2030, while OOCL targets to reduce 55% of the GHG (Scope 1) emission intensity.

In terms of achievement in emission reduction, we initially targeted to reduce GHG emission amount by 30% in 2020, and we surpassed the original goal with a 39.9% reduction by the end of 2020. As of September 16, 2021, Bloomberg ESG ranked OOCL first in Marine Shipping, and second among all HKEX listed companies in terms of disclosure scores.

In the area of digitalization, Mr. Fitzgerald shared latest initiatives and collaborations, such as the launch of the e-commerce portal FreightSmart as a one-stop solution for space and equipment protection. He also discussed GSBN and utilization of global trade data to enable supply chain participants to work collaboratively to accelerate digital transformation of the industry.



Lastly on the topic of technology, he discussed the establishment of IQAX. IQAX is a subsidiary of the Orient Overseas International Ltd (OOIL) and its goal is to develop intelligent solutions on strong digital foundations of blockchain, big data and artificial intelligence to drive the industry forward.

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FAQ: Real Time Release



FAQ

OOCL's Real Time Release (RTR) [platform](#) is an online payment portal that facilitates the demurrage payments for all OOCL's import shipments moving through the New Jersey/ New York Terminals.

This user-friendly tool provides easy navigation and simply requires a bill of lading number or a container number to start the process.

For easy reference, we have compiled a [list](#) of our frequently asked questions.



Can I utilize Real Time Release (RTR) platform to pay all OOCL's inbound demurrage charges?

The Real Time Release platform allows demurrage payments for shipments that are discharged and picked up at the terminals of New Jersey/New York area only.



How can I register to login in the RTR platform?

Visit the site <https://rtr.home.oocl.com/login> and click on the "Get Started" hyperlink. The preferred browser is Google Chrome or Mozilla Firefox.



How can I obtain an OOCL's demurrage invoice?

Although an invoice is not required to complete a demurrage payment transaction, the OOCL system will auto-generate the demurrage invoice to the parties of the bill of lading once the payment request is submitted via RTR.



How soon can I get my container released in the terminal system after I complete the payment request?

Once the payment process is complete within RTR, you will receive an email confirmation and your cargo should be released within 30 minutes of email receipt.



Are there any additional fees required when utilizing RTR?

Currently, OOCL is partnered with PayCargo on demurrage payment submission. The online payment is only subject to PayCargo's transaction fees.



Who do I contact if I have questions about RTR?

For questions on how to navigate through the online platform, please contact e-commerce at OOCLCOM@oocl.com. Alternatively, for questions regarding payment and demurrage charges while using RTR, please contact NYCIBDEM@oocl.com.

Did you know: N2C3 Lite offers advanced track and trace features?

N2C3 Lite (North America Network Control and Command Center) is our advanced track and trace web-based platform that allows monitoring for active OOCL shipments in North America.

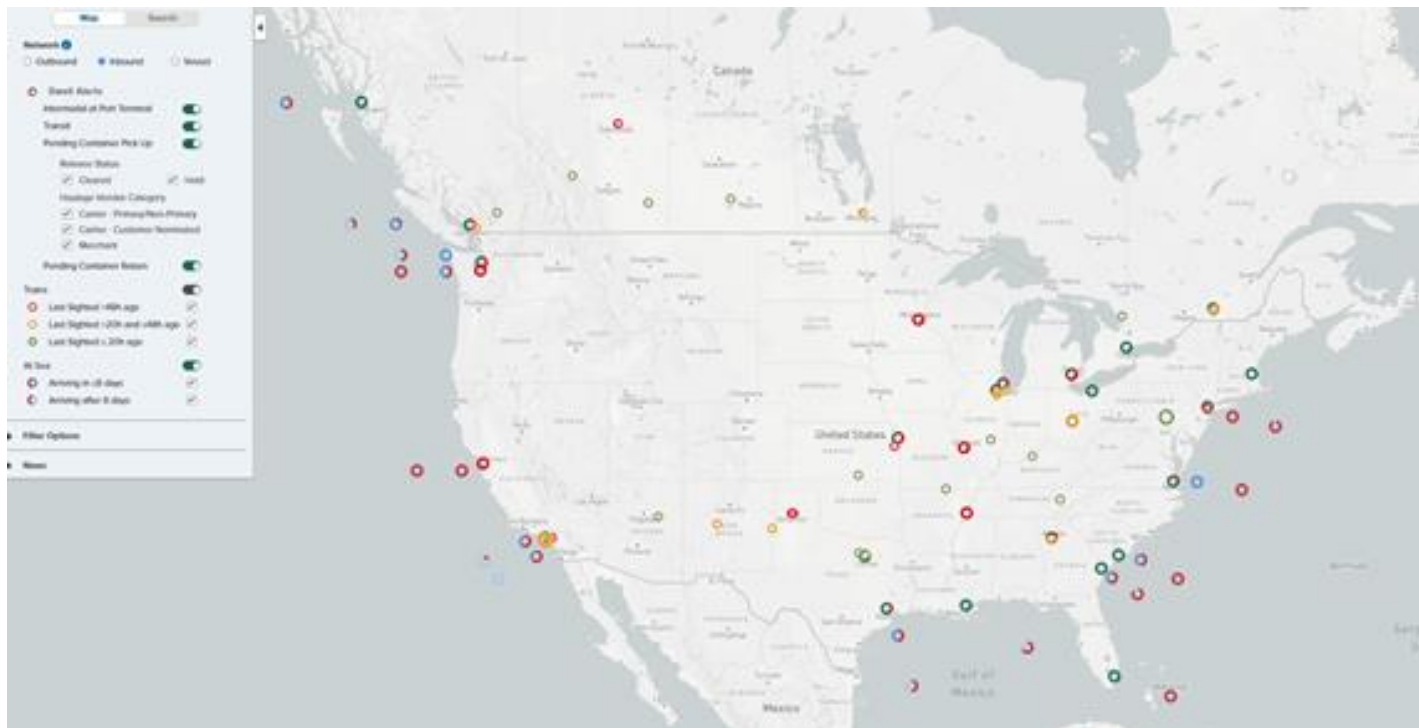
This online tool helps provides full transparency on operational disruptions, recovery plans and much more!

Exclusive N2C3 Lite Features

- Live chat available from 8:30 am- 7: 00 pm (ET)
- Information on containers at sea within 30 days of arrival
- Pending container pick-up and return last free day alert
- Visibility into estimated demurrage and detention charges
- Bulk search up to 200 containers/bill of lading at once



Did you know?



How to get started?

- Send an email to e-commerce team at OOCLECOM@oocl.com with the following information:
 - Service contract number
 - Previous BL number for reference
 - Date availability for a 15- minute product demonstration

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My OOCL Center: Service request- booking amendment



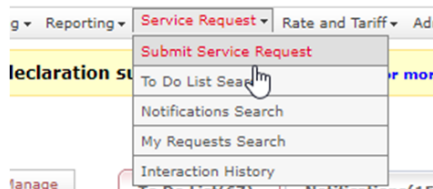
MOC- My OOCL Center



Service Request: Booking Amendment

For any booking amendments, including rolling or advancing a booking as well as booking reduction or cancellation, the most efficient method to making changes to your booking(s) is having your updates submitted through a service request within My OOCL Center (MOC). The turnaround time for service request submissions is quicker and a better option than submitting the request via email, which can take up to 1 business day. The steps below provides guidance on how to submit a service request.

1 Log into MOC and go to Service Request → Submit Service Request.



2 Enter in your booking number → Search and select the appropriate service request based on your needs. The example below is for “Increase/Split/Roll/Reduce Booking.” Then click on the “Online” hyperlink.

Create Service Request		Service Request Summary																															
Search Related Shipment Bill of Lading Number: [Search] Booking Number: 1234567890 [Search] Container Number: [Search] Invoice Number: [Search] Vessel Voyage: Vessel Name: Voyage Number: [Search] Reference Number: [Select] [Search]		Booking Number: [Input] <table border="1"> <thead> <tr> <th>Service Request</th> <th>Type</th> <th>Tip</th> </tr> </thead> <tbody> <tr> <td>AES-Canada Proof of Report Information</td> <td>Online</td> <td>Submit your AES or Canada Proof of Rep</td> </tr> <tr> <td>Add-Change Booking Reference Information</td> <td>Online</td> <td>Amend rate reference or add/remove/ch</td> </tr> <tr> <td>Booking-Container Amendment Request</td> <td>Online</td> <td>Increase/Split/Roll/Reduce booking</td> </tr> <tr> <td>Cancel Booking Request</td> <td>Online</td> <td>Request booking cancellation</td> </tr> <tr> <td>Change Booking Parties Request</td> <td>Online</td> <td>Change Shipper, Forwarder or Consigna</td> </tr> <tr> <td>Change Booking Routing Request</td> <td>Online</td> <td>Request routing change prior to vessel d</td> </tr> <tr> <td>Change Cargo Nature or Description Request</td> <td>Online</td> <td>Change cargo Nature/(type) or commodit</td> </tr> <tr> <td>Export Carrier Door-Pickup Instructions</td> <td>Online</td> <td>Submit your door pickup instructions for</td> </tr> <tr> <td>Export Change of Destination North America</td> <td>Online</td> <td>Export Change of Destination for cargo c</td> </tr> </tbody> </table>		Service Request	Type	Tip	AES-Canada Proof of Report Information	Online	Submit your AES or Canada Proof of Rep	Add-Change Booking Reference Information	Online	Amend rate reference or add/remove/ch	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 Consigna	Change Booking Routing Request	Online	Request routing change prior to vessel d	Change Cargo Nature or Description Request	Online	Change cargo Nature/(type) or commodit	Export Carrier Door-Pickup Instructions	Online	Submit your door pickup instructions for	Export Change of Destination North America	Online	Export Change of Destination for cargo c
Service Request	Type	Tip																															
AES-Canada Proof of Report Information	Online	Submit your AES or Canada Proof of Rep																															
Add-Change Booking Reference Information	Online	Amend rate reference or add/remove/ch																															
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 Consigna																															
Change Booking Routing Request	Online	Request routing change prior to vessel d																															
Change Cargo Nature or Description Request	Online	Change cargo Nature/(type) or commodit																															
Export Carrier Door-Pickup Instructions	Online	Submit your door pickup instructions for																															
Export Change of Destination North America	Online	Export Change of Destination for cargo c																															

3 A pre-filled form will populate, and you should check the appropriate amendment type box and enter any further details or comments on the “Change Remarks” field. Click on the “Submit” button to finalize submission. You will be provided with a stamp date and time receipt of your Service Request.

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

* Denotes mandatory

Booking Number: [Input]
 Booking Party: [Input]

Place of Receipt: New York, New York, United States Port of Load: New York, New York, United States
 Port of Discharge: Shanghai, China Final Destination: Shanghai, China
 Vessel / Voyage: EVER LENIENT 054W

Cargo Type: General Cargo
 Cargo Description: [Input]

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

Change Remarks: [Text Area]

Results:



Faster Updates to your Booking (s)



Easy Service Request Template Submission



Increased Accuracy for Amendment Information



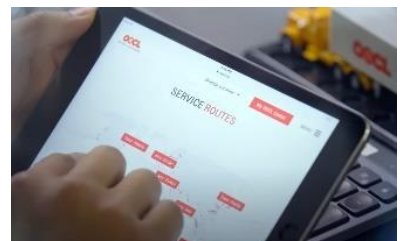
Seamless Customer Service Experience



Within 4 Business Hours Turn-around



Increased Visibility into Booking Amendment Status



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Pro-Tip: Arrival notice

PRO TIP Arrival Notice

My OOCL Center (MOC) features an email subscription to receive Arrival Notices (AN). In addition, you can view and print AN within the platform.

MOC Features:



Receive Arrival/Advice Notices by e-mail.



Search for Arrival/Advice Notices by bill of lading number, container number, vessel name or ETA.



Print Arrival/Advice Notices in batch.



Share access to Arrival/Advice Notices with associates.

Steps:

- 1 Login to My OOCL Center by visiting our site.
- 2 On the main menu, under “Documentation” option, select Arrival/Advice Notices. Then select “Sign-up for A/N print.”
- 3 Submit Request. Once approved by OOCL, update user profiles to allow users to view and print arrival/advice notices.
- 4 To subscribe to receive Arrival Notices via email, click on “Administration” then select “My Profile” and “Email Subscriptions.” Check the desired subscription to receive AN either batch or single.



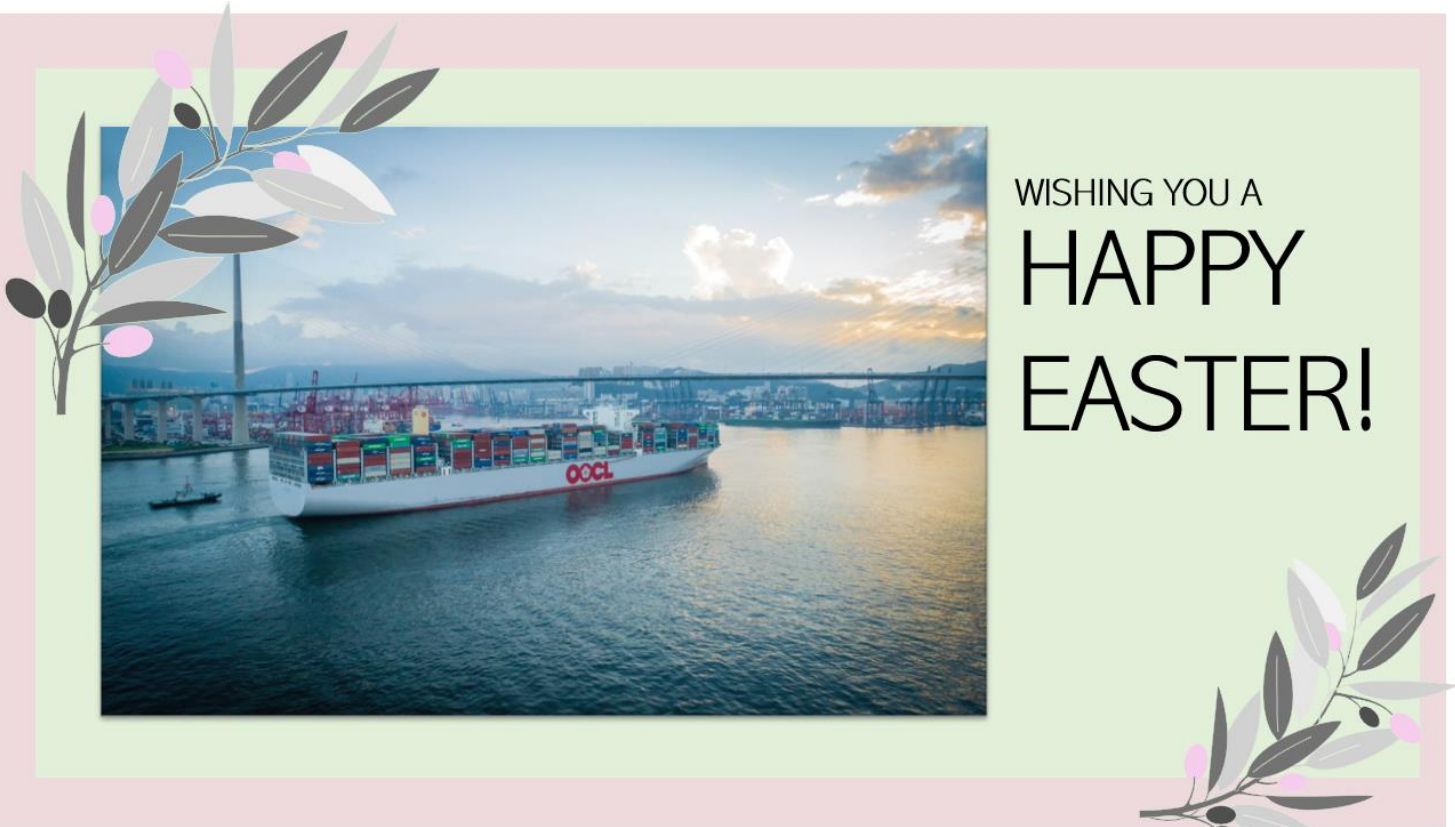
For more information, please contact our e-commerce team at: OOCLECOM@oocl.com.



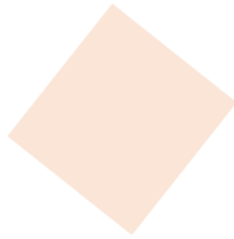
We take it personally

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Happy Easter



WISHING YOU A
**HAPPY
EASTER!**



*We are here to deliver quality services
and are your vital link to world trade.*

