

# CUSTOMER

## NEWSLETTER

May 13, 2022

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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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## Sustainability Report 2021

The eleventh edition of the Orient Overseas International Limited (OOIL) Sustainability Report 2021 has been recently published on our [site](#). The report highlights our continual commitment to proactively address critical environmental challenges during the reporting period between January 1, 2021, to December 31, 2021.



Sustainable development issues including the Environmental, Social and Governance (ESG) have been at the core of our business for many years. We continue to strive for green operations, eco-friendly initiatives adopting the United Nations Sustainable Development Goals (UNSDGs) to re-affirm our commitment on a global level.

## 2022 Protecting Blue Whales and Blue Skies Program



As part of our sustainability efforts to protect the environment and wildlife, OOCL will participate in the 2022 Protecting Blue Whales and Blue Skies Program—which is a Vessel Speed Reduction (VSR) incentive program that aims to reduce air pollution, fatal ship strikes on whales, and underwater noise.

The program began on May 1, 2022, and will conclude on December 15, 2022, for the San Francisco Bay and Southern California regions.

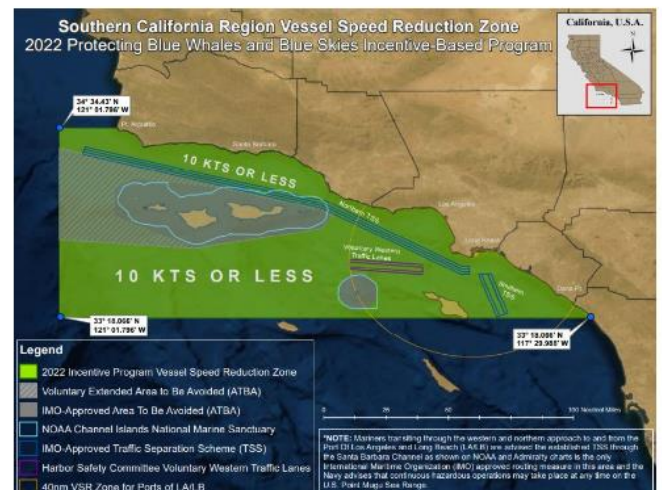
As a participant, OOCL will:

1. Identify all eligible vessels within the company fleet that may transit within the designated VSR zones.
2. Control the average speed of a transit through an entire VSR zone within 12 knots to earn credit for distance travelled at 10 knots or less.

By creating seasonal and predictable slow speed zones, the program helps protect endangered whales, reduce fuel use and regional greenhouse gas emissions, and improve air quality.



Map Source: NOAA Channel Islands National Marine Sanctuary



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## Did you know: you can subscribe to sailing schedules?

Apart from the regular sailing schedule offered on OOCL.com that allows you to print and download ad hoc reports, our online platform My OOCL Center (MOC) provides advanced features such as creating automated reports.

### How to setup sailing schedule subscription:

1. Go to OOCL.com and login to MOC.
2. From the main menu, click on "Schedules" and then select "Sailing Schedule Search" option.
3. Search for your desired port pairs and sailing date range and then click on the "Search" button.
4. After the search results populate, click on the button "Save as My Favorite Query." A pop-up screen will ask the name of your favorite query. Type the name and click on the "Save" button.
5. After saving your favorite query, go back to the top and click on "Schedules" from the main menu and then click on "My Favorite Queries." Click on the "Update" link to update your subscription with the desired frequency and delivery method.

The frequency to receive sailing schedules can be setup on a daily, weekly, twice a week, bi-weekly, or monthly basis.



**Did you know?**



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## My OOCL Center: Shipment details



### Shipment Details

The shipment details feature within My OOCL Center (MOC) provides a user-friendly layout for bill of lading and booking search to access OOCL data and other online features.

- 1 Login to MOC with your sign on credentials. In the middle of the main welcome page, go to the “Search” section and click on the “Shipment Details” radio button.
- 2 Insert either a bill of lading or booking number and then click search.

Search

Search by:

Cargo Tracking  Shipment Details

Shipment Folder

Bill of Lading Number:

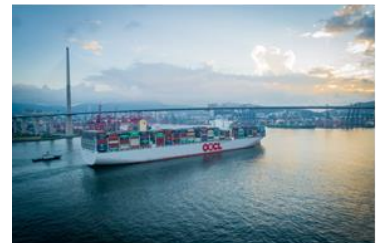
Booking Number:

Container Number:

Reference Number:

## Shipment Details Features

- Vessel and Voyage
- Container #, Size and Quantity
- Booking status, submitted weight and VGM weight
- Cargo and commodity information
- Rate reference number
- Detention & Demurrage Information at Destination
- Freight Charges
- Door Delivery at Final Destination information
- Routing Information: Place of receipt (Origin), port of load / port of discharge
- Provides estimate and actual milestone events
- Status of shipment releases- Freight Clearance and Cargo Release Status
- Customs Information including customs clearance status
- Shortcut to access service request, shipment folder, new booking, and many more features (screenshot below).



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## Pro-Tip: Documentation upload

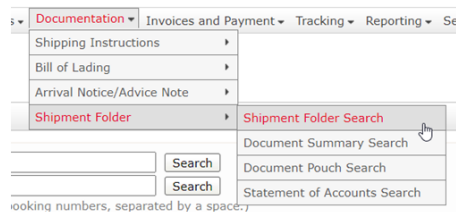
# PRO TIP Documentation Upload

The easiest way to upload your documentation is via My OOCL Center (MOC). In addition, you can also subscribe to receive an internet receipt if your documentation has been reviewed, verified, accepted or rejected.



## Documentation Upload

- 1 Log into MOC. From the main menu, select “Documentation” then select “Shipment Folder” and click on “Shipment Folder Search.”



- 2 Insert booking number and click on “Search.”

- 3 To upload a document, find the appropriate document name and click on the corresponding upload icon under “Actions” column. Alternatively, if a document that you wish to upload is not listed, you can click on “Add Document”.

**Shipment Folder Search** Submit your Service Request to OOCL Online.

Search by Expanded

Booking #	B/I #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
20151111			EVER FUTURE 002W	Oakland, California, United States	Oakland 26 Aug 2021, 05:00 PDT (estimated)	Hong Kong 08 Sep 2021, 22:30 HKT (estimated)	Hong Kong, Hong Kong

Details of the Shipment Folder

Required by OOCL | Provided by OOCL | User-Defined

<input type="checkbox"/>	Document Name	Booking Number	Received on <small>Tip</small>	Uploaded Time <small>Tip</small>	Uploaded from	Description/Remarks	Document Status	Actions
<input type="checkbox"/>	AES (for US laden cargo)	20151111					Requested	
<input type="checkbox"/>	Verified Gross Mass	20151111					Requested	
<input type="checkbox"/>	Shipping Instruction/BL Master	20151111					Requested	

[Add Document](#)



## Email Subscription

Via the Administration profile, you can set up to receive notifications if your documentation was either reviewed, verified, accepted or rejected.

- 1 From the main menu, select “Administration” then select “My Profile” and click on “E-mail Subscriptions” tab. Under the “Shipment Folder” section, click on the reports that you would like to receive. Then click on the “Save” button.

Shipment Folder

- OOCL Provided Document:
  - Receive e-mail notification when OOCL uploads / deletes the document ([Sample](#))
- OOCL Required Document:
  - Receive e-mail notification for the document upload request ([Sample](#))
  - Receive e-mail notification when the document I uploaded is under review ([Sample](#))
  - Receive e-mail notification when the document I uploaded is verified / rejected ([Sample](#))
  - Receive e-mail notification when the document I uploaded is deleted ([Sample](#))
  - Receive e-mail notification when the document non-shipment party uploaded is verified ([Sample](#))
  - Receive e-mail notification when the document non-shipment party uploaded is rejected ([Sample](#))
  - Receive e-mail notification when the document non-shipment party uploaded is deleted ([Sample](#))
- Document Pouch:
  - Receive e-mail notification when another user creates or modifies a document pouch ([Sample](#))

## Results:



24/7 Access



Easy amendment submission



Seamless Customer Service Experience



Quicker turnaround time



Increased visibility into document milestones



Alert notification for document status



View of document amendment version history

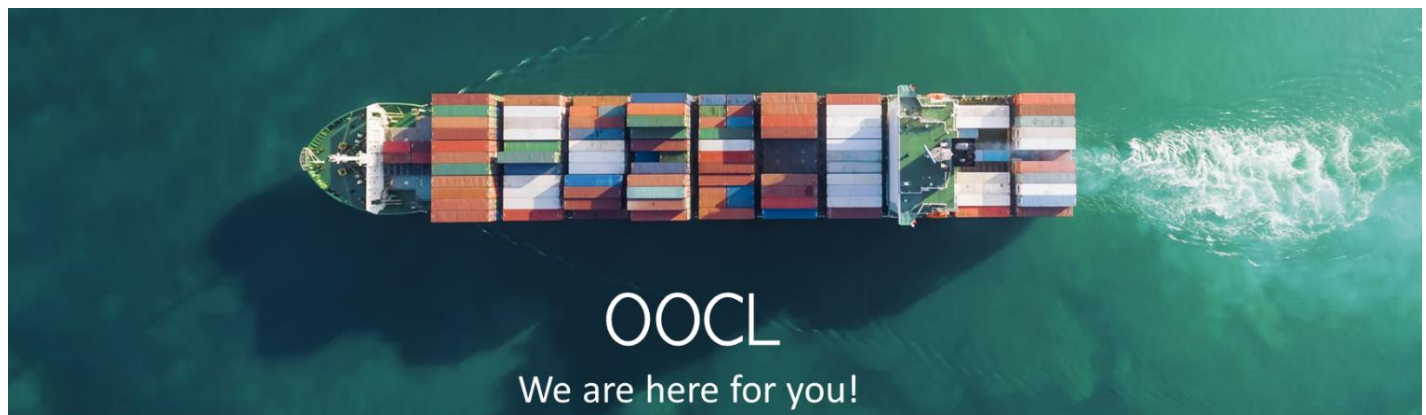
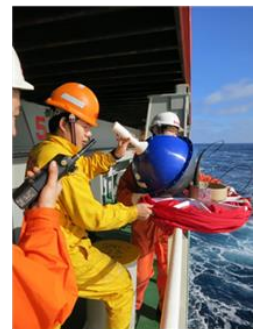
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## OOCL's Safety, Security and Environment

### Safety, Security and 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 facility.

We maintain the highest safety and security standards. In addition, OOCL proactively demonstrates our concern for the environment at every level of our organization.



# OOCL

We are here for you!

**OOCL**  
We take it personally

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