



# NORTH AMERICA CUSTOMER NEWSLETTER

MARCH 3, 2023

## Inside this Issue:

---

[OOCL welcomes its first 24,188 TEU container vessel “OOCL Spain”](#)

[Real Time Release expansion for Oakland](#)

[Did you know: MOC has a new feature to reset and retrieve User ID?](#)

[MOC: Detention and demurrage calculator](#)

[Pro Tip: Shipment folder/Hazardous](#)

[Trans-Atlantic Trade – GEX1: Upgrades to 5 vessels](#)



*We take it personally*

## OOCL welcomes its first 24,188 TEU container vessel “OOCL Spain”

OOCL is pleased to introduce the first 24,188 TEU mega vessel to its fleet. The new vessel was officially named “OOCL Spain” at a ceremony held on February 16, 2023 at the ship building enterprise of Nantong COSCO KHI Ship Engineering Co., Ltd. (NACKS) located in Nantong, China.



The OOCL Spain is capable of carrying up to 24,188 twenty-foot container boxes, and having a total length of 399.99 meters and a width of 61.3 meters. This scale makes her not only the first OOCL vessel to exceed the 24,000 TEU threshold, but also places her among **the largest container ships in the world** (as measured by carrying capacity).

The vessel has been awarded three "Smart Ship" notations by the American Bureau of Shipping (“ABS”). This is a recognition on our use of the latest intelligent technology onboard, together with big data acquisition to optimize the operations of the OOCL Spain. As a result, it will enable fuel efficiency improvements, gains in structural health monitoring, and long-term navigational safety.

For more information on the press release, please visit our [site](#).





## Real Time Release expansion for Oakland



# PRODUCT EXPANSION! REAL TIME RELEASE

## Demurrage Payment e-Portal for Oakland International Container Terminal (OICT) and TraPac

Real Time Release platform is OOCL's custom e-payment application, and it is now available for online import demurrage payment at the referenced Oakland terminals.

## FEATURES



Timely payment confirmation and cargo release



Online import demurrage information query



Easy to access online payment record



DEM calculation and payment submission in one-stop shop

## CONTACT US

[OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com)

## TIMELY CARGO RELEASE



Real Time Release is a user-friendly tool that provides easy navigation and requires only a bill of lading number or a container number to start the process.



24/7 access to pay your demurrage charges. Once payment process is complete, you will receive an email confirmation and your cargo should be released between 30-90 minutes.

[Return to top](#)

## Did you know: MOC has a new feature to reset and retrieve User ID?

My OOCL Center (MOC) has a new feature called “Having trouble signing in?”, which provides 3 main functionalities:



### Forgot your password?

To reset your password, you will need to utilize your existing MOC User ID. To do so, follow these steps:

1. Go to [OOCL.com site](#).
2. Click on the My OOCL Center [button](#) on the top right hand-corner of the page.
3. Click on the hyperlink “[Having trouble signing in?](#)”
4. Click on the “Forgot your password?” option.
5. Input your existing MOC User ID and click on the “Next” button.
6. You will be required again to input your MOC user ID and email address under the “Forgotten Password” section.
7. Click on “Request New Password” button.
8. A temporary password will be sent to the account email address on file from the system.



**Did you know?**



### Forgot your User ID?

To retrieve your existing User ID, follow these steps:

1. Go to [OOCL.com site](#).
2. Click on the My OOCL Center [button](#) on the top right hand-corner of the page.
3. Click on the hyperlink “[Having trouble signing in?](#)”
4. Click on the “Forgot your User ID?” option.
5. Input your existing MOC User ID and click on the “Next” button.
6. You will be required to input your first and last name and email address under the “Forgotten User ID” section.
7. Click on “Request User ID” button.
8. The system will send an email with the User ID to the account email address on file.




Having trouble signing in?

We're here to help. Follow the instructions and get back into you account.

 [Forgot your password?](#) >

 [Forgot your User ID?](#) >

 [Forgot your OOCL Account?](#) >

[Back](#)



### Forgot your OOCL Account?

For those individuals that have converted to an OOCL account, this feature will allow you to contact support via email by clicking on the “Contact Support” button. For more information on OOCL account, visit our [site](#).

[Return to top](#)

## MOC: Detention and demurrage calculator



### MOC- My OOCL Center

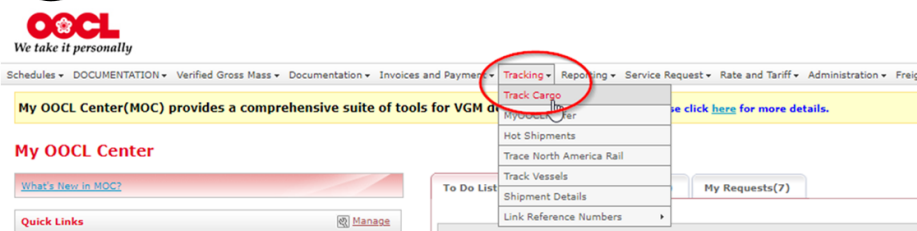


## Detention and Demurrage Calculator

My OOCL Center recently launched a detention and demurrage (DD) calculator for import shipments. To access this feature, the following requirements are needed:

1. You must access the DD calculator through the Tracking module and search by **BL Number** only
2. You must be a **party to the BL**.
3. The **Last Free Day (LFD)** information needs to be available.

**1** Login to MOC and from the main menu, select “Tracking” and then click on “Track Cargo”



**2** Input the desired bill of lading number and click on the “Search” button. Then click on the “Detention and Demurrage” tab.

To start utilizing the DD calculator feature, click on the “DD Calculator” button and click on the calendar icon to select the desired pickup date. The calculator will automatically calculate the estimated DD charges based on the date selected.

#### Cargo Tracking

Search by

Bill of Lading Number:  Search

Booking Number:  Search

Container Number:  Search

Reference Number:  Search

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

Routing | Equipment Activities | **Detention & Demurrage**

At Origin: 21 Jul 2022, 00:00 VMT (Actual)

At Destination: 01 Sep 2022, 23:59 Local (Actual)

Demurrance Last Free Date: 01 Sep 2022, 23:59 Local (Actual)

Detention Last Free Date: 09 Sep 2022, 23:59 Local (Actual)

DD Calculator

DD Calculator - Demurrage

Estimate Cargo Pickup Date Time (Local): **09 Mar 2023, 02:59** Calculate

Estimated DD Charge Amount:

Please refer to our DD invoice for actual charges amount.

Mar 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Time: 2 : 59

Reset OK



[Return to top](#)

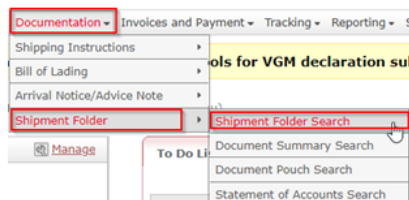
## Pro-Tip: Shipment Folder/Hazardous

# 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.

Search Result

Booking #	B/L #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
		OOCL SAN FRANCISCO 164W		Minneapolis, Minnesota, United States	Vancouver 22 Mar 2022, 16:00 PDT (estimated)	Kaohsiung 03 Apr 2022, 23:00 TWT (estimated)	Keelung, Taiwan

Details of the Shipment Folder

Required by OOCL | Provided by OOCL | User-Defined

Document Name	Booking Number	Received on	Uploaded Time	Uploaded from	Description/Remarks	Document Status	Actions
<input type="checkbox"/> Shipping Instruction/BL 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	Trade Area - Vancouver	Version 1	Verified	

Submit Service Request | Document Pouch | Batch Download

**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

[Return to top](#)



## Trans-Atlantic Trade - GEX1: Upgrades to 5 vessels

---

As part of our commitment to enhance our services and environmental sustainability, OOCL is adding a fifth ship to our Gateway Express 1 (GEX1) service to Canada.

### Gateway Express 1(GEX1)

Commencing from the Mv Tuxpan, due in Antwerp on March 3<sup>rd</sup>, there will be a minor adjustment to our current weekly service with the fixed day sailings per below:

	ETA	ETD
Antwerp	Fri	Sat
Bremerhaven	Mon	Tue
Le Havre	Thu	Fri
Liverpool	Sun	Mon
Montreal	Fri	Mon

Should you have any questions or enquiries regarding any of our services, please feel free to contact our local sales or customer service representatives.

Thank you for your continued support of OOCL.

