



NORTH AMERICA CUSTOMER NEWSLETTER

April 14, 2023

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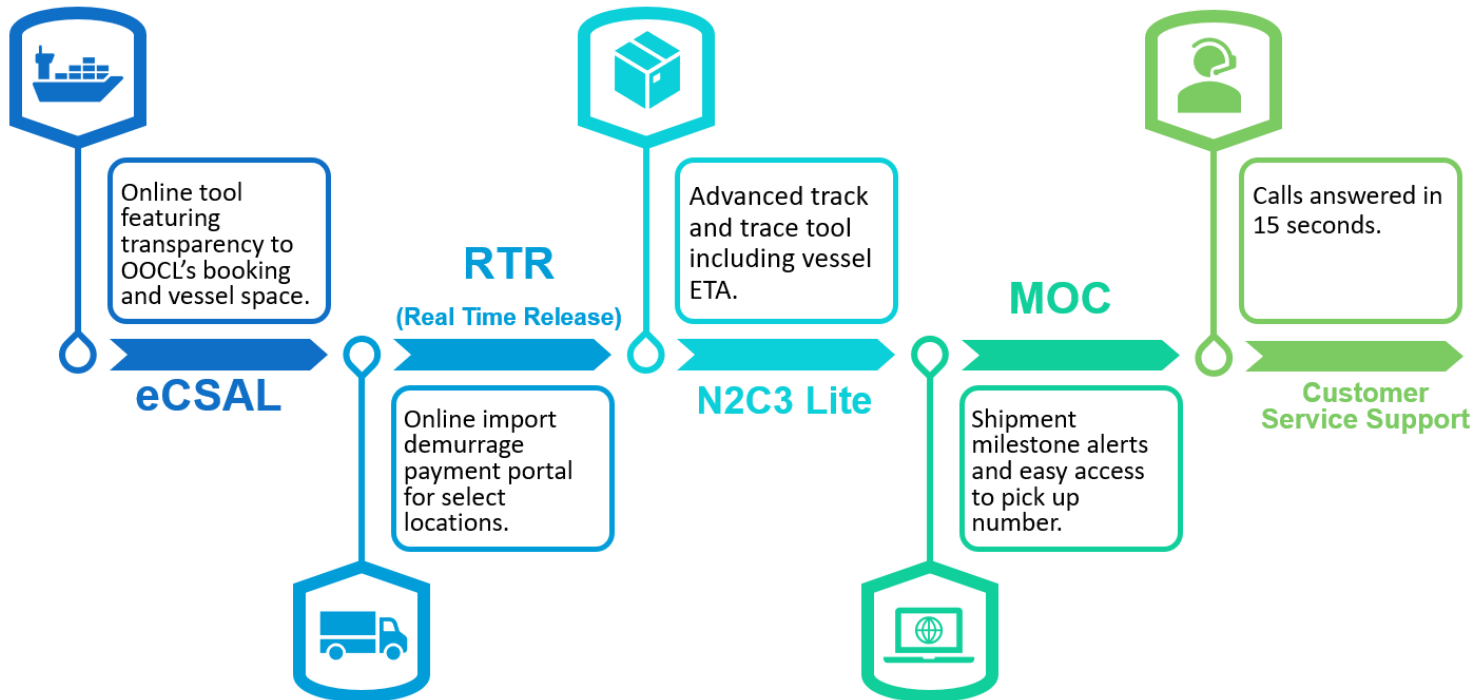
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We take it personally

Import advantages to book with OOCL

Import Advantages to Book with OOCL



Detention and Demurrage Dedicated Resources

- On average, 85% of DD emails are handled within 1 business day.
- Resolution provided within 5 business days.

OOCL's Services

- Connecting more than 600 international ports and terminals around the world.
- More than 190 weekly Ocean Services including Latin America.
- 9 Service Centers

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Demurrage Payment e-Portal now available for all Oakland and Tacoma terminals

Effective April 10, 2023, Real Time Release is supporting inbound demurrage payments for all Oakland terminals:

- Everport Terminal Services (Ben E Nutter)
- Oakland International Container Terminal (OICT).
- TraPac

In addition, Pierce County Terminal (Evergreen Tacoma Terminals) located in Tacoma, WA has also been added to this platform.

Real Time Release (RTR) provides customers with the ability to calculate and submit demurrage payment online. To start the registration process:

1. Visit OOCL's Real Time Release [site](#) and create a new user ID and password by clicking on the "Get Started" hyperlink.
2. Fill out the required fields and click on the "Submit" button.
3. Once you have received an email confirmation with your user ID and password, login with your credentials.

For more information on utilizing "RTR", please visit our [OOCL.com Demurrage and Detention page](#).



PRODUCT EXPANSION! REAL TIME RELEASE

REAL TIME RELEASE FEATURES



Online Payment

Timely payment confirmation and cargo release.



Calculator

Demurrage calculation and payment submission in one-stop shop.



Record

Easy to access online payment record.



PRODUCT QUESTIONS: OOCLECOM@OOCL.COM

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Earth Month



OOCL CELEBRATES EARTH MONTH - APRIL 2023

OOCL is pleased to celebrate Earth Month and create environmental awareness. Earth Month was originally founded on April 4, 1970. The theme for this year is to “Invest in Our Planet” designed to encourage businesses, governments and citizens around the world to improve our environment.

By taking a proactive role in caring for the environment, we can help minimize our carbon footprint, as well as other harmful pollutants such as sulphur oxides (SOx), nitrogen oxides (NOx) and particulate matters, and make the world a better place to live for ourselves and future generations.

OOCL continues to address the impending issues relating to global warming, air pollution, biodiversity and marine environment degradation, and energy consumption which present critical environmental challenges. For more information about our environmental performance and achievements, please refer to our Sustainability [Report](#) and [Milestones](#).



Our proactive efforts to care for the environment fall under four main categories:

- Emissions Reduction
- Marine Biodiversity Conservation
- Sustainable Management of Resources
- Environmental Promotion



In addition, OOCL features a carbon [calculator](#) to help our customers achieve the lowest possible carbon footprint in their end-to-end supply chain. Simple and easy to use, with just a few clicks, you can measure your carbon emissions for each shipment you make with OOCL, any time, anywhere.



Calculate the CO2 emissions in your supply chain with our end-to-end carbon calculator, which includes the following transport modes:



To learn more about OOCL's environmental care, please visit our [site](#).



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MOC: Cargo release and shipment details



MOC- My OOCL Center



Cargo Release and Shipment Details

My OOCL Center (MOC) gives you gives visibility to cargo release, custom status and shipment detail information such as important cutoff dates.



1

Log into MOC and search by the Bill of lading number. Then select the “Shipment Details” button and click “Search”.

Search

Search by: ☐ Cargo Tracking ☒ Shipment Details ☐ Shipment Folder

Bill of Lading Number:

Booking Number:

Container Number:

Reference Number:

2

The cargo release and cutoff information can be found under status, “Inbound Customs Information”, and “Advanced Manifest Required” sections.

Shipment Details - Booking Number

Carrier: OOCL

Status

Booking Status: Pending (Legal Disclaimers)
Pending Reason(s) Remark: Waiting for review - NRDF
Internet Booking Reference Number: CS4729206867
Status of Container: Not Covered

Shipping Instructions

SI Cutoff Time: 2019-08-05 14:00:00
SI Status: Not Received
Internet SI Reference Number:

Advance Manifest Required
Not Required

Cargo Cutoff Time: 2019-08-05 14:00:00
Container Pickup Check Code:
Block Code:

OOCL Required Document Status

Shipment Details - Bill of Lading Number

Carrier: OOCL

Status

Original B/L Received by Carrier: N.A. (Under Sea Waybill)
B/L Status: BL Ready
B/L Freight Clearance Status: Cleared
Cargo Release Status: Not Released

Inbound Customs Information

Customs Reference Number:
Customs Clearance Status: Held
FND Customs Clearance Code: P587

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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.

Results:



24/7 Access



Easy download of Arrival Notice copy



Seamless Customer Service Experience



Quicker turnaround time



Notification alerts to receive Arrival Notices by e-mail when it is uploaded by OOCL



Print Arrival Notice



View of document amendment version history



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What our customers are saying about us



CUSTOMER FEEDBACK



Superior Customer Service

"I just think it is important to point out how great the customer service is ALWAYS. I work with so many carriers that make me want to pull out my hair, it's always easy with OOCL."



"We Take it Personally" Motto

"OOCL and its team is the best shipping service I have found on the market. They are personal and the attention I receive is awesome. And their fast response is incredible. We have asked our shippers to ship all with our friends (As We Consider) OOCL."



Courteous

"OOCL has amazing customer service, very polite, clear and over all fast responses. They go out of their way to send courtesy reminders as well. Much appreciated."



Professionalism

"Dear OOCL, my words of appreciation today is to OOCL's export management. I am very grateful for the kindness, professionalism and hard work! This means so much to me that I can always depend on your help and assistance for any kind of request or inquiry I send over. Thank you, OOCL—you make much job lot easier!"



Quick Response

"Quick and effective response from OOCL to correct an issue with my Seaway bill –it was greatly appreciated."



We take it personally

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