



NORTH AMERICA CUSTOMER NEWSLETTER

May 26, 2023

Inside this Issue:

[Excellence through quality](#)

[Service updates-
Marine terminal gate
schedule](#)

[Container specification](#)

[MOC: Service request-
booking amendment](#)

[Pro Tip: Booking
acknowledgement](#)

[Did you know: you can
subscribe to receive
local news email alerts?](#)



We take it personally

Excellence through quality



OOCL: Excellence Through Quality

OOCL's quality policy to "do it right the first time" was adopted as a model to strive for performance excellence.

We challenge our processes, think beyond boundaries and look for innovative ways to create value for our customers.

In addition, we are recognized in the industry as being a quality carrier with impeccable safety record.

From answering calls in 15 seconds to the issuance of bill of ladings with over 99% accuracy, we embrace providing our customers with quality services.

Here is what our customers are saying about OOCL's *take it personally* approach.



"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, but it's always easy with OOCL."

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

[Return to top](#)

Service updates- Marine terminal gate schedule

The following marine terminal gates have announced they will be closed on May 29, 2023, in observance of Memorial Day in the United States:

- **Miami, Florida**
 - South Florida Container Terminal
- **Oakland**
 - Everport OAK
 - OICT
 - Trapac OAK
- **Seattle**
 - T18 and T30
- **Tacoma**
 - Pierce County Terminal
- **Los Angeles**
 - Everport LAS
- **Houston**
 - Bayport Container Terminal
 - Barbours Cut Terminal
- **Mobile**
 - APM
- **New York**
 - APM
 - Maher
- **Norfolk**
 - Norfolk International Terminals
 - Virginia International Gateway
 - Richmond
- **New Orleans**
 - Ports America NOLA
- **Philadelphia**
 - Greenwich Terminals
- **Boston**
 - Conley Terminal
- **Baltimore**
 - Ports America
- **Tampa**
 - Port of Tampa



Container specification



At OOCL, we take the transportation of your cargo personally and we offer customers a vast and modern fleet of containers.

From straightforward dry boxes to garmentainers to state-of-the-art controlled atmosphere reefers, OOCL has the size and type of box to suit your needs. Our local offices are happy to advise you on which is the best container for your cargo.

Please find below a list of the different types of containers we offer:

- [General purpose](#)
- [High cube](#)
- [Refrigerated](#)
- [Open top](#)
- [Flatracks](#)
- [Garmentainers](#)
- [Super rack](#)

OOCL's container fleet is one of the youngest in the industry and continually updated.



Our comprehensive maintenance program ensures all containers are in prime condition and meet or exceed international quality standards.

Manufactured from corrosion resistant steel (corten), stainless steel or aluminium, OOCL containers are of the highest quality.

Please click [on this link](#) for enquiring the detailed container specification of a specific container within our fleet.

[Return to top](#)

MOC: Service request- booking amendment



MOC- My OOCL Center

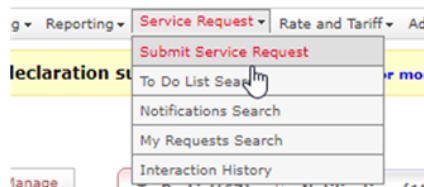


Service Request: Booking Amendment

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.

| 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/change it |
| 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 Consignee |
| Change Booking Routing Request | Online | Request routing change prior to vessel d |
| Change Cargo Nature or Description Request | Online | Change cargo nature/type(s) or commodi |
| 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: [redacted]
Booking Party: [redacted]

Place of Receipt: New York, New York, United States
Port of Discharge: Shanghai, China
Vessel / Voyage: EVER LEMENT 054W

Port of Load: New York, New York, United States
Final Destination: Shanghai, China

Cargo Type: General Cargo
Cargo Description: [redacted]

* Amendment Type: ☐ Increase Booking ☐ Split Booking ☐ Advance Booking ☐ Roll Booking ☐ Reduce Booking ☐ Change Ctl Size-Type

Change Remarks: [redacted]

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



[Return to top](#)

Pro-Tip: Booking acknowledgement

PRO TIP

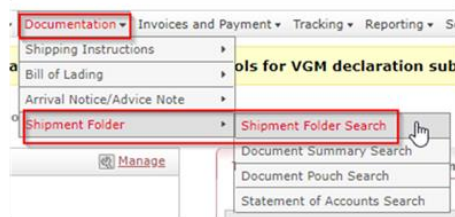
Booking Acknowledgement

How to obtain a copy

After your booking has been created, you will receive a booking acknowledgement (BA) with details about your shipments including booking status, route information including cutoff dates and required documentation. To obtain a copy of your latest BA version for your booking, My OOCL Center (MOC) provides easy access per the steps outlined below.



- 1 Login to MOC with your user ID and password.
- 2 From the main menu, click on "Documentation" then "Shipment Folder" and select "Shipment Folder Search."



- 3 Input your booking number and click on the "search" button. Then click on the "Provided by OOCL" tab and a copy of the most recent booking acknowledgement will be available for download by clicking on the download icon under "Actions" column.



My OOCL Center Contact Us e-Subscription Help

Schedules Booking Verified Gross Mass Documentation Invoices and Payment Tracking Reporting Service Request Rate and Tariff Administration

Shipment Folder Search

Submit your Service Request to OOCL Online.

Search by

Bill of Lading Number: Search

Booking Number: Search

Container Number: Search

Reference Number: Search

Search Result

| Booking # | B/L # | Container # | Vessel/Voyage | Origin | Port of Load | Port of Discharge | Destination |
|-----------|-------|-------------|---------------|---------------------------------------|--|--|--|
| | | | | Long Beach, California, United States | Long Beach 15 Jun 2023, 02:30 PDT (estimated) | Ho Chi Minh (EP-ITC) 10 Jul 2023, 04:00 VNT (estimated) | Ho Chi Minh City, Ho Chi Minh, Vietnam |

Details of the Shipment Folder

Required by OOCL **Provided by OOCL** User-Defined

| All | Document Name | Booking Number | Bill of Lading Number | Uploaded Time | Description/Remarks | Actions |
|--------------------------|-------------------------|----------------|-----------------------|------------------------|---------------------|---------|
| <input type="checkbox"/> | Booking Acknowledgement | | | 15 May 2023, 17:41 PDT | | |

Submit Service Request Document Pouch Batch Download

[Return to top](#)

Did you know: you can subscribe to receive local news email alerts?

Our local news email subscription will provide you with the most up to date information on any service changes and adjustments, new products, terminal closures, and other relevant news.

To signup, please follow the steps below.

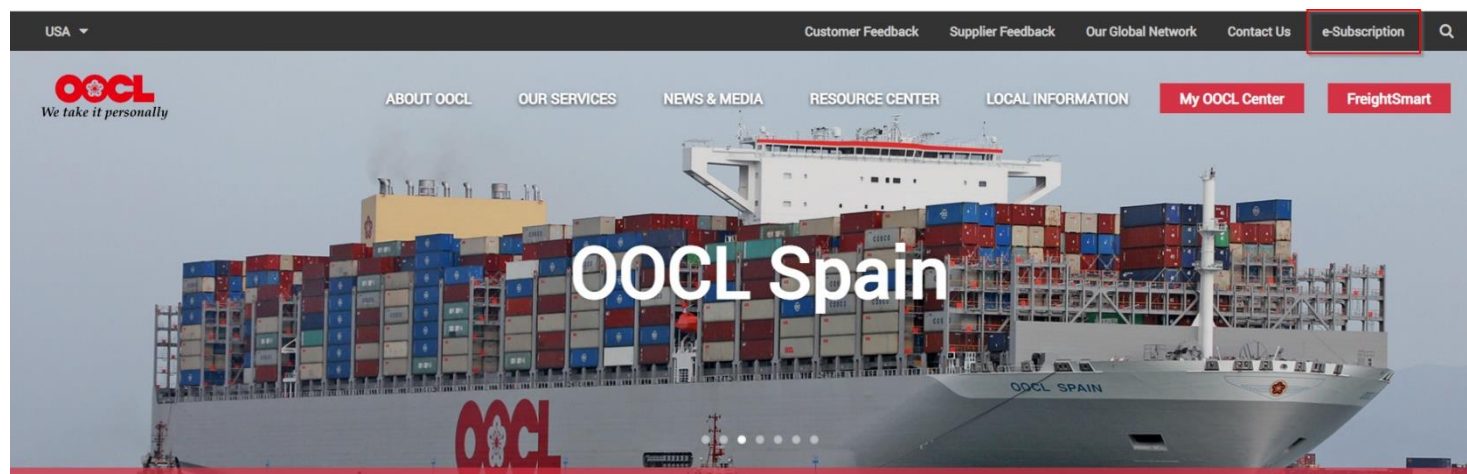
How to setup Local News subscription:

1. Go to OOCL.com.
2. At the left top corner of the screen click on “Change Location.”
3. Click on “Americas” tab and select your respective country.
4. Click on “e-Subscription” menu option (top right corner of the page).
5. Fill out the following required fields: Email Address, Name, Company Name and Company Location (origin country).
6. Under “e-Subscription Customization,” click on “Local News” tab.
7. Then click on “Add Country & Region” button and select the North American countries of your choice.
8. Click on “Add” button and then “Submit” button.

Under the e-Subscription feature, you also have the ability to change or remove.



Did you know?



e-Subscription

[e-Subscription](#)

[Change Subscription](#)

[Remove Subscription](#)

Thank you for your interest in OOCL.com's subscription service.

By subscribing to e-Subscription you will receive sailing schedule updates via email. Simply complete the form below to take advantage of this free service. All mandatory fields are denoted by *.

* Email Address

* Name

* Company Name

* Company Location

[Return to top](#)