



# NORTH AMERICA CUSTOMER NEWSLETTER

October 13, 2023

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*We take it personally*

## My OOCL Center (MOC) User ID upgrade to “OOCL Account”

We are pleased to announce an integrated platform which allows you to access My OOCL Center (MOC) and other digital solutions called “OOCL Account.”

With [OOCL Account](#), you can manage your profile in one place by simply utilizing your email address as your login credentials.

In the upcoming weeks, the transition to OOCL Account will be implemented. This will be done in phases. And you will be receiving an email from support notifying you when your account is ready for upgrade.

Once you receive the notification, please follow the steps within the comprehensive [guide](#) on how to activate your new OOCL Account when you login to MOC.



### WHAT

You will be receiving an email notification to upgrade your MOC User ID to OOCL Account. OOCL Account can help you to access OOCL online services and manage your shipment as efficient and simple as possible.



### WHEN

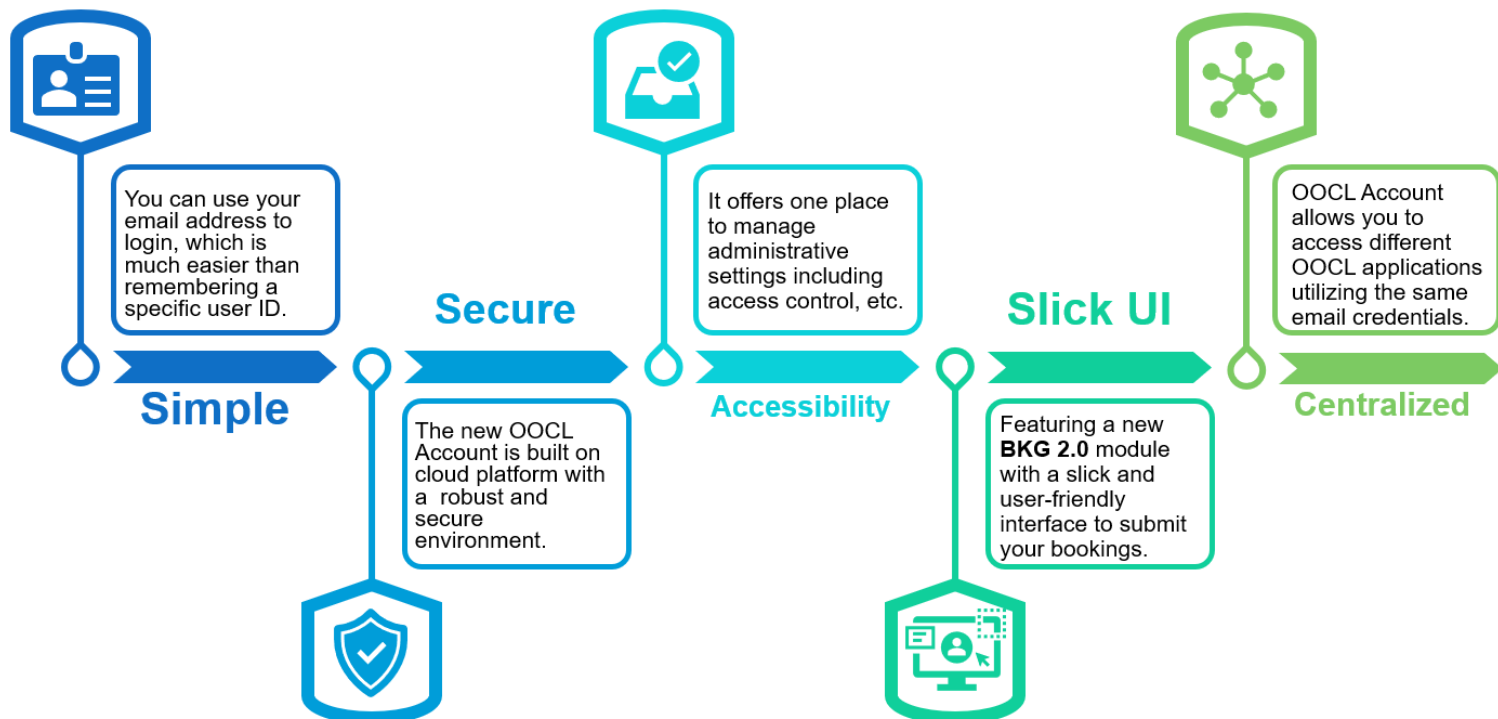
- In the upcoming weeks from October through December 2023, you will be prompt to upgrade your account.
- OOCL Account features the same functionality of MOC with added benefits!



### CONTACT US

For any questions on how to upgrade your MOC User ID to OOCL account, contact [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com)

# OOCL Account Features



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## Breakbulk Americas 2023 Conference



For the second consecutive year, OOCL participated as an exhibitor at the Breakbulk Americas 2023 Conference held at the George R. Brown Convention Center in Houston, Texas on September 26-28. The conference promotes networking amongst leaders in the project cargo and breakbulk industry.

The event was attended by more than 5,400 people and our customers were appreciative of the quality services offered by the OOCL's Project Cargo team.

From experienced professionals understanding your special cargo requirements to investing in the latest equipment and technology—from open tops to flatrack and super racks—we accommodate your cargo needs and safety transportation.



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## OOCL is recognized as “Best Shipping Line— Intra-Asia”



OOCL is honored for the recognition of “Best Shipping Line — Intra-Asia” at the 2023 Asian Freight, Logistics and Supply Chain (AFLAS) Awards’ ceremony held at the JW Marriot Hotel Singapore South Beach on September 28, 2023.

The winners of “Best Shipping Line” at AFLAS Awards are assessed and determined by various requirements and criteria, such as maintenance of schedule integrity, effective and easy-to-use IT systems, comprehensive ports of call, and etc.

This year, OOCL outperformed its industry peers in the Intra-Asia market and won the trophy of “Best Shipping Line – Intra-Asia”. OOCL received the same award again back in 2021, demonstrating the company's ability to maintain high-quality services in an ever-changing environment.

Commenting on the award win, Mr. Michael Xu, Director of Trades at OOCL said:

“We would like to thank Asia Cargo News, our customers, and our business partners for their support to OOCL. The market has

changed at an unprecedented scale in recent years, and OOCL has been responding actively.

In 2023, OOCL has further strengthened its services by introducing new services in our Intra-Asia as well as the global network and promoting our online booking platform FreightSmart. Today, we are very encouraged by this honor, a recognition of the success that we have in maintaining best-in-class service quality under an evolving environment, especially in the Intra-Asia market. Moving forward, OOCL will continue to create values for our old and new customers, and to be the carrier of choice as always.”

Hosted by leading shipping and logistics publication Asia Cargo News, the annual AFLAS Awards is one of the most anticipated industry events in the Asia Pacific region. The awards recognize service providers from different categories for their excellent performance and achievements across a range of criteria. Award winners are determined by a 3-step assessment process, involving more than 15,000 voters, which makes the awards results a true reflection of user’s opinion.

For more information, please visit our [site](#).



## Pro-Tip: View and Print BL

# PRO TIP

### Bill of Lading Documentation

My OOCL Center allows users to view, amend and approve Draft BLs and print OOCL bill of ladings. For seaway bills, you can utilize plain white paper. For original bill of ladings, please utilize OOCL stationary to print your bill.



## How to View and Print BL

- 1 Visit [www.oocl.com](http://www.oocl.com) and login to My OOCL with user ID and password.
- 2 From the main menu, make the following selection: Documentation > Bill of Lading> B/L View and Print.
- 3 Enter OOCL booking number and ensure there is no space following the last digit. Please note: If you already know the BL number, only input the numeric number of the B/L . You can also search by BL type (draft, seaway, original).
- 4 To view and print the respective bill of lading, click on the print icon under the "Actions" column.



## Tip and Online Best Practices

Prior to viewing and printing your bill of lading, we would recommend checking your documentation setup to ensure you can access to the information.

- 1 MOC Profile Setup: From the main menu, Administration > My Profile > Access. Check to see if you have user Shipment Coverage and Bill of Lading access.
- 2 Party on the BL: In order to view your bill, please ensure that your company name and address show as a party on the bill of lading for BL to be uploaded to your online account.
- 3 Timing: OOCL Documentation department will process shipping instructions within 24 hours of receipt. A bill of Lading will be uploaded to the web and made available to user accounts as registered in MOC profile.
- 4 Documentation Contact: If you have verified that steps 1-3 are in place, but you still can't view your bill of lading in MOC, please contact documentation department at 800-822-6625 or via [email](#) to have the bill released to your online account.
- 5 BL Stationary: To order BL stationary, navigate in MOC: Documentation > Bill of Lading > Order B/L View Stationary.

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## MOC: Project Cargo booking



## MOC- My OOCL Center



### Online Booking

## Project Cargo

REACHING NEW HEIGHTS

### Online Booking Submission



#### 1 Sign up for My OOCL Center on OOCL.com

#### 2 Establish Rate Quote

Prior to submitting your online booking via My OOCL Center, please contact [NAPCRQ@oocl.com](mailto:NAPCRQ@oocl.com) to ensure you have a valid rate for your cargo.

#### 3 Login to MOC

Click on the "Booking" option from the main menu and then select "Booking Request."

#### 4 Booking Request Module

After clicking on the "Booking Request" option, a blank booking screen will be generated. Please fill out all fields that have a "\*" by it as these are mandatory.

- Insert Service Contract or Rate Reference#
- Add Party Information- Shipper/Forwarder is required.
- Cargo Nature- choose "Awkward" from the menu regardless of In-Gauge or Out-of-Gauge status. This will activate your cargo dimension fields and ensure your booking request is received by our Project Cargo booking team.
- Fill out the routing with origin and destination city.

#### 5 Container Information and Cargo Dimensions

Please ensure the unit selected is in meters as OOCL does not accept awkward cargo measurements in feet.

Fill out the quantity, size type, cargo weight, cargo dimensions including length, width, height and choose unit to be in "meters."

Please note: We do not accept requests for "40' Flat Rack Height Adjustable."

Container (Note: If an item is over one ton, enter the Gross Weight per package in the Remarks section)

Quantity *	Size Type *	Cargo Weight * <small>Tip (per container)</small>	Shipper Owned	Awkward Dimension *	Total Length *	Total Width *	Total Height *	Unit *
	Select	Select	<input type="checkbox"/>	Select				Meters
	Select	Select	<input type="checkbox"/>	Select				Select
<small>Add Container</small>								
<small>Trucking</small>								
<small>Empty Container</small>								
<small>40' Flat Rack</small>								
<small>40' Flat Rack Height Adjustable</small>								
<small>40' Flat Rack High Cube</small>								
<small>40' Hi-Cube Open Top</small>								
<small>40' Open Top</small>								
<small>Time Zone: Select</small>								

## BENEFITS



**Easy Booking Templates**



**Faster Booking Confirmation**



**Seamless Customer Service Experience**

## FEATURES



**Speed to the Market**

Our service offerings provide you with superior quality and fast response.



**Experienced Professionals**

We understand your special cargo needs that requires attention to details.



**Safe and Secure**

We provide expertise in handling and stowage of your oversized cargo.



**Special Equipment**

Investing in the latest equipment and technology is our priority. From open tops to flatracks and super racks, there is flexibility to accommodate your cargo needs and transport it safely.

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## OOCL's Mission Statement

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### OOCL's Mission Statement

To be the best and most innovative international container transport and logistics service provider; providing a Vital Link to world trade and creating value for our customers, employees, shareholders and partners.

