



# NORTH AMERICA CUSTOMER NEWSLETTER

December 21, 2023

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*We take it personally*

## Season's Greetings: A message from our President



# SEASON'S *Greetings*

Dear Valued Customer,

As we approach the end of 2023, we reflect on a year that has been filled with challenges and triumphs. Your unwavering support and trust in OOCL have been instrumental in navigating these times.

Our commitment to "We Take It Personally" continues to be the cornerstone of our operations, ensuring that we provide you with the consistent, quality services you have come to expect from us. We are grateful for the collaborative relationships we have built together, and we look forward to strengthening these bonds in the coming year.

OOCL remains dedicated to creating value for your business needs and being a vital

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### A MESSAGE FROM OUR PRESIDENT

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link to world trade. Our focus on customer service and excellence through quality is evident in our daily interactions and is a testament to our enduring commitment to you.

As we usher in the new year, we wish you and your loved ones a holiday season filled with joy, peace, and prosperity. May the coming year bring new opportunities and successes for all of us.

Thank you once again for your continued support. As we step into 2024, we are excited to continue our journey together, creating a brighter and more prosperous future.

With warmest regards,

Peter



## Service Updates: Marine terminal gate schedule

The following marine terminal gates have announced they will be closed on December 25, 2023, December 26, 2023, and January 01, 2024, in observance of Christmas, Boxing Day and New Year's Day in the United States and Canada.

USA			
Port	Terminal Name	Christmas Day	New Year's Day
Baltimore	Ports America	Closed	Closed
Boston	Conley Terminal	Closed	Closed
Charleston	Wando Terminal	Closed	Closed
Charleston	North Charleston Terminal	Closed	Closed
Houston	Bayport Container Terminal	Closed	Closed
Houston	Barbours Cut Terminal	Closed	Closed
Long Beach	LBCT	Closed	Closed
Long Beach	PCT	Closed	Closed
Los Angeles	APMT	Closed	Closed
Los Angeles	Everport LAS	Closed	Closed
Los Angeles	Fenix Marine Services	Closed	Closed
Los Angeles	Yusen Terminals International	Closed	Closed
Miami	South Florida Container Terminal	Closed	Closed
Mobile	APM	Closed	Closed
New Orleans	Ports America NOLA	Closed	Closed
New York	APM	Closed	Closed
New York	Maher	Closed	Closed
Norfolk	Norfolk International Terminals	Closed	Closed
Norfolk	Virginia International Gateway	Closed	Closed
Oakland	Everport OAK	Closed	Closed
Oakland	OICT	Closed	Closed
Oakland	Trapac OAK	Closed	Closed
Savannah	Georgia Ports Authority	Closed	Closed
Seattle	T18	Closed	Closed
Seattle	T30	Closed	Closed
Tacoma	Pierce County Terminal	Closed	Closed
Tampa	Port of Tampa	Closed	Closed

Canada				
Port	Terminal Name	Christmas Day	Boxing Day	New Year's Day
Halifax	PSA Halifax	Closed	Closed	Closed
Montreal	Cast Terminal	Closed	Closed	Closed
Montreal	Termont Montreal	Closed	Closed	Closed
Prince Rupert	DPW Prince Rupert	Closed	Closed	Closed
Vancouver	Vanterm	Closed	Closed	Closed
Vancouver	Deltaport	Closed	Closed	Closed
Vancouver	Centerm	Closed	Closed	Closed

# OOCL's Core Values

OOCL's mission statement entails to be the best and most innovative international container transport and logistics service provider and being a vital link to world trade and creating value for our customers, employees, shareholders, and partners.

OOCL has 4 core values that are central to everything the company does:

- **People, People, People:** As a successful corporation, OOCL understands that its continued success and growth depends upon the skills, dedication, and the teamwork of its employees. People are our greatest asset.
- **Customer Focus:** We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration. We take it personally for our customers—going beyond normal job responsibilities to serve our customers both internally and externally.
- **Excellence through Quality:** We embrace continued improvement and to do it right the first time to pursue performance excellence. We strive for innovation to continue to create value for our customers.
- **Community Responsibility:** Our communities contribute to our success, and we maintain high safety standards and demonstrate our concern for the environment.

## OOCL's Core Values



People,  
people,  
people

Customer  
Focus

Excellence  
through  
Quality

Community  
Responsibility



*We take it personally*

# MOC: Detention and demurrage calculator



## MOC- My OOCL Center

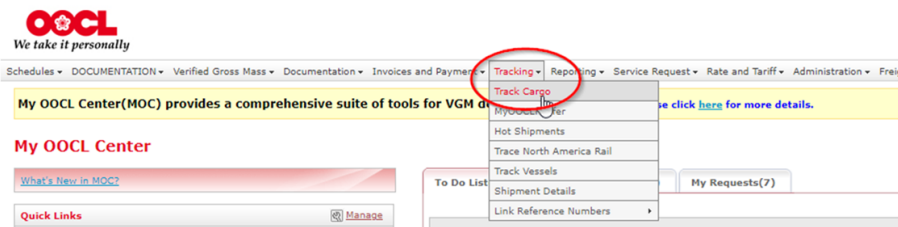


### Detention and Demurrage Calculator

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:	<input type="text"/>	Search
Booking Number:	<input type="text"/>	Search
Container Number:	<input type="text"/>	Search
Reference Number:	<input type="text"/>	Search

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

Select

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

At Origin  
Earliest Empty Pickup Date: 12 Nov 2023, 00:00 CCT (Actual)  
Detention Last Free Date:

At Destination  
Inbound Demurrage Free Time: 4 Working Days  
Demurrage Last Free Date: 19 Dec 2023, 02:59 Local (Actual)  
Inbound Detention Free Time: 8 Working Days  
Detention Last Free Date: 28 Dec 2023, 23:59 Local (Actual)

**DD Calculator**  
**DD Calculator**

**DD Calculator - Demurrage**

Estimate Cargo Pickup Date Time (Local): **22 Dec 2023, 23:59** **Calculate**

**Estimated DD Charge Amount:**

Please refer to our DD invoice for actual charges amount

**Dec 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 23 : 59 **Reset** **OK**



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## Pro-Tip: Reset password

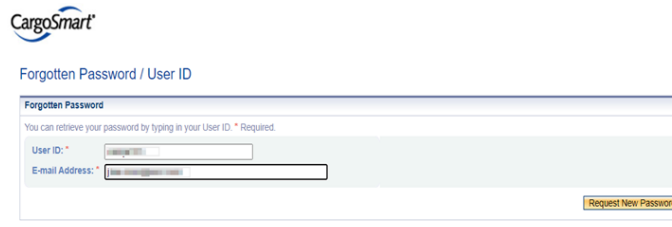
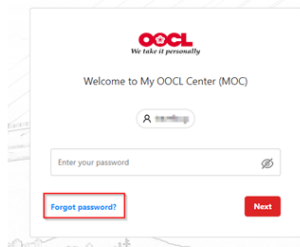
# PROTIP



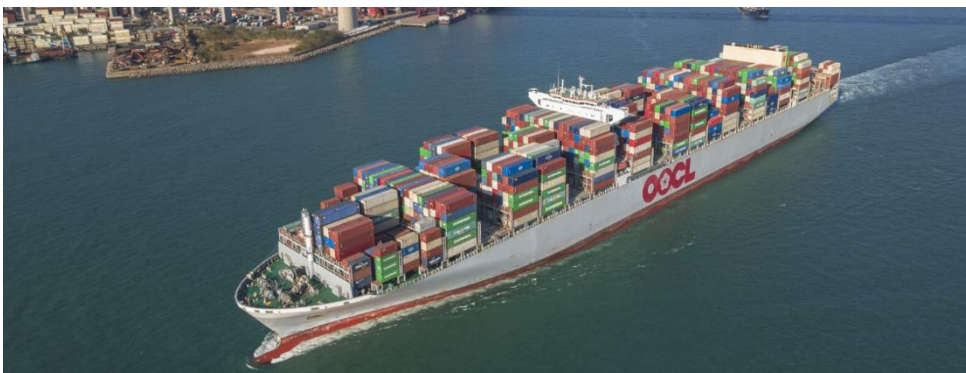
## Reset Password

My OOCL Center (MOC) password reset can be self-serviced by following the instructions listed below. User will receive a temporary password which will prompt to set a permanent, strong password.

1. Visit our site [www.oocl.com](http://www.oocl.com).
2. Click on “My OOCL Center” button on the top right-hand corner of the main page.
3. Enter your MOC User ID or Email address associated with your OOCL Account.
4. Click on “Forgot password?” hyperlink.
5. Enter both User ID and E-mail address. Then click on “Request New Password” button.



- An email from [no-reply@cargosmart.com](mailto:no-reply@cargosmart.com) with user's temporary password will be sent to associated email address. Log in to My OOCL Center with temporary password.
- Please note that user will need to **manually** input the temporary password and do not copy and paste as the system won't accept it.
- New password should consist of the following requirements:
  1. It must contain a combination of letters, numbers and a minimum length of 8 characters.
  2. A combination at least 3 out of the 4 criteria: upper case letter, lower case letter, numeric digital and special symbols.



### Password Guidelines



A new password must contain a combination of letters and numbers, and a minimum length of 8 characters.



A combination of at least 3 out of the following 4 criteria: upper case letter, lower case letter, numeric digit, and special symbols.



Part of username and company name, simple and consecutive letter combination, cannot be used in new strong password.



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## OOCL e-Card contest winners

OOCL hosts an annual tradition of a holiday season e-Card contest for its employees and their children to encourage creativity and to spread the warmth of the holiday season. The e-card designs for this year are featured in the pictures below.

We wish our customers a safe holiday season and Merry Christmas. With the coming of a new year, wishing you and your families a prosperous 2024 that will bring joy, health, and success.

OOCL is committed to creating value for your business needs, and to remaining a vital link to world trade.

