



## CUSTOMER NEWSLETTER

October 25, 2024

### INSIDE THIS EDITION:

[N2C3 Lite Exceptional Monitoring at your Fingertips!](#)

[OOCL Receives Service Award from Tractor Supply Company](#)

[New MOC Registration Form](#)

[MOC: Rail Pick-up Number](#)

[Pro-Tip: Digital Solutions Page](#)

[Breakbulk Americas 2024 Conference](#)



*We take it personally*

#### 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.

#### Customer Feedback

We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration to enhance your experience. We would love to hear from you.

Click [here](#) to share your comments.

Follow us:



## N2C3 Lite Exceptional Monitoring at your Fingertips!

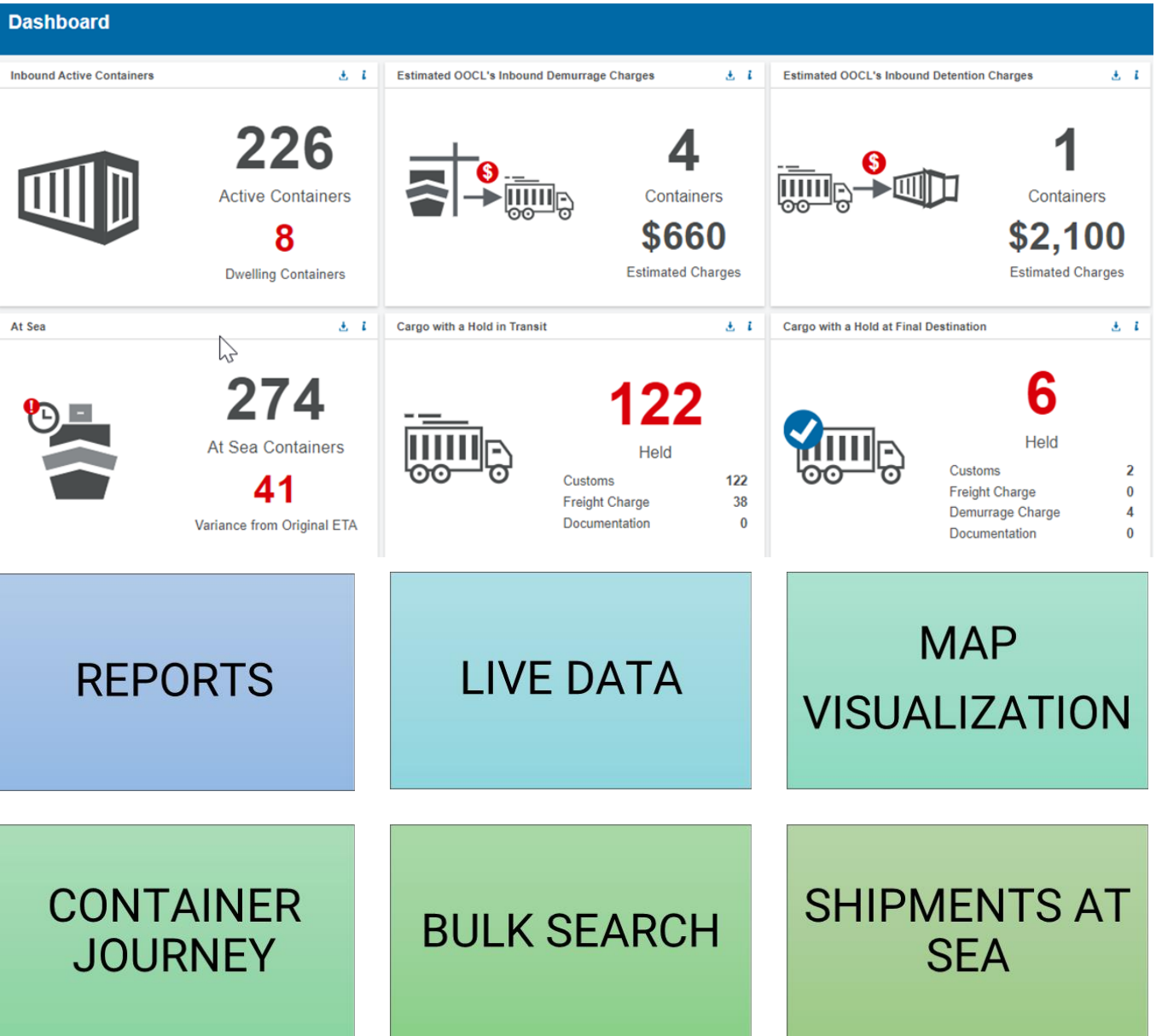


# N2C3 LITE DASHBOARD

Advanced tracking and tracing at your fingertips!

### Data Transparency. Information Agility. Exceptional Management.

The N2C3 Lite dashboard quickly provides an overview of your OOCL active shipments including ETA variances and estimated detention and demurrage charges.



For more information, contact us at [OOCLCOM@oocl.com](mailto:OOCLCOM@oocl.com).



[Return to top](#)

## OOCL Receives Service Award from Tractor Supply Company

OOCL was honored to receive a prestigious service award from Tractor Supply Company during the Tractor Supply Partnership conference held in Nashville, Tennessee.

This recognition highlights the exceptional contributions of OOCL in overcoming industry challenges that often hinder performance.

The award was presented based on several key factors, showcasing how our dedicated team, advanced systems, and innovative technology added significant value to the Tractor Supply Company (TSC) supply chain.

TSC emphasized OOCL's accountability as a partner and commented on:

- OOCL's attention to detail, reliability and partnership that stands out amongst our peers.
- Throughout the year, OOCL demonstrated willingness to support TSC even during the most challenging market conditions.
- Experienced minimal service disruptions with OOCL due to our transparency on vessel schedules.
- Consistent top ocean carrier showing dedication on being a long-term strategic partner.

This accolade reflects not only the hard work and dedication of our employees but also our commitment to exceeding customer expectations.



*The Vice President of Eastern Region Sales, Thomas Schmiemann, received the award on behalf of OOCL.*



## New MOC Registration Form

OOCL is pleased to announce the new revamped My OOCL Center (MOC) registration form that features a new look and contains an additional field of "Local Unique Identification Number" as a requirement for new company registrations.

New Look
<ul style="list-style-type: none"><li>• Modern Design</li><li>• Easy to fill out form</li></ul>

Advantages
<ul style="list-style-type: none"><li>• OOCL Account instant access</li><li>• More company information submitted upfront for validation and security purposes</li></ul>

### Company Account Registration

#### Company Information

* Company English Name	<input type="text"/>
Local Company Name	<input type="text"/>
* Country/Region	<input type="text"/>
* State/Province	<input type="text" value="Please input the state/province (Input NA if not applicable)"/>
County/District	<input type="text"/>
City	<input type="text"/>
* Street	<input type="text"/>
Zip Code / Postal Code	<input type="text"/>



**Simple-** Utilize email address to login rather than User ID.



**Secure-** OOCL Account is built on cloud platform with a robust and secure environment.



**Modern UI-** The new booking form module provides a user-friendly interface to submit bookings.

To sign up for MOC, please visit our OOCL.com site and then click on the "My OOCL Center" red button. Then click on the "Sign Up Now" hyperlink. Fill out the form, check the terms of use and click on the "Agree & Submit" button. All MOC registrations are reviewed within 2-3 business days. If you are experiencing delays, please contact [OOCLCOM@oocl.com](mailto:OOCLCOM@oocl.com).

My OOCL Center	
OOCL We take it personally	
Sign in My OOCL Center (MOC)	
<input type="text" value="Please Enter User ID or Email"/>	
<a href="#">Having trouble signing in?</a>	
<a href="#">Forgot IVR PIN?</a>	
<a href="#">Sign Up Now</a>	<a href="#">Next</a>

[Return to top](#)

## MOC: Rail Pick-up Number



### MOC- My OOCL Center



## Rail Pick-up Number

The easiest way to obtain a pick-up number is via our My OOCL Center (MOC). Please note that to access the Rail Pick up number online it is required that:

1. You are a legal party of the Bill of Lading (consignee or notify party).
2. All charges are paid.
3. Original Bill of Lading (OBL) is cleared.
4. Customs status is released, received in our system, and there are no agency holds.

**Note:** Pickup numbers may become available once the container is on the final respective rail.

1

Log into MOC and then select “Shipment Details” button near the bottom of the screen. Input your B/L number and click on the “Search” button.

2

Upon search results page, you will find the column “Rail Pick Up Number” towards the bottom of the page under “Intermodal Details at Destination.” Demurrage and Detention Last Free Date (if available\*) can be found just above the Rail Pick Up Number.



Detention & Demurrage Information at Destination			
Container Number	Demurrage Last Free Date	Detention Last Free Date	
1234567890	22 Jun 2024, 23:59 Local (actual)	28 Jun 2024, 23:59 Local (actual)	
1234567891	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567892	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567893	22 Jun 2024, 23:59 Local (actual)	28 Jun 2024, 23:59 Local (actual)	
1234567894	22 Jun 2024, 23:59 Local (actual)	28 Jun 2024, 23:59 Local (actual)	
1234567895	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567896	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567897	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567898	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567899	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567900	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567901	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567902	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567903	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567904	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567905	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567906	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567907	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567908	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567909	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
1234567910	21 Jun 2024, 23:59 Local (actual)	27 Jun 2024, 23:59 Local (actual)	
Intermodal Details at Destination			
Container Number	Rail Pick Up Number	Truck	Container Delivered at Customer P Location
1234567890		BNP	

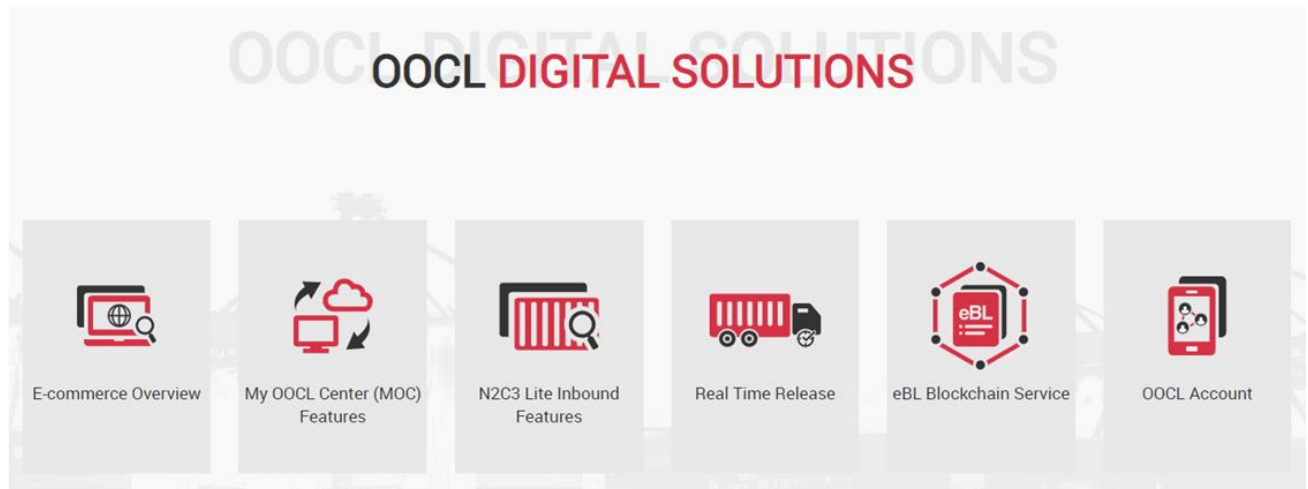


[Return to top](#)

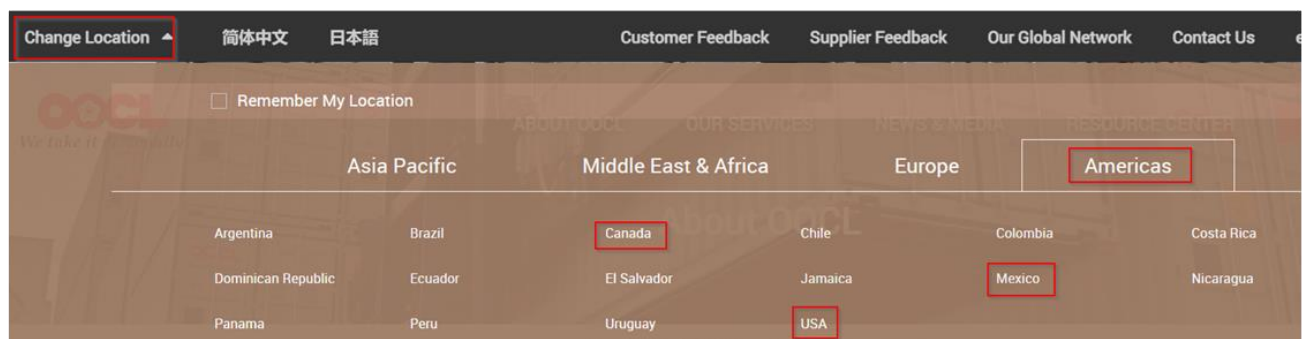
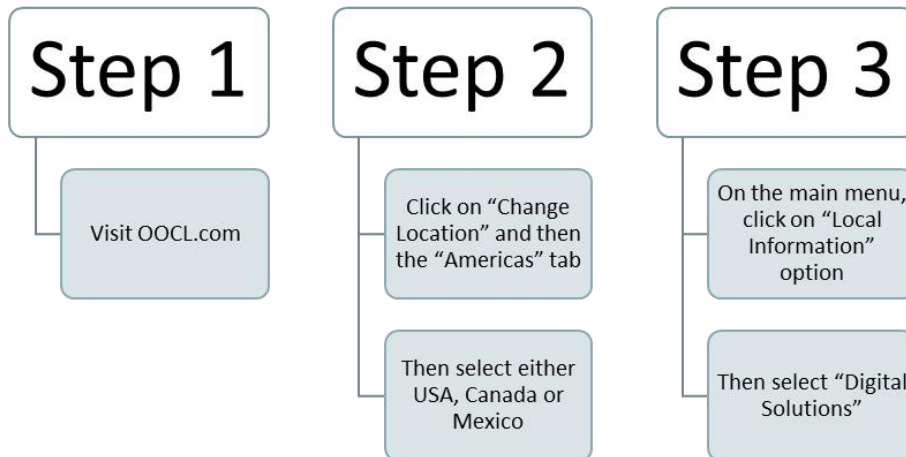
## Pro-Tip: Digital Solutions Page

# PROTIP Digital Solutions Page

To provide our customers with OOCL's latest e-commerce tools, we have a dedicated page highlighting all digital solutions for both import and export features. It includes guide, training materials and contact information to our e-commerce department.



Our digital solutions page is available in the US, Canada and Mexico. To access, follow the steps below:



[Return to top](#)



## Breakbulk Americas 2024 Conference



For the third consecutive year, OOCL participated as an exhibitor at the Breakbulk Americas 2024 Conference held at the George R. Brown Convention Center in Houston, Texas on October 15-17. The conference promotes networking amongst leaders in the project cargo and breakbulk industry. The event was attended by more than 6,000 participants.

Our designated space, Exhibit L13, attracted numerous visitors from the project cargo industry, with many fruitful discussions on partnership possibilities. Our commitment to driving efficiency and innovation, especially through digital tools and flexible shipping solutions tailored for the unique needs of breakbulk cargo, shone bright throughout the event.

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.

For more information, contact our Project Cargo Team:

- **Rate Quote:** [NAPCRQ@oocl.com](mailto:NAPCRQ@oocl.com).
- **Booking Inquiries:** [NAOOCLPC@oocl.com](mailto:NAOOCLPC@oocl.com).
- **Long Beach Booking inquiries:** [LGBPC@oocl.com](mailto:LGBPC@oocl.com).



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[Return to top](#)