



CUSTOMER NEWSLETTER

March 29, 2024

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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:



OOCL Announces OCEAN Alliance Day 8 Products

Since its establishment in 2017, OOCL and the OCEAN Alliance partners have been dedicated to developing the most competitive products in the market and delivering best-in-class services to their customers.

In extending our partnership for another 5 years, the OCEAN Alliance continues to optimize our products to meet the customer needs and the dynamic market environment. For more information, please visit our [site](#) to read the full press release.

OOCL offers the following OCEAN Alliance Day 8 services:

8 Pacific Southwest Services (PSW)

- Pacific China South 1 [PCS1]
- Pacific China North 1 [PCN1]
- South East Asia Pendulum-PSW [SEAP-PSW]
- Pacific China North 3 [PCN3]
- Pacific Vietnam China South [PVCS]
- Pacific China South 2 [PCS2]
- Pacific China Central 1 [PCC1]
- Vietnam China Service [VCS]

4 Pacific Northwest Services (PNW)

- Pacific North West 1 [PNW1]
- Pacific North West 2 [PNW2]
- Pacific North West 3 [PNW3]
- Pacific North West 4 [PNW4]

3 Far East – Middle East Services

- Far East-Middle East 1 [ME1]
- Far East-Middle East 4 [ME4]
- Far East-Middle East 5 [ME5]

6 Asia – North Europe Services

- LL1, LL2, LL4, LL5, LL6, LL7

4 Asia – Mediterranean Services

- Asia-West Mediterranean 1 [WM1]
- Asia-West Mediterranean 2 [WM2]
- Asia-East Mediterranean and Black Sea [EM1]
- Asia-Adriatic Sea [AAS]

2 Trans – Atlantic Services

- Atlantic East Coast Express 1 [ATE1]
- Atlantic Gulf Express [ATG1]

8 Asia – East Coast North America and U.S. Gulf Services

- East Coast Express 2 [ECX2]
- East Coast Express 1 [ECX1]
- South East Asia Pendulum-US East Coast [SEAP-USEC]
- East Coast China 2 [ECC2]
- East Coast China 1 [ECC1]
- Gulf Coast China 1 [GCC1]
- Gulf Coast China 2 [GCC2]
- East Coast China 3 [ECC3]

2 Far East – Red Sea Services

- Far East-Red Sea 1 [RS1]
- Far East-Red Sea 2 [RS2]

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Real Time Release FAQ



OOCL's Real Time Release (RTR) [platform](#) is an online payment portal that facilitates the demurrage payments for all OOCL's import shipments moving through:

- All terminals in Baltimore, Boston, Charleston, Houston, Miami, Mobile, New Orleans, New York/New Jersey, Norfolk, Oakland, Savannah, Seattle, Tacoma, and Tampa.
- Pacific Container Terminal (PCT) in Long Beach.

This user-friendly tool provides easy navigation and simply requires a bill of lading number or a container number to start the process (click [here](#) for more information).



How can I register to login in the RTR platform?

Visit the site <https://rtr.home.oocl.com/login> and click on the "Get Started" hyperlink. The preferred browser is Google Chrome or Mozilla Firefox.



How can I obtain an OOCL's demurrage invoice?

OOCL generates demurrage invoices to the parties on the bill of lading. If a non-bill of lading party is paying the demurrage charges, the registered RTR user will receive an email receipt for the completion of payment or confirmation on generating the invoice number.



How soon can I get my container released in the terminal system after I complete the payment request?

Once the payment process is complete within Real Time Release, you will receive an email confirmation and your cargo should be released within 30- 90 minutes of email receipt, depending on the marine terminal.



Are there any additional fees required when utilizing RTR?

Currently, OOCL is partnered with PayCargo on demurrage payment submission. You can choose to pay via a PayCargo account or through PayCargo's one-time payment feature, Ship & Pay. The online payment is subject to PayCargo's transaction fees and other PayCargo terms and conditions.



What other payment options apart from Real Time Release are available to settle demurrage fees?

Utilizing RTR, you may request demurrage charges by generating an invoice number, which will allow for an offline payment through ACH or wire transfer. The bill of lading parties will receive an invoice copy once RTR produces the invoice number. Prior to cargo release, OOCL will confirm internally that monies have been received and posted into our system. Please note that ACH and wire transactions are dependent on your financial institution's processing time, which could result in payment clearance delay and additional demurrage fees.



Can I use the Real Time Release platform to pay my freight invoices?

No. At this time, the Real Time Release platform only supports inbound demurrage payment for shipments discharged at the terminals listed above.



Who do I contact if I have questions about RTR?

For questions on how to navigate through the online platform, please contact e-commerce at OOCLECOM@oocl.com. Alternatively, for questions regarding payment and demurrage charges while using RTR, please contact the respective Import Customer Service teams.

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Did you know: There are multiple ways to submit VGM?

Verified Gross Mass (VGM) is the total gross mass of a packed container which includes the cargo weight, block and bracing materials, and container tare.

OOCL encourages the use of electronic submission of VGM to avoid potential delays in the loading of your cargo onto the vessel.

VGM via EDI

OOCL supports VGM declaration via EDI and we accept the following EDI standard:

- VGM Submission (VERMAS) – Preferred
- Shipping Instruction (IFTMIN / 304)

For further inquiries on EDI setup and parameters, please contact client.services@cargosmart.com.



Did you know?

VGM via Excel File on OOCL.com

1. Download the Excel Form using this [link](#) and then open the Excel file.
2. On the “Declaration” tab, read the General Usage Agreement.
3. Click the “I Agree” box.
4. Open the “VGM Template” tab.
5. Enter information for at least the minimum required data fields listed below and in red font on the Excel Form:
 - Carrier = “OOCL” (This will self-populate as you enter container #)
 - Booking #
 - Container #
 - Verified Gross Mass
 - VGM Unit (select kilograms or pounds using the drop-down arrow)
 - Authorized Person (information must be entered in ALL CAPS)

VGM via My OOCL Center (MOC)

Within MOC, there is a VGM module that allows you to submit your VGM via the VGM Declaration form that features 2 methods: Method 1 and Method 2. The latter method requires tare and cargo weight. For questions on how to submit VGM via MOC, please contact OOCLECOM@oocl.com.

MOC: Service Contract Number Update



MOC- My OOCL Center

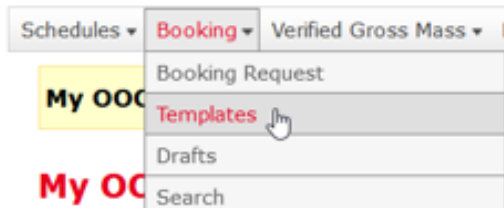


Service Contract Number Update

My OOCL Center (MOC) has multiple features within our online tool that require a valid and up-to-date service contract number. For example, booking templates will require a valid contract number to rate the booking correctly. The steps below explain how to update the contract number within your booking templates. For any questions, please contact our e-commerce department at OOCLECOM@oocl.com.

1

Log into MOC and click on "Booking" option from the menu then select "Templates."



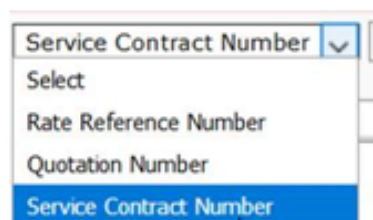
2

Click on the action button called "Modify Template" on the right-hand corner of the screen for the respective template that needs updating.



3

Within the booking template, update the service contract or rate reference number at the top. Then click "Save Template" button at the booking right hand side.



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Pro-Tip: Cargo Weight Changes



My OOCL Center (MOC) allows you to request amendments to your booking(s) by submitting a Service Request, giving you the ability to update the cargo weight.

- 1 Log into MOC, click on "Service Request" from the main menu and then "Submit Service Request".

A screenshot of the "Service Request" menu. It has a dropdown arrow next to "Service Request", and below it are two buttons: "Submit Service Request" and "To Do List Search". A hand cursor is pointing at the "Submit Service Request" button.

- 2 Create a Service Request by adding the booking number and clicking on the "Search" button.

Create Service Request

A screenshot of the "Search Related Shipment" form. It has a header "Search Related Shipment" and two input fields for "Booking Number:" with "Search" buttons next to them.

- 3 Under the "Service Request" column, choose the service request named "Booking-Container Amendment Request" by clicking on the hyperlink "Online".

Service Request Summary		
Booking Number: 0000000000		
Service Request	Type	Description/Handling Instruction
AES-Canada Proof of Report Information	Online	Submit your AES or Canada Proof of Report Information
Add-Change Booking Reference Information	Online	Amend rate reference or add/remove/change other reference numbers
Booking-Container Amendment Request	Online	Increase/Split/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 departure
Change Cargo Nature or Description Request	Online	Change cargo Nature/type or commodity description
Export Carrier Door Pickup Instructions	Online	Submit your door pickup instructions for export door pickup
Export Change of Destination North America	Online	Export Change of Destination for cargo originating in North America after container(s) loaded onboard vessel

- 4 Once the pre-filled form populates, choose the "Change Ctr Size/Type" checkbox and in the "Amend Container Information as follows" box, add revised cargo weight and submit.

A screenshot of the "Booking Request" form. It has a header "Booking Request for: Increase/Split/Advance/Roll/Reduce/Change Size-type". Below it is a section for "Booking Numbers" and "Booking Party". Then there are fields for "Place of Receipt: Atlanta, Georgia, United States", "Port of Discharge: Southampton, United Kingdom", "Vessel / Voyage: CMA CGM RIGOLETTO 364E", "Port of Load: Charleston, South Carolina, United States", and "Final Destination: Southampton, England, United Kingdom". Below that is "Cargo Type: General Cargo" and "Cargo Description: HOSPITAL SUPPLIES". Then there is a section for "Amendment Types" with checkboxes for "Increase Booking", "Split Booking", "Advance Booking", "Roll Booking", "Reduce Booking", and "Change Ctr Size/Type" (which is highlighted with a red box). Below that is a "Change Remarks:" text area. At the bottom, there is a section for "Current Container Information" showing "1 X 40' Hb-Cube Container, 4800.0 Kilograms" and a section for "Amend Container Information as follows:" with a text area.

Happy Easter!



WISHING YOU A HAPPY EASTER!



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