CUSTOMER NEWSLETTER

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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.

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:

eBL Product

OOCL's new electronic bills of lading (eBL) online platform powered by IQAX, features the issuance, transfer, endorsement, and management of ocean bills of lading digitally. The tool allows all involved parties, such as shippers and consignees, to track the real time status of their bill of lading process while ensuring the security, accuracy, and authenticity of data.

Benefits

Paperless

Instant Title Transfer

Cost Efficiency

Risk and Loss Fraud Reduction

Visibility

Blockchain Technology

Features

Shipment Milestone History

Document Events History

Bill of Lading View and Print

Amendment Request Function

Upload/Download Documents

Convert to Paper Function

eBL Information
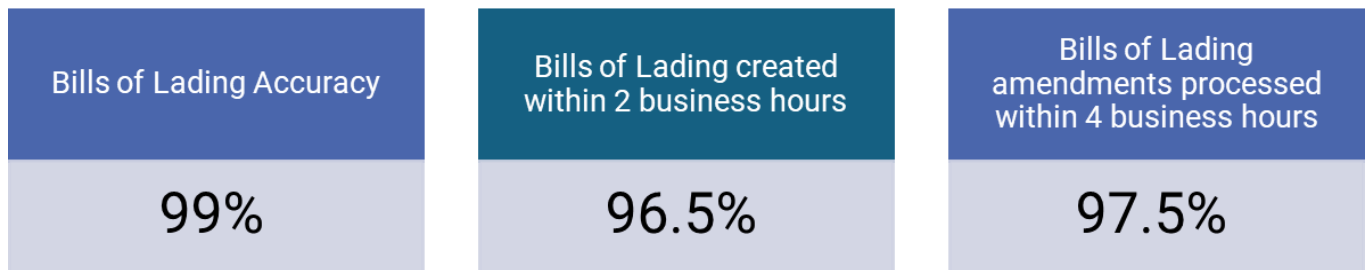
Visit our site for more details.

Registration

Sign up today by filling out the online registration form here.

Contact Us

OOCL's e-commerce team can provide a tutorial on how to use the eBL platform by contacting us at: ooclecom@oocl.com

Export Documentation KPIs and FAQs

Key Performance Indicators for North America Documentation Department

Bills of Lading Accuracy	Bills of Lading created within 2 business hours	Bills of Lading amendments processed within 4 business hours
99%	96.5%	97.5%

FAQ

How can I submit Bill of Lading (BL) amendment requests?

BL amendment can be requested via MOC. Amendments may also be accepted via EDI or via the same email address as the SI submission. Email contacts can be found here.

What is the turn time for processing Shipping Instructions (SI)?

Shipping instructions are processed within 2 hours of receipt if received during working hours. Upon completion of the Bill of Lading (BL), OOCL will provide customers with a proforma copy so data can be reviewed for accuracy.

What is the turn time for the BL amendments?

BL amendment requests are processed within 4 hours if received during working hours unless further clarification is needed.

When will OOCL issue the Bill of Lading?

Onboard Vessel BLs are released within 24 hours of vessel sailing, while Received for Shipment or Onboard Rail BLs are released within 24 hours after proforma BL completed and delivered.

What do I do if my letter of credit requires a shipping certificate?

Upon request, our Documentation team can prepare vessel certificates to satisfy Letter of Credit requirements. The request can be submitted via email address here. Certificates are issued at the time when cargo is confirmed on board as it may include vessel related information.

Does OOCL offer an eBL solution?

Electronic bills of lading (eBL) is an alternative method to improve the efficiency and security of paper original bills of lading. For more information, visit our site.

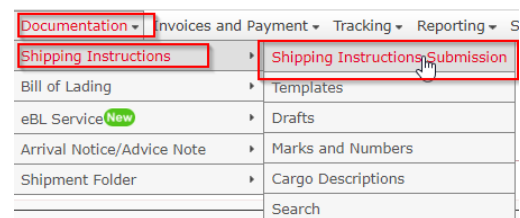# Shipping Instructions Type of Submissions

Did you know?

OOCL provides multiple ways on how our customers can submit their Shipping Instructions (SI). From an online customized template to EDI options that are catered to fit each individual business needs.

For any questions regarding shipping instructions submissions via My OOCL Center (MOC), please contact OOCLECOM@oocl.com.

1   **MOC Shipping Instruction Submission:**

Using the Shipping Instruction Submission feature allows customers to submit and amend shipping instructions from a one-stop shop within My OOCL Center. This method further allows customers to create shipping instruction templates for use with future bookings.

2   **Via MOC Shipment Folder:**

Uploading shipping instructions to the Shipment Folder is ideal for customers that utilize their own in-house shipping instruction forms.
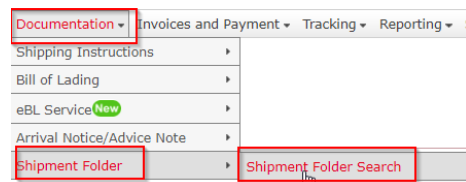
Using the Shipment Folder customers are provided proof of submission via folder time stamps as well as document status.

3   **EDI:**

Customers set up for EDI submission of bookings are additionally able to submit shipping instructions. These are then addressed by OOCL documentation teams.

4   **E-mail :**

OOCL customers can e-mail shipping instructions directly to appropriate documentation teams.

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MOC- My OOCL Center

B/L View, Amend, Accept and Print Options

My OOCL Center allows users to View, Amend, Approve Draft Bill of Lading. For Seaway and Original Bill of Ladings users can also print the documentation online.
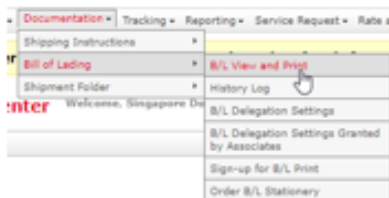
To get started, log into My OOCL Center (MOC) here with your sign-in credentials.

1 Select Documentation

From the main menu, make the following selection: Documentation → Bill of Lading→ B/L View and Print.
You can search by BL number or Type.
When searching via the BL number, only input the numeric portion.

2 Multiple actions to select

Referencing the "Actions" column choose your desired action from the available icons for the respective BL.

➤ Reviewing your Draft B/Ls: You are able to requests an amendment or approve the BL.
➤ Printing copies: For drafts and seaway bills of lading, you can use everyday white paper.
➤ Printing Original Bills of Lading –OOCL stationary is required and can also be ordered via MOC.
➤ Customizing the number of prints – The number of available copies to print are shown on the Print Available reference of the Bill of Lading.

B/L Action Icons

View | Amendment Request | Accept | Print
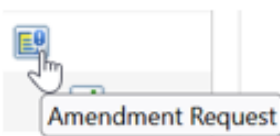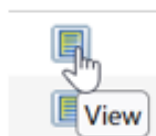
Results:

 24/7 Access

 Easy download of Bill of Lading copy

 Seamless Customer Service Experience

 Quicker turnaround time

 Print Bill of Lading

 View history log

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## Pro-Tip: Documentation Upload

PRO TIP
Documentation Upload: Add Document

When a required document is not readily available within the "Required by OOCL" tab of the "Shipment Folder" feature of My OOCL Center(MOC), During these times, the best practice is to utilize the "Add Document" button.

Adding a document

1 Log into MOC. From the main menu, select "Documentation" then select "Shipment Folder" and click on "Shipment Folder Search."
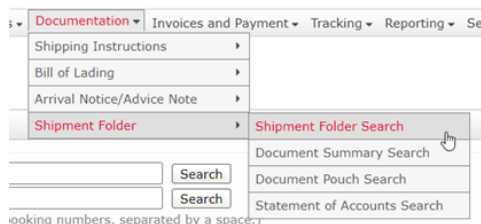
2 Insert booking number and click on "Search."

3 If you cannot find the needed document name in the "Required by OOCL" tab (Auto Titles, Awkward Cargo Survey, etc.), click the "Add Document" button on the bottom right-hand corner of the page.

4 Choose your desired document name and then select your document from your computer by clicking "Browse". In the remarks field you can include container numbers, document version numbers, etc. Then click the "Save" button near the middle right of the page.

Online Capabilities to Support Your Documentation Needs

OOCL digital tools offer an array of features that allow customers to efficiently self-serve. These features allow you to easily submit documents when required and helps customers manage their shipments more efficiently and effectively.

Want to learn more?

Contact OOCL e-commerce at
ooclecom@oocl.com

Submitting Shipping Instructions

Visibility to documents

Printing capabilities of documents

Amend and approve BL drafts

Electronic Bills of Lading (eBL)