



CUSTOMER NEWSLETTER

June 7, 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 receives AgTC 2024 Recognized Ocean Carrier award

OOCL is honored to receive the **2024 Recognized Ocean Carrier** award as a result of the Ocean Performance Survey conducted by the Agriculture Transportation Coalition (AgTC). The votes of the AgTC members are a direct voice from our customers and a testimony to OOCL's commitment to providing quality services and *taking it personally*.

The award was announced and presented by the AgTC Executive Director, Peter Friedmann on May 21, 2024, at the 36th Annual Meeting of the AgTC in Tacoma, Washington.

We want to thank the AgTC members and committee for the ongoing support and opportunity to service our agricultural community as a top business partner.

The AgTC survey is conducted each year by all US agricultural and forest products exporters and importers ranking the performance of ocean carriers who have transported both dry and refrigerated commodities.

The award is considered a benchmark used by the agricultural community in the selection of carriers and the ranking is based on the following performance elements according to AgTC, which includes but not limited to:

- Availability of equipment and space on vessels.
- Document accuracy and efficiency.
- Willingness to accept export documentation late.
- Advertised vs. actual vessel schedule and transit time.



Real Time Release Terminal Expansion



PRODUCT EXPANSION! REAL TIME RELEASE

Demurrage Payment e-Portal for Los Angeles and Long Beach

Real Time Release platform is OOCL's custom e-payment application and has now expanded its capabilities to support import demurrage payment for the Los Angeles and Long Beach terminals.

ABOUT RTR



Real Time Release is a user-friendly tool that provides easy navigation and requires only a bill of lading number or a container number to start the process.



24/7 access to pay your demurrage charges and timely cargo release.

PRODUCT FEATURES



Calculator

Demurrage calculation and payment submission in one-stop shop.



Record

Easy to access online payment record.



Contact Us

For questions about Real Time Release registration or product navigation, please contact:

OOCLECOM@oocl.com



More Information

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

Import Advantages to Book with OOCL



eCSAL

Online tool featuring transparency to OOCL's booking and vessel space.

RTR

Online import demurrage payment portal for timely cargo release.

MOC

Shipment milestones alerts and easy access to pick up number.

CUSTOMER SERVICE

Calls answered in 15 seconds!



Detention and Demurrage Dedicated Resources

- On average, 85% of DD emails are handled within 1 business day.
- Resolution provided within 5 business days.

OOCL's Services

- Connecting more than 600 international ports and terminals around the world.
- More than 190 weekly Ocean Services including Latin America.
- 9 Service Centers

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MOC: Detention and Demurrage Calculator



MOC- My OOCL Center



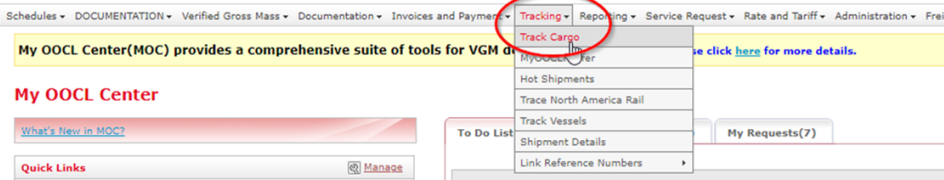
Detention and Demurrage Calculator

My OOCL Center features 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:

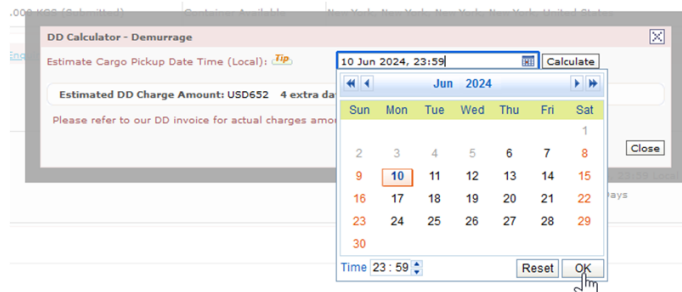
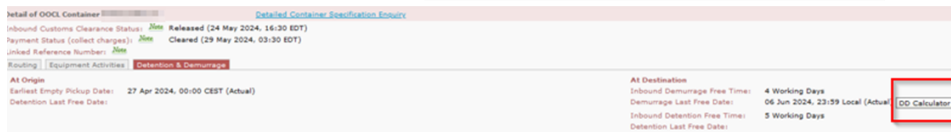
Booking Number:

Container Number:

Reference Number:

Maximum 6 container numbers, separated by a space.

Select



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Pro-Tip: Last Free Day

PRO TIP

Last Free Day

My OOCL Center allows you to view the demurrage and detention Last Free Day (LFD) for import containers on your bills of lading using My OOCL Center or OOCL's public website.

1

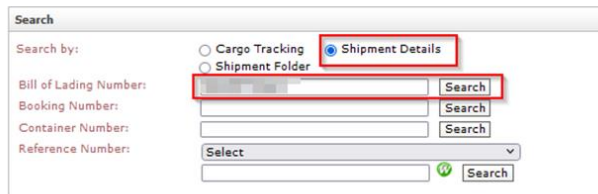
Log into MOC

Log into your "My OOCL Center" at www.oocl.com with your user ID and password.

2

Use the search box on the MOC welcome page

Enter the bill of lading number and select "Shipment Details."



3

Shipment Details

Scroll down the page and there will be LFD information under the "Detention & Demurrage Information at Destination" section.

Detention & Demurrage Information at Destination

4

Searching via OOCL.com

- LFD can also be viewed via OOCL.com using the tracking search feature. Go to www.oocl.com and under "Tracking" type, choose "Container #" from the dropdown and enter the container number and hit search.



- Choose the "Detention and Demurrage" tab in the tracking details to view the last free day information.



Last Free Day Alert Features:



Accurate Data and Information



Quickest way to obtain information



User-friendly Platform



24/7 Access and Availability

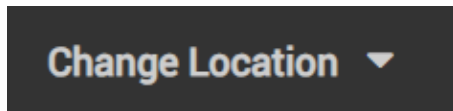
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Local Information

OOCL.com provides a “Local Information” category that contains relevant news and content to a specific location.

To learn more about the Local Information of your region:

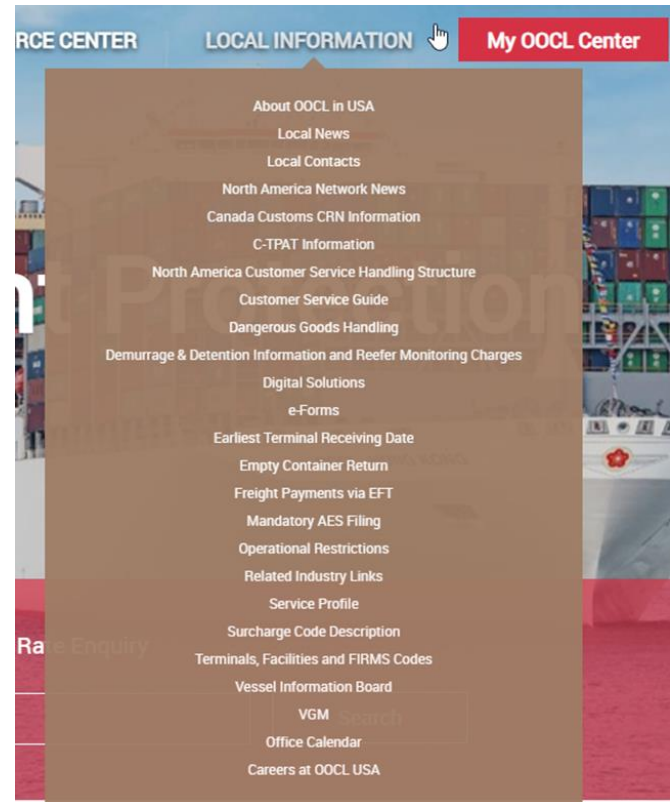
1. Select your country of choice by clicking on the “Change Location” option on the top left hand corner of OOCL.com.



2. Once your country of choice is selected, the main menu will populate with the “Local Information” option.

For any questions on how to navigate our site, contact OOCLECOM@oocl.com.

Please find below some highlights of the US Local Information page:



Local Contacts

- Department Emails
- Local Office Address
- Emergency Phone Numbers
- Management Contact



Digital Solutions

- Marketing Materials
- Information on Online Tools
- Product Information
- E-commerce Contact



D&D Information

- Demurrage Online Payment Platform
- D&D Dispute Contact
- Free Time and Charges Information