CUSTOMER NEWSLETTER

September 13, 2024

INSIDE THIS EDITION:

OOCL

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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:

OOCL and Partners Opt for Biofuel to Reduce Emissions

OOCL and partners join hands opting for cleaner fuel to reduce supply chain emissions. With the participation of several partners including IKEA and Kyocera, the first voyage commenced in early August of 2024.

The fuel used on this voyage is a B24 biofuel blend, with ISCC certified Used Cooking Oil Methyl Ester as a component in the VLSFO. Replacing fossil fuel with biofuel can reduce carbon emissions in shipping and is considered a viable transitional solution towards long-term decarbonization goals.

A Green Certificate will be issued to each of these partners as a credible certification of the saved carbon emissions by opting for biofuel. The process is verified and powered by Global Shipping Business Network (GSBN), a non-profit blockchain consortium. OOCL uses the Well-to-Wake approach to comprehensively measure the lifecycle carbon emissions, from the production of the fuel to its consumption in ship operation.

OOCL has started using biofuel on some of its vessels since 2023 as one of the

Creating a Greener Future Together

company's strategies to transition towards decarbonization. Promoting the use of biofuel in low-carbon shipping with partners has not only further demonstrated the company's commitment to decarbonizing the ocean shipping industry but also its determination to provide first-class shipping services to partners. OOCL is committed to building greener maritime supply chains with partners and has formulated sustainable shipping solutions for them based on their demand and environment target, working with partners towards the mutual goal of decarbonizing ocean shipping.

Michael Xu, Director of Trades at OOCL, said: "Working with partners on low-carbon shipping is definitely a very important milestone in OOCL's environmental and sustainability journey that enables both OOCL and our partners to advance towards their own decarbonization roadmap. I would like to thank our partners such as IKEA, Kyocera and several others for their trust and support in OOCL and for their participation in the first voyage. We are keen to establish additional long-lasting sustainability collaborations with all our partners and stakeholders to reduce emissions along the supply chain and to create a greener future together." To read more, visit our site.

Shipping Automobiles

When shipping automobiles, whether they are new or used, there are some key elements that are required.

Understanding the vehicle classification would be needed in order to secure your booking. The handling requirements differ between battery-powered and hybrid vehicles are critical to determine if any additional restrictions are in place.

Gasoline-powered Vehicles Requirements: All fuel must be drained, and all batteries must be disconnected with the ends of the battery cables taped to prevent electrical contact.

Hybrid and/or Electric Vehicles Requirements: At the time of booking, the type of battery needs to be confirmed. Please note that lithium batteries do require classification under IMDG with added review on restrictions and specific acceptance needed prior to booking confirmation.

Furthermore, if the place of receipt of the container is at an inland rail location, there are additional intermodal requirements including, but not limited to, having all vehicles in contact with the floor of the container.

What information does OOCL ask for?

To protect all stakeholders in an export transaction, we will request the accompanying MSDS, DG Certificate, Schedule B number, HS Code, and may ask for photographs to validate vehicle classification.

As a part of our random cargo inspection program, the customer is accountable to confirm that all cargo is properly classified, packed, stowed, and documented in accordance with applicable regulations. This program includes all commodities and if an automobile container is selected, the aforementioned parameters need to be met, in addition to proper blocking and bracing.

For industry information on blocking and bracing, please click here.

Singapore's 24-Hour Advance Manifest Regulation

Please note that Singapore Customs has introduced a new 24-hour Advance Manifest Regulation effective on August 31, 2024.

The regulation mandates that all ocean carriers submit detailed manifest data to Singapore Customs at least 24 hours prior to the vessel's arrival or departure.

This requirement applies to all import, export, and transshipped cargo passing through Singapore port.

For further details, please refer to the official announcement from Singapore Customs: https://www.customs.gov.sg/files/news-and-media/Circular_03_2024.pdf

OOCL is dedicated to meeting customs requirements and ensuring the secure handling of cargo for our customers. Therefore, we have updated our documentation processes to ensure compliance and enhance operational efficiency.

For more information, the customer advisory can be found on our website.

European Union (EU) Import Control System 2 (ICS2)

Under the Release 3 of the European Union (EU)'s customs pre-arrival safety and security system called Import Control System 2 (ICS2), all cargoes transported on maritime and inland waterways, roads and railways to or through the EU-27 destinations plus Norway, Switzerland and Northern Ireland (regardless of origin) are to comply with the new filing requirements.

What is ICS2?
ICS2 is the EU IT system created to collect data about all cargoes entering the EU prior to their arrival and aims to protect Europe's single market and its citizens with new customs safety and security measures.

Customer Requirements
To comply with this EU regulation, customers are required to provide the following additional information as part of the shipping instructions (SI) before cutoff for carrier submission:
- A complete and accurate cargo description
- 6-digit Harmonized System Code (HS Code).
- The Economic Operators Registration and Identification (EORI) number of the consignee established in the EU, or the full address of the consignee, including the P.O. box number, postal code, sub-division code, city, and country.
- Buyer and seller information is required for place of delivery in EU member states, Norway, Switzerland, and Northern Ireland for the Straight Bill of Lading.
- Customs Union and Statistics Number (CUS code) for harmless and DG if applicable, as maintained in the European Customs Inventory of Chemical Substances (ECICS).
- EORI number of the supplementary declarant (Self-filer on Buyer and Seller Information or House Bill of Lading Information).

For more information on ICS2, please visit our site.

MOC- My OOCL Center

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📁 Shipment Folder

My OOCL Center (MOC) has a centralized repository called "Shipment Folder" that allows you to upload, share and download essential documentation for all shipment parties such as DG documents, Booking Acknowledgments, Shipping Instruction, Arrival Notice and Invoices.

☁ Uploading Features

1 To upload documents, log into MOC, and click on the "Documentation" main menu option, then select "Shipment Folder" and "Shipment Folder Search." Input the booking number associated with the required documentation you wish to upload. Then upload the respective document under the "Required by OOCL" tab. Select the corresponding "Upload Icon". Once upload is complete, the shipment folder will show the date and time of the upload in the "Uploaded Time" column.

☁ Downloading Features

2 The Shipment folder also has a tab called "Provided by OOCL" to download copies of important documents such as **Booking Acknowledgement**, uploaded **Bills of Lading** (non-rated for import, and both non-rate and freighted for export), **Invoices** and **Arrival Notices.**

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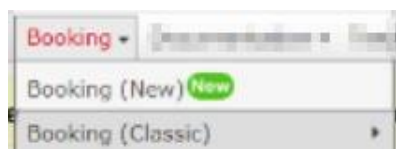## Pro-Tip: Booking Submission Templates
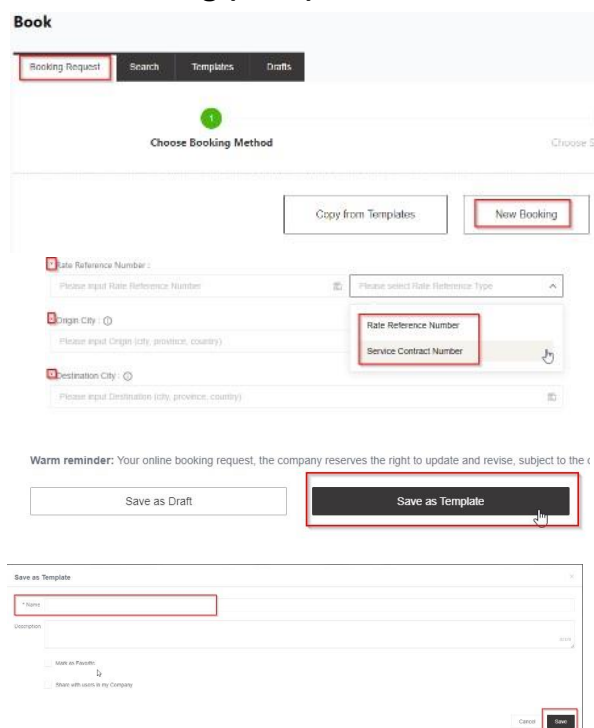
PROTIP   Booking Submission Templates

Submitting online booking and utilizing booking templates within My OOCL Center can expedite your booking creation experience. Please follow the steps below to create new booking templates:

1 Log into your MOC account and choose "Booking" option from the menu and either choose "Booking (New)" or "Booking (Classic)" from the options.

2 After selecting the type of booking submission (New/Classic), fill out all fields that have a ***** by it since these are mandatory. Then click on "Save as Template" button.

Booking (New) User Interface	Booking Classic User Interface

3 Once you have saved your template, it will be available for future bookings to expedite your request. **Please note:** when using a booking template all information can be edited as needed and a new sailing schedule will need to be chosen for all new bookings.

What our Customers are Saying About Us

CUSTOMER FEEDBACK

OOCL
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Superior Customer Service

"OOCL Team was very helpful, polite, and quickly responded to my inquiry and concern with my shipment. Greatly impressed. I did not have to send repeated request for even an acknowledgement! Kudos are well deserved!!"

"We Take it Personally" Motto

"Thank you for the fast and friendly assistance with my shipment inquiries. Much Appreciated!"

Professionalism

"Documentation representatives helped me with some issues, and they are always kind, professional and ready to help and find solutions."

Quick Response

"The import team responded very promptly to my genset mismatch issue and offered a solution."