



## CUSTOMER NEWSLETTER

September 27, 2024

### INSIDE THIS EDITION:

[My OOCL Center: Your Shipment Management Tool](#)

[New Enhancement: DD Last Free Day Search Results in Bulk](#)

[Vessel Tracking on OOCL.com](#)

[MOC: Service Request- Booking Amendment](#)

[Pro-Tip: Booking Acknowledgement](#)

[Did You Know: You can Subscribe to Receive Local News Alerts?](#)



*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.

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## My OOCL Center: Your Shipment Management Tool



**Contact Us:**  
[OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com)

### BOOKING

- 24/7 online submission
- Templates
- Amendments

### REPORTS

- Customizable reports
- Frequency (daily, weekly, monthly)
- Pushed to email

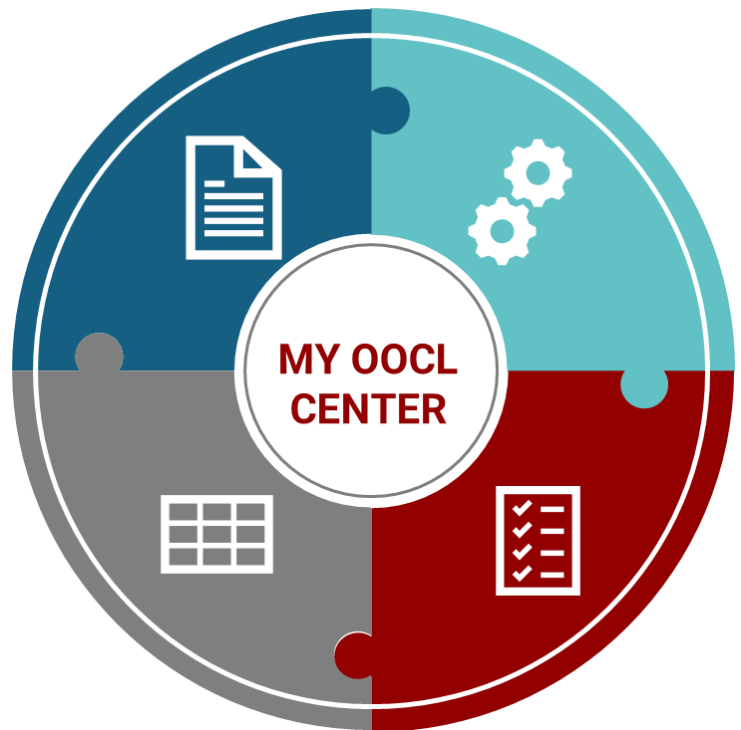
### BL MANAGEMENT

- Draft BL copy available
- Request online changes and accept Draft
- Print originals

### ARRIVAL NOTICE

- Online copy available
- Print and View

## Your Shipment Milestones



Shipment details with full transparency including pick up number and other data.



Full track and trace features including demurrage & detention last free date and calculator.



Sailing schedule visibility with estimated time of arrival, departure and transit times.



Centralized repository to upload documents and obtain copy of unrated BL and booking acknowledgments and more.

[Return to top](#)

## New Enhancement: DD Last Free Day Search Results in Bulk

Tracking and tracing containers on OOCL.com has become even easier! Not only you can track 10 containers at a time but you can also obtain demurrage and detention (DD) last free day (LFD) in bulk. Previously, the DD information was only available by searching one container at a time. With the new enhancement, you can expedite your search in 3 quick steps!

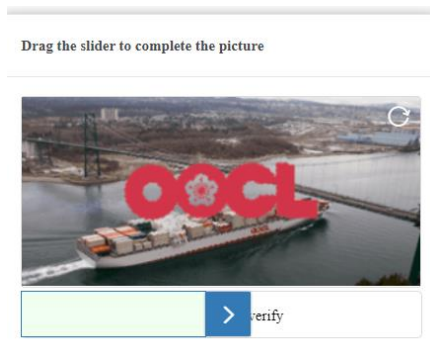
### Step 1: Visit OOCL.com and insert your container numbers



- Visit our [site](#).
- Select the “Tracking Type” from the main menu to either “Container #” or “B/L #”.
- Click on the “Search” button.

### Step 2: Proceed with Captcha Verification

- Please slide the arrow to rotate the puzzle piece to reflect “OOCL.”



### Step 3: Click on the “Detention & Demurrage” tab

- Click on the “Detention & Demurrage” tab to view LFD information.

#### Cargo Tracking

Search Result - Container Number

Summary (Maximum 10 containers, only the first 10 containers are shown.)

Containers

Detention & Demurrage

Container Number	Earliest Empty Pickup Date	At Origin		Combined Dem/Det (2in1) last free date		At Destination		Inbound Detention		QuayRent	
		Detention Last Free Date		Free time	Last free date	Free time	Last free date	Free time	Last free date	Free time	Last free date
	21 Aug 2024, 00:00 CCT (Actual)	20 Aug 2024, 23:59 SGT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	8 Working Days				
		21 Aug 2024, 23:59 THT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	5 Working Days				
		19 Aug 2024, 23:59 THT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	10 Working Days				
		19 Aug 2024, 23:59 THT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	5 Calendar Days				
	22 Aug 2024, 00:00 CCT (Actual)	19 Aug 2024, 23:59 THT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	10 Working Days				
		19 Aug 2024, 23:59 THT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	5 Working Days				
		19 Aug 2024, 23:59 SGT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	10 Working Days				
		21 Aug 2024, 23:59 THT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	5 Working Days				
	27 Jul 2024, 00:00 CCT (Actual)	19 Aug 2024, 23:59 SGT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	8 Working Days				
		21 Aug 2024, 23:59 THT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	10 Working Days				
		19 Aug 2024, 23:59 THT (Actual)			4 Working Days	20 Sep, 2024 Local (Actual)	10 Working Days				
		21 Aug 2024, 23:59 THT (Actual)			4 Working Days	18 Sep, 2024 Local (Actual)	12 Working Days				

Detail of OOCL Container

Detailed Container Specification Enquiry

Linked Reference Number: [None](#)

Inbound Customs Clearance Status: [None](#) Released (18 Sep 2024, 11:10 PDT)

Payment Status (collect charges): [None](#)

Routing

Equipment Activities

Origin	Empty Pickup Location	Full Return Location	Port of Load	Vessel Voyage	Port of Discharge	Final Destination Hub	Destination	Empty Return Location	Haulage
Singapore, Singapore	Cogent Sky Depot (1 Buroh Crescent)	PSA Corporation Limited 16 Aug 2024, 11:00 SGT (Cargo Cutoff Date At First Full Hub)	Singapore, Singapore 19 Aug 2024, 13:28 SGT (Actual)	SEAP CMA CGM CEDRUS 1TURCEIMA (003E)	Los Angeles, Los Angeles, California, United States 16 Sep 2024, 04:58 PDT (Actual)	Fenix Marine Services Los Angeles 16 Sep 2024, 18:35 PDT (Actual)	Los Angeles, Los Angeles, California, United States	Fenix Marine Services Los Angeles (Subject to Confirmation)	CV/CY



# Vessel Tracking on OOCL.com



The OOCL website features vessel tracking solutions indicating potential delays such as diversion, congestion, weather, or holiday.

To begin your search:

- 1. Go to oocl.com.
- 2. Click on the drop-down menu and select “Vessel”.
- 3. Type the vessel name.
- 4. Click on the “search” button.
- 5. Slide the CAPTCHA verification puzzle.

The search results will provide details on the arrival and departure on a port level. If there is a delay, it will be indicated in the “remarks” column.

Change Location 简体中文 日本語

Customer FeedbackSupplier FeedbackOur Global NetworkContact Use-Subscription

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Vital Link to World Trade

TrackingSailing ScheduleRate Enquiry

Tracking TypeVessel

Vessel NameTAO - COSCO FORTUNE

Search



## Vessel Tracking

Search Result										
NOTICE: The information shown is for indication only.										
Carrier: OOCL Vessel: TAO - COSCO FORTUNE Voyage: All Port: All										
Date Range: 27 Aug 2024 - 19 Nov 2024										
Port	Local Time	Arrival	Service	Voyage	Local Time	Departure	Service	Voyage	Remarks	
Busan	28 Aug 2024, 00:58 Wed (actual)		ECQ2	075E	29 Aug 2024, 06:11 Thu (actual)		ECQ2	075E	Delayed : Previous Port Delayed	
Panama Canal	16 Sep 2024, 07:08 Mon (actual)		ECQ2	075E	16 Sep 2024, 16:19 Mon (actual)		ECQ2	075E	Delayed : Port/ Canal Congestion	
New York	22 Sep 2024, 06:12 Sun (actual)		ECQ2	075E	24 Sep 2024, 21:00 Tue (estimated)		ECQ2	075W	Delayed : Port/ Canal Congestion	
Savannah	28 Sep 2024, 06:00 Sat (estimated)		ECQ2	075W	29 Sep 2024, 12:00 Sun (estimated)		ECQ2	075W	Delayed : Previous Port Delayed	
Panama Canal	07 Oct 2024, 03:00 Mon (estimated)		ECQ2	075W	07 Oct 2024, 15:00 Mon (estimated)		ECQ2	075W		
Xingang	30 Oct 2024, 05:00 Wed (estimated)		ECQ2	075W	31 Oct 2024, 05:00 Thu (estimated)		ECQ2	076E		
Qingdao	01 Nov 2024, 10:00 Fri (estimated)		ECQ2	075W	02 Nov 2024, 16:00 Sat (estimated)		ECQ2	076E		
Ningbo	04 Nov 2024, 06:00 Mon (estimated)		ECQ2	36076E	05 Nov 2024, 18:00 Tue (estimated)		ECQ2	076E		
Shanghai	06 Nov 2024, 08:00 Wed (estimated)		ECQ2	076E	07 Nov 2024, 17:00 Thu (estimated)		ECQ2	076E		
Busan	09 Nov 2024, 04:00 Sat (estimated)		ECQ2	076E	10 Nov 2024, 02:00 Sun (estimated)		ECQ2	076E		

Port Call: 8 to 10 of 10



We take it personally

# MOC: Service Request-Booking Amendment



## MOC- My OOCL Center

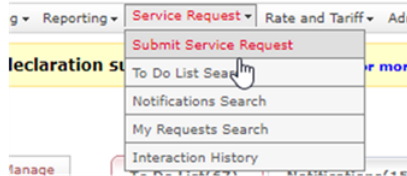


### Service Request: Booking Amendment

For any booking amendments, including rolling or advancing a booking as well as booking reduction or cancellation, the most efficient method to making changes to your booking(s) is having your updates submitted through a service request within My OOCL Center (MOC). The turnaround time for service request submissions is quicker and a better option than submitting the request via email, which can take up to 1 business day. The steps below provides guidance on how to submit a service request.

1

Log into MOC and go to Service Request → Submit Service Request.



2

Enter in your booking number → Search and select the appropriate service request based on your needs. The example below is for “Increase/Split/Roll/Reduce Booking.” Then click on the “Online” hyperlink.

Service Request	Type	Tip
AES-Canada Proof of Report Information	Online	Submit your AES or Canada Proof of Rep
Add/Change Booking Reference Information	Online	Amend rate reference or add/remove/wh
Booking-Container Amendment Request	Online	Increase/Split/Roll/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 d
Change Cargo Nature or Description Request	Online	Change cargo nature/type or commodit
Export Carrier Door Pickup Instructions	Online	Submit your door pickup instructions for
Export Change of Destination North America	Online	Export Change of Destination for cargo i

3

A pre-filled form will populate, and you should check the appropriate amendment type box and enter any further details or comments on the “Change Remarks” field. Click on the “Submit” button to finalize submission. You will be provided with a stamp date and time receipt of your Service Request.

Booking Request for: Increase/Split/Advance/Roll/Reduce/Change Size-type

\* Denotes mandatory

Booking Number: [Redacted]

Booking Party: [Redacted]

Place of Receipt: New York, New York, United States

Port of Load: New York, New York, United States

Port of Discharge: Shanghai, China

Final Destination: Shanghai, China

Vessel / Voyage: EVER LEMENT 054W

Cargo Type: General Cargo

Cargo Description: [Redacted]

\*Amendment Type: ☐ Increase Booking ☐ Split Booking ☐ Advance Booking ☐ Roll Booking ☐ Reduce Booking ☐ Change Cx Size Type

Change Remarks: [Redacted]

## Results:



**Faster Updates to  
your Booking (s)**



**Easy Service Request  
Template Submission**



**Increased Accuracy  
for Amendment  
Information**



**Seamless Customer  
Service Experience**



**Within 4 Business  
Hours Turn-around**



**Increased Visibility  
into Booking  
Amendment Status**



[Return to top](#)

## Pro-Tip: Booking Acknowledgement

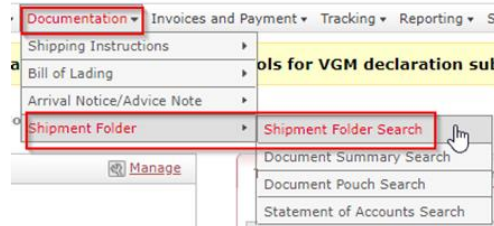
# PRO TIP

## Booking Acknowledgement

### How to obtain a copy

After your booking has been created, you will receive a booking acknowledgement (BA) with details about your shipments including booking status, route information including cutoff dates and required documentation. To obtain a copy of your latest BA version for your booking, My OOCL Center (MOC) provides easy access per the steps outlined below.

- 1 Login to MOC with your sign on credentials.
- 2 From the main menu, click on “Documentation” then “Shipment Folder” and select “Shipment Folder Search.”



- 3 Input your booking number and click on the “search” button. Then click on the “Provided by OOCL” tab and a copy of the most recent booking acknowledgement will be available for download by clicking on the download icon under “Actions” column.

**Shipment Folder Search**

Search by

Bill of Lading Number:  Search

Booking Number:  Search

Container Number:  Search

Reference Number:  Search

Search Result

Booking #	B/L #	Container #	Vessel Voyage	Origin	Port of Load	Port of Discharge	Destination
			OMA CGM BIANCA 056E	New Orleans, Louisiana, United States	New Orleans 12 Feb 2024, 01:00 CST (estimated)	Le havre 23 Feb 2024, 14:00 CET (estimated)	Le Havre, Haute Normandie, France

Details of the Shipment Folder

Required by OOCL **Provided by OOCL** User-Defined

Document Name	Booking Number	Bill of Lading Number	Uploaded Time	Description/Remarks	Actions
Booking Acknowledgement			30 Jan 2024, 09:41 EST		

Submit Service Request Document Pouch Batch Download



## Did You Know: You can Subscribe to Receive Local News Alerts?

Our local news email subscription will provide you with the most up to date information on any service changes and adjustments, new products, terminal closures, and other relevant news.

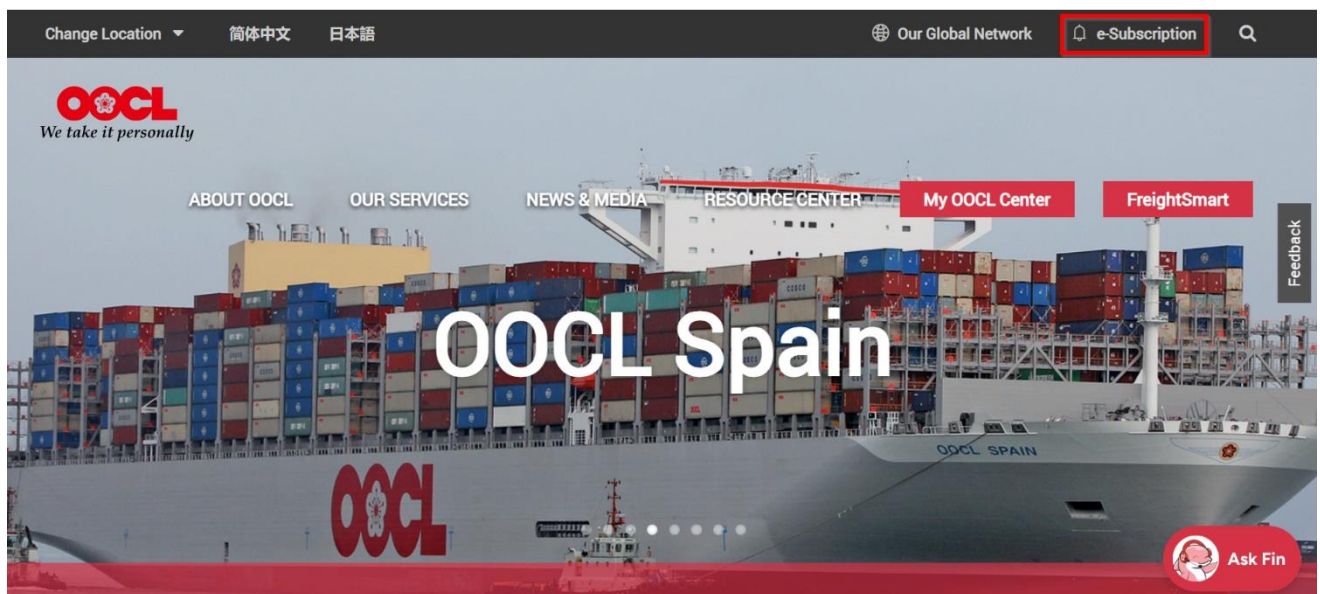
To signup, please follow the steps below.

### How to setup Local News subscription:

1. Go to [OOCL.com](http://OOCL.com).
2. Click on "e-Subscription" menu option (top right corner of the page).
3. Fill out the following required fields: Email Address, Name, Company Name and Company Location (origin country).
4. Under "e-Subscription Customization" section, click on "Local News" tab.
5. Then click on "Add Country & Region" button and select the North American countries of your choice.
6. Click on "Add" button and then "Submit" button.



## Did you know?



### e-Subscription

e-Subscription

Change Subscription

Remove Subscription

Thank you for your interest in OOCL.com's subscription service.

By subscribing to e-Subscription you will receive sailing schedule updates via email. Simply complete the form below to take advantage of this free service. All mandatory fields are denoted by \*.

\* Email Address

\* Name

\* Company Name

\* Company Location

[Return to top](#)