



CUSTOMER NEWSLETTER

February 28, 2025

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What our Customers are Saying About Us



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

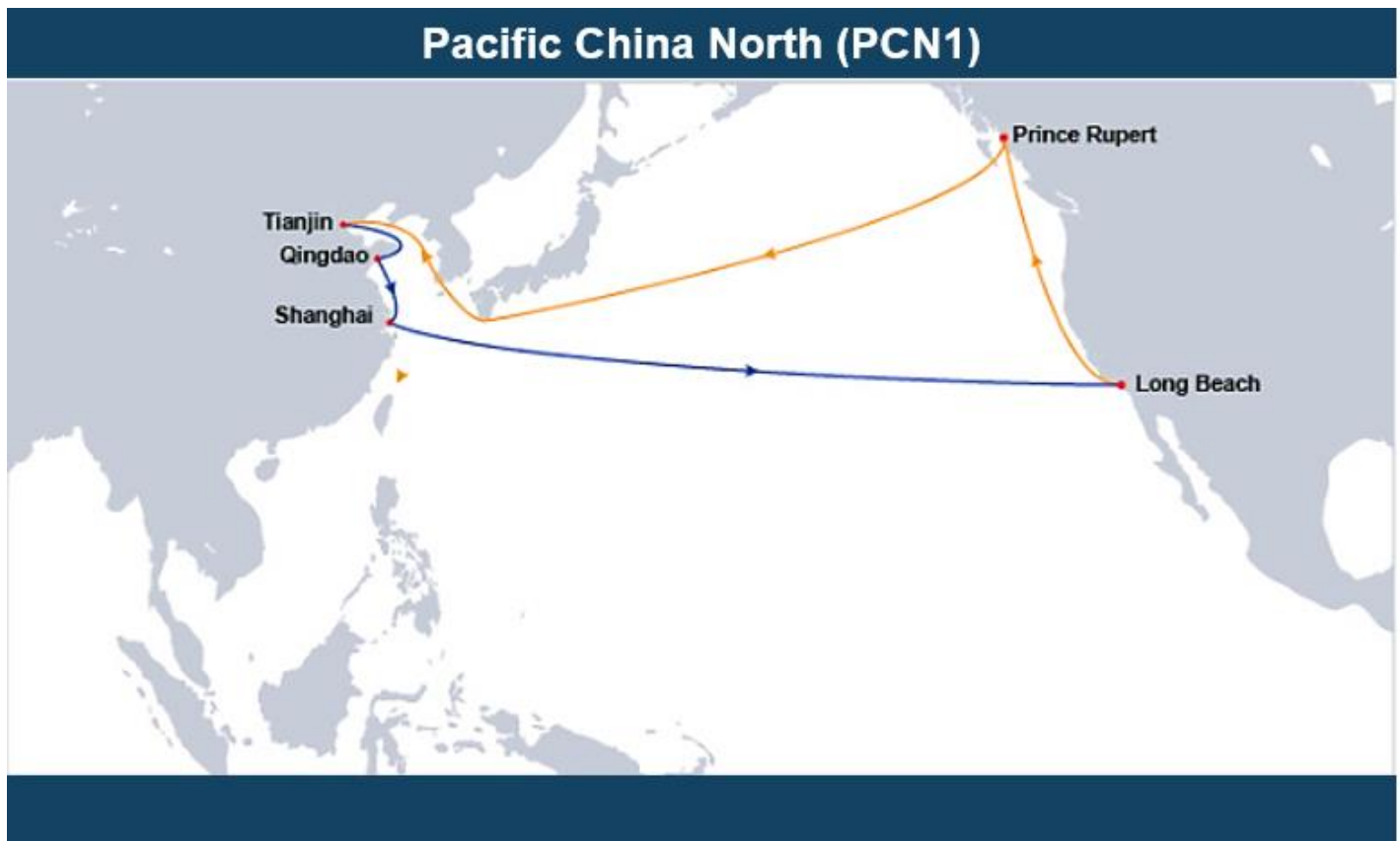
We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration to enhance your experience. We would love to hear from you.

Click [here](#) to share your comments.

Follow us:




Product of the Week: Pacific China North (PCN1)



Product Summary

- ☒ Express connection from Long Beach to North China.
- ☒ Direct Tianjin and Qingdao calls.
- ☒ Competitive intermodal opportunities from U.S. inland points via Prince Rupert and Long Beach.

Port Rotation

 EB: Tianjin → Qingdao → Shanghai → Long Beach → Prince Rupert

 WB: Long Beach → Prince Rupert → Tianjin → Qingdao → Shanghai

TPM25 Conference- Let's Connect!

TPM is the premier conference for the trans-Pacific and global container shipping and logistics community, bringing together everyone from ocean carriers to cargo owners, to third party logistics. Founded in 2001, TPM annually presents the most in-depth program covering topics within the industry in North America.

The 25th annual TPM theme will be “Finding Reliability in an Unreliable World” and will focus on the complexities of an evolving global supply chain as well as the potential impacts regarding expected and unexpected changes within the industry this year.

The conference, organized by the Journal of Commerce (JOC) by S&P Global, will be held from March 2 until March 5, 2025 at the Long Beach Convention and Entertainment Center. OOCL is a proud bronze level sponsor and event partner of the TPM25 conference.

OFFICIAL PARTNER

TPM²⁵

by S&P Global

March 2-5, 2025
Long Beach, California



eBL Features



Features



Cost
Efficiency

Reduces Risk
of Loss/Fraud



Instant Title
Transfer

Paperless



Blockchain
Technology

Visibility



Electronic bills of lading (eBL) are an alternative method to improve efficiency and security versus paper original bills of lading. Our eBL platform is powered by IQAX and features the issuance, transfer, endorsement, and management of ocean bills of lading digitally.

It offers a safe and contactless solution to cargo owners and other participants.

Through blockchain technology, it provides a secure, transparent, instant document and information exchange.

Other eBL features include:

- Shipment Milestone history
- Document Events history
- Bill of lading view
- Download copy of BL
- Upload/Download other documentation
- Convert to paper function

For more information or to start the registration process, please contact OOCLECOM@oocl.com.

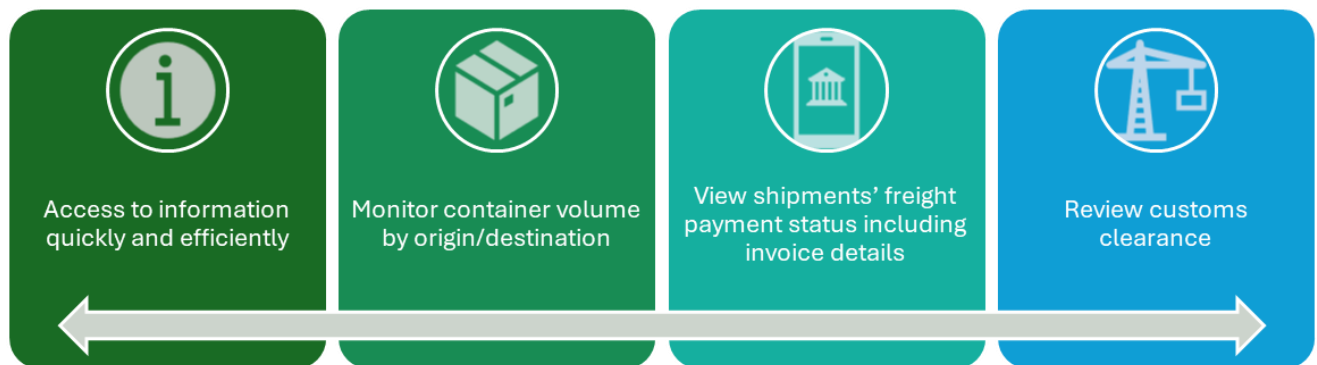
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MOC: Customized Reports



My OOCL Center (MOC) reports provide you with visibility to monitor your shipments. With over 100 data columns to choose from, you can create reports to fit your business needs. Reports provides you with a flexible and efficient way to monitor and manage your shipment information.

Key Features



1

Login into MOC and click on “Reporting” option from the main menu and then “Report Templates.” Then click on the “Add Template” button. You can also view existing templates here all under the “My Templates” tab.

Customized Report Templates

My Templates

Standard Templates

My Company Templates

Shared by Associates

Shared by Carriers

Only reports limited to Active shipments can be viewed online.

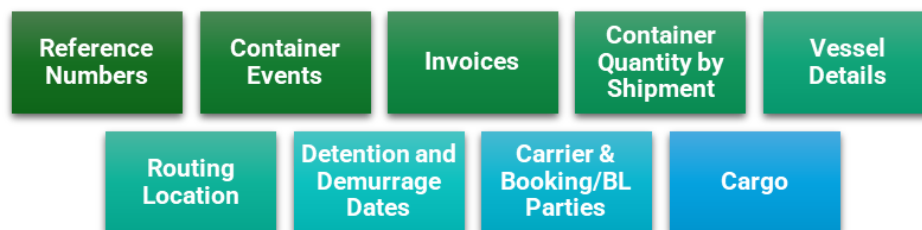
Template Name	Description	Shared	Shipments	Subscriptions	Last Requested	Last Modified	Actions
	filter for 2023 & 2024 shipments	✓	Active	Daily	15 Jan 2024	15 Jan 2024	<div><div></div><div></div><div></div><div></div><div></div></div>
Total 1 Template(s)							

Refresh

Add Template

2

Choose your desired data columns from the various categories available. Further customize the report's page layout with filtering and sorting options.



3

Then choose your report file format and subscription frequency.

Report File Format

- ☒ Comma delimited (.csv): Automatically opens the file into a spreadsheet application. Note
- ☐ Tab delimited (.txt): Requires that you import the file into a spreadsheet application.

Subscriptions Tip

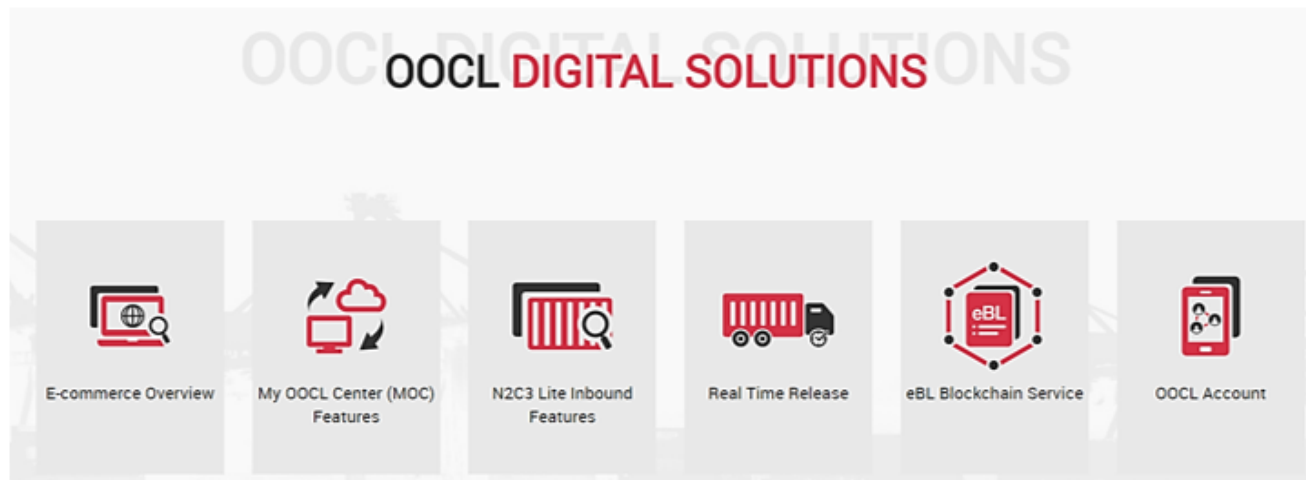
- ☐ No Schedule
- ☒ Daily (receive e-mail everyday)
- ☐ Weekly on Monday
- ☐ Every Other Week (receive e-mail every other Thursday)
- ☐ Monthly (receive e-mail on the first day of each month)

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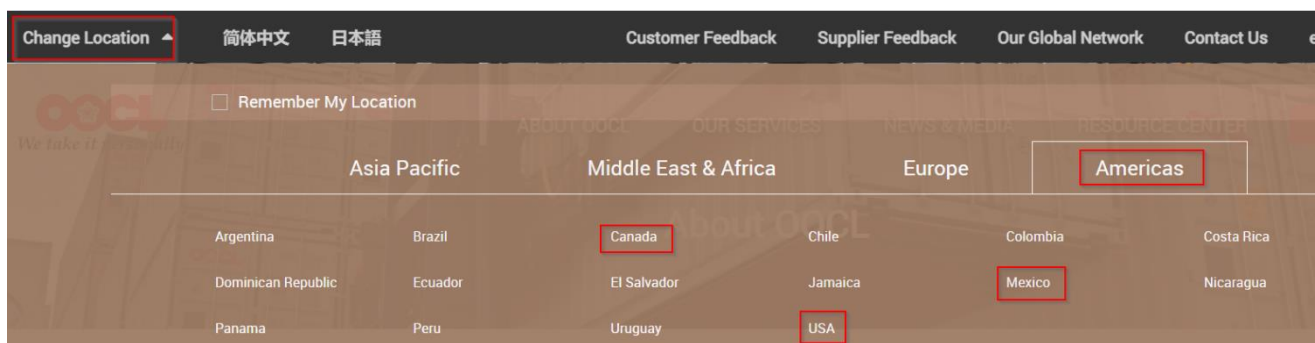
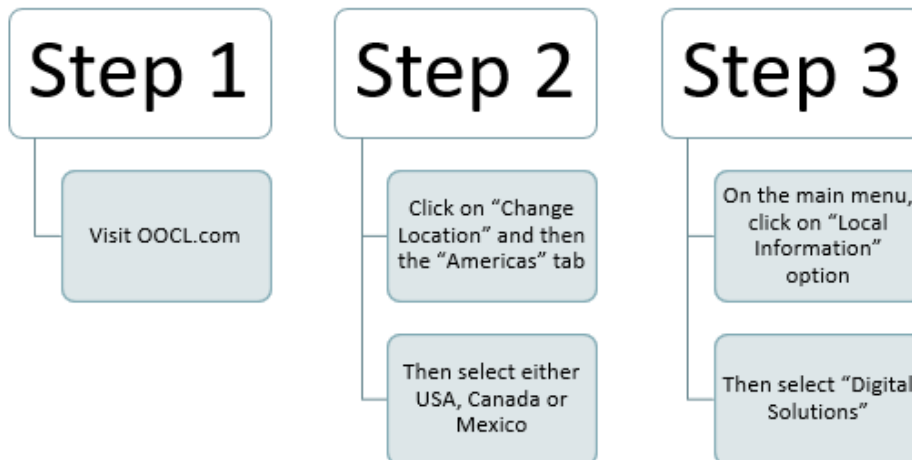
Pro-Tip: Digital Solutions Page

PRO TIP Digital Solutions Page

To provide our customers with OOCL's latest e-commerce tools, we have a dedicated page highlighting all digital solutions for both import and export features. It includes a guide, training materials and contact information to our e-commerce department.



Our digital solutions page is available in the US, Canada and Mexico. To access, follow the steps below:



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What our Customers are Saying About Us



Courteous

"Congratulations to an incredible Customer Service. :)
The attention received was very good. "

"We Take it Personally" Motto

"I had a 45-minute training session on Booking/SI/VGM with e-commerce, and it was incredibly informative. Everything was explained clearly and professionally, and they were both polite and engaging throughout the session. I really appreciate the approach, and I would rate the experience 5 stars!"

Professionalism

"I really appreciate all the help from Customer Service. They have been very professional and efficient to resolve my urgent request. "

Quick Response

"Quick and easy to work with. Thank you!!!"

Supportive

"Excellent work and even better support!"

Customer Focus

GREAT CUSTOMER SERVICE! Everyone at OOCL is professional, informative and patient.



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