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CUSTOMER NEWSLETTER

March 14, 2025

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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.

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ICS2: New Updates

Further to our previous announcement regarding ICS2 Entry Summary Declaration (ENS) submission, we would like to remind you of the deployment window of ICS2 Release 3 Maritime and Inland Waterway House Level Filers.

Effective **April 1st, 2025**, the House BL filing will become a requirement for all NVOCCs/Freight forwarders.

All shipping instructions submitted to OOCL must include comprehensive and accurate ICS2 details.



ICS2 Details Required Within Shipping Instructions:

- If the House BL filler is a self-filer, NVOCC/Freight forwarders must provide a valid EORI number of the Supplementary Declarant. Submissions without a valid EORI number will be rejected, potentially leading to delays or penalties. In order to verify the validity of the EORI number, please check the EORI number using [this link](#) maintained by the European Commission Taxation and Customs Union.
- If the House BL filler is not a self-filer, your Shipping Instructions should include following House HBL information: HBL number, complete actual shipper and consignee name, type of person and address, payment method for each House BL.
 - If a shipment has the Bill of Lading destination in EU member states, Northern Ireland, Norway, or Switzerland, you will also need to provide following information for each House BL: buyer and seller names, type of person, complete address including country name, and postal code if applicable.

Should you have any questions or require further clarification regarding ICS2 Release 3, ENS requirements, or the submission process, please do not hesitate to contact your local documentation team at **1-800-822-6625**.

For more information regarding this requirement, you may also visit our [site](#).

We appreciate your prompt action to ensure compliance and the smooth movement of your cargo.

Proper Shipping Name for Cargo Description

Proper shipping names provide standardized, universally recognized terminology to identify and categorize both non-hazardous and hazardous materials.

Utilization of the proper shipping name, even for non-hazardous goods, can provide a clear and precise identification of the cargoes, which is essential for the customs clearance process and the compliance of regulations within international shipping. It can even offer protection to a shipper from potential legal issues that may arise due to the misclassification of goods.

OOCL as an example, does not accept proprietary trade/brand names (iPad, Jose Cuervo in bottles) as a cargo description. Instead, the actual shipping names should be used (electronic tablet, tequilla in bottles).

To avoid negative downstream effects when submitting booking requests, shipping instructions, or even rate requests, please always ensure the proper shipping name is utilized.

Examples of Non-acceptable Cargo Descriptions Reflecting Proper Shipping Name:



Rubber



Aircraft Parts



General Cargo



BMW X5

Examples of Acceptable Cargo Descriptions Reflecting Proper Shipping Name:



Ethylene Propylene Non-conjugated Diene Rubber (EPDM)



Parts for Turbojets or Turbo Propellers



Automotive parts (non-HAZ)



New Automobile

Result:



Faster Booking Confirmation



Accurate Data and Information



Quicker turnaround time

TPM25 Conference

OOCL participated at the 25th annual Trans-Pacific Maritime Conference (TPM) on March 2 - March 5, 2025.

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

OOCL was a proud bronze level sponsor and event partner of the TPM25 conference. Additionally, our North America Vice President of Customer Service, Andrew Donohue, was a guest speaker for the session “Preparing for the Next Surge in West Coast Intermodal Volumes” alongside other industry experts.





PRODUCT EXPANSION!

REAL TIME RELEASE

Demurrage Payment e-Portal for TraPac Container Terminal

Real Time Release platform is OOCL's custom e-payment application and has now expanded to include import demurrage payment for the TraPac Container Terminal Los Angeles.

PRODUCT FEATURES



Online Payment

Timely payment confirmation and cargo release.



Calculator

Demurrage calculation and payment submission in one-stop shop.



Record

Easy to access online payment record.



Contact Us

OOCLECOM@oocl.com



More Information

Visit our [site](#).

MOC: Booking Amendment



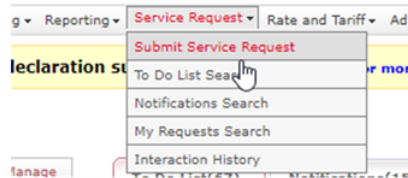
MOC- My OOCL Center



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: [] Booking Party: []

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: []

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

Change Remarks: []

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**



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OOCL Attends NYNJ Foreign Freight Forwarders & Brokers Association Gala

On February 6, 2025, the NAG North America East (NAE) sub-region sales team proudly represented OOCL at the prestigious 107th Annual Dinner Gala hosted by The New York/New Jersey (NYNJ) Foreign Freight Forwarders & Brokers Association.



Each year, the Association honors an individual who has made significant contributions to the promotion and development of the Port of New York and New Jersey. The 2025 award recipient was Ms. Beth Rooney, Port Director of The Port Authority of New York and New Jersey.

This esteemed event is recognized as one of the largest international transportation functions in the United States, with the annual Membership Journal reaching over 600 targeted industry recipients. Engaging in this gala not only highlighted our dedication to the sector but also provided a vital platform for networking and collaboration with key stakeholders in the industry.

