



## CUSTOMER NEWSLETTER

April 25, 2025

### INSIDE THIS EDITION:

[New eBL Feature: Consignee Auto Surrender](#)

[OOCL Account Information Featured in Other Languages](#)

[New Booking Form](#)

[MOC: Shipment Folder](#)

[Pro- Tip: Control Tower Watchlist Feature](#)

[Did you know: You Can Set Alerts to Monitor Documentation?](#)



*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:



## New eBL Feature: Consignee Auto-Surrender

### Electronic Bills of Lading (eBL)



IQAX has introduced a new feature within their eBL platform called Auto-Surrender, which enables customers to create and edit auto-surrender rules. Specific conditions can also be defined and once triggered, the eBL is automatically surrendered to OOCL, enhancing the efficiency of eBL management.

#### Steps to Auto-Surrender

Click on "Add Auto-Surrender Rule" button.

Select your entity / issuing party and input criteria (if any).

Confirm to create and apply the Auto-Surrender rule.

View the Auto-Surrender rule setting after creation.



#### Digitized surrender accelerates cargo delivery

There is no need to physically courier documents, gaining efficiencies in delivery with faster title transfer for cargo release and transfer of ownership which improves delivery efficiency.



# IQAX

Intelligence to accelerate transformation

## Questions?

Contact us at  
[OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com)

[Return to top](#)



## OOCL Account Information Featured in other Languages

The OOCL Account page is now available in multiple languages, supporting our diverse customer base. Links to multiple languages can be found at the bottom of the page [here](#).

Multiple languages are also available to support our diverse customer base. Please select your preferred language below.

繁體版	เวอร์ชันไทย	versión en español	Versão em Português
-----	-------------	--------------------	---------------------



OOCL Account is an integrated platform that features an effortless and secure login to My OOCL Center (MOC) and other online services by utilizing a single email address for easy access to our online tools.

### Why OOCL Account?

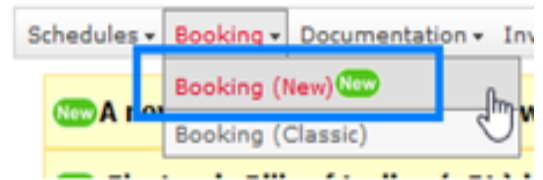
- **Convenience:** One email, one account, one login—seamless access to all OOCL digital products.
- **Security:** A secure digital profile ensures your data is always protected.
- **Efficiency:** Streamline your workflow by managing your shipments and transactions in one place.

## New Booking Form

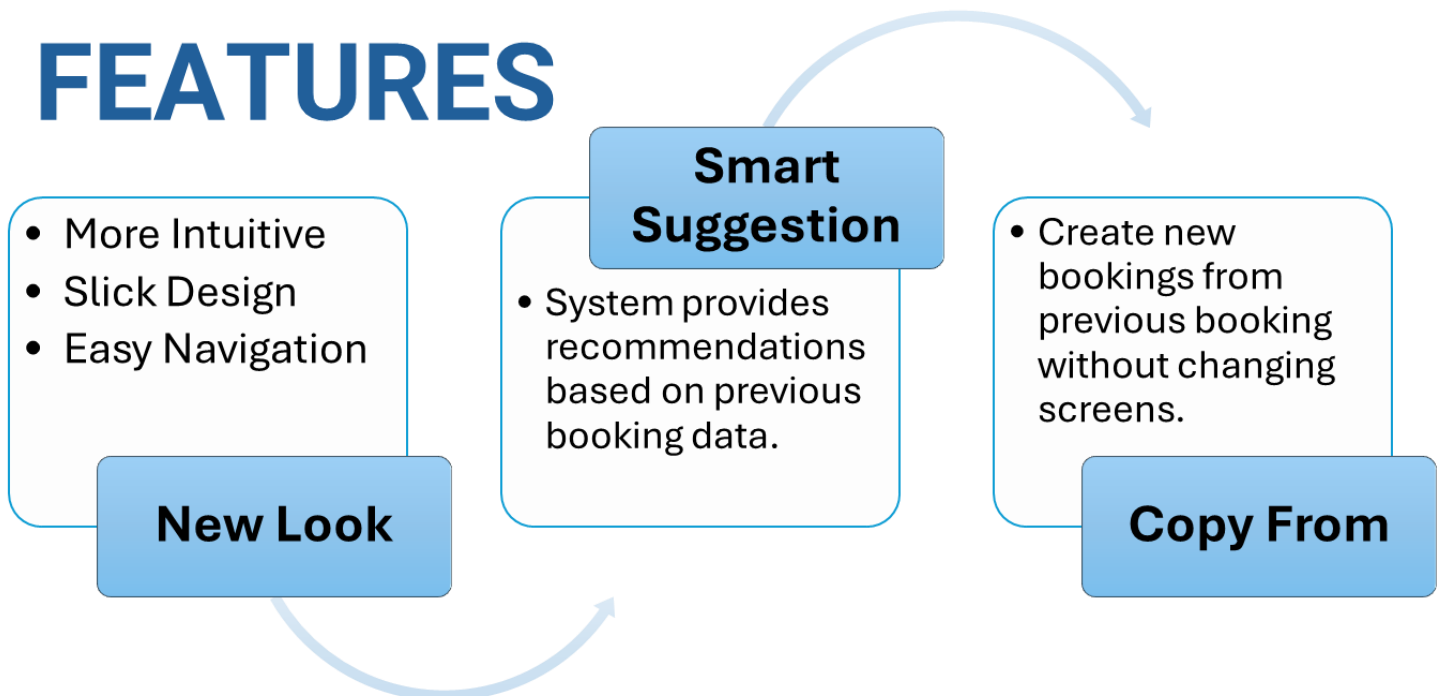
A new online booking form is now available offering a seamless booking experience. You can make a booking request in only 3 steps.

To access the new form: login and select Booking->Booking (New) from the main menu.

For more information, contact us at [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).



## FEATURES



## DESIGN

**Book**

Booking Request Search Templates Drafts

1 Choose Booking Method 2 Choose Sailing Schedule 3 Provide Booking Details

\* Rate Reference Number :  
Please input Rate Reference Number Please select Rate Reference Type

\* Origin City :  
Please input Origin (city, province, country)

\* Destination City :  
Please input Destination (city, province, country)

Cargo Nature :  
General

Door Pickup :  
CY

Door Delivery :  
CY

Find From Sailing Schedule Intended Vessel Voyage

Search Criteria : ☒ Search by departure time ☐ Search by arrival time 2024-02-15 And the next two weeks

Service : Please input Service

Find Sailing Schedule

[Return to top](#)

## MOC: Shipment Folder



### MOC- My OOCL Center



#### 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 Instructions, Arrival Notices 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.

**Shipment Folder Search**

Search by:  [Cancel](#)

Booking #	Bill #	Container #	Port of Origin	Port of Destination	Port of Call	Port of Discharge	Remarks
1000 0000 0000			New York, New York, United States	New York, New York, United States	New York, New York, United States	New York, New York, United States	Shipment, Invoices, Arrival, Invoices

Details of the Shipment Folder

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

Document Name	Booking Number	Received on	Uploaded Time	Uploaded From	Description/Remarks	Document Status	Action
<input type="checkbox"/> All							
<input type="checkbox"/> Bill of Lading (for cargo)						Required	
<input type="checkbox"/> Verified Green Pass						Required	
<input type="checkbox"/> Shipping Instructions/Notice						Required	

[Submit Service Request](#) [Document Search](#) [Cancel](#)



#### 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**.

**Details of the Shipment Folder**

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

All	Document Name	Booking N
<input type="checkbox"/>		



## Pro- Tip: Control Tower Watchlist Feature

# PROTIP Control Tower Watch List Feature

The newest enhancement to the My OOCL Center toolkit, known as the Control Tower, features a Watchlist function. This allows customers to select and track shipments within both the Shipment Overview and Container Overview tabs. Furthermore, users can create watchlists with filtered settings for a more tailored experience.

## How to add a shipment to the general watchlist

1 Visit [www.oocl.com](http://www.oocl.com) and login to My OOCL with username and password.

2 From the main menu, click "Control Tower".



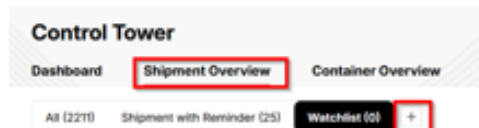
Schedules • Booking • Verified Gross Mass • Documentation • Invoices and Payment • Tracking • Reporting • Service Request • Rate and Tariff • Administration • **Control Tower**

3 In the Dashboard tab, select any respective container milestone under Active Shipments and then click the star icon located on the left side of the screen. Alternatively, in the Shipment Overview tab, all shipments are listed, and you can also click the star icon on the left side of the screen based on your desired booking or bill of lading.



## How to create a customized watchlist

1 From the Shipment Overview tab, click the plus sign icon next to "Watchlist".



2 Create a name for your watchlist and then customize using the filters settings. Click the "+ Add" hyperlink to add additional filter settings.

3 Set this watchlist as your default if you desire and then click save at the bottom of the pop-up.

Create customized view

Name:

Default filter setting:

Filter	Operator	Value
Booking No.	Equals To	<input type="text"/>
Origin	Equals To	<input type="text"/>
Destination	Equals To	<input type="text"/>
Vessel / Voyage	Equals To	<input type="text"/>
Stage	Equals To	<input type="text"/>

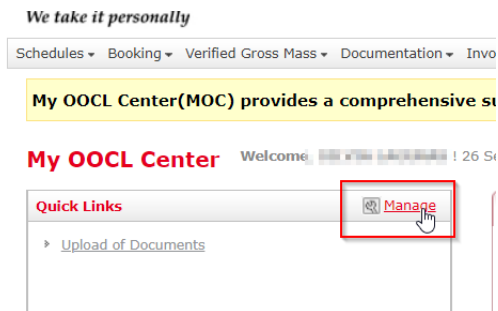
☐ Set as default view

## Did you know: you can set alerts to monitor documentation?

Within My OOCL Center (MOC), you have the ability to subscribe to email alerts for the documents you have submitted via the “Shipment Folder” feature to monitor its status and documentation acceptance.

### How to set up subscription alerts:

1. On the MOC welcome page, you can select the manage button to access your customer profile.



**Did you know?**

2. In your profile, click on the “E-mail Subscriptions” tab.

#### My Profile

A screenshot of the 'My Profile' page. It has several tabs: 'Primary Information \*', 'Preferences \*', 'Access', 'E-mail Subscriptions', and 'Quick Link'. The 'E-mail Subscriptions' tab is highlighted with a red rectangular box. Below the tabs, there's a section titled 'Define your Subscriptions. Mark the corresponding option as [checked] if you would like to receive the e-mail notification( ) . By using the information contained in the notifications you are deemed to have accepted and agreed to be bound'. Under this, there's a 'Sailing Schedule' section.

3. Then scroll down to the “Shipment Folder” section, where you can select the types of Shipment Folder updates you would like sent to your email by clicking the corresponding box. To obtain an example of an alert, you can click the “sample” hyperlink for a preview.

A screenshot of the 'Shipment Folder' section in the MOC profile. It lists various document types and notification options. Under 'OOCL Provided Document', there's a checkbox for 'Receive e-mail notification when OOCL uploads / deletes the document (Sample)'. Under 'OOCL Required Document', there are several checkboxes: 'Receive e-mail notification for the document upload request (Sample)', 'Receive e-mail notification when the document I uploaded is under review (Sample)', 'Receive e-mail notification when the document I uploaded is verified / rejected (Sample)' (this one is checked and highlighted with a red box), 'Receive e-mail notification when the document I uploaded is deleted (Sample)', 'Receive e-mail notification when the document non-shipment party uploaded is verified (Sample)', 'Receive e-mail notification when the document non-shipment party uploaded is rejected (Sample)', and 'Receive e-mail notification when the document non-shipment party uploaded is deleted (Sample)'. Under 'Document Pouch', there's a checkbox for 'Receive e-mail notification when another user creates or modifies a document pouch (Sample)'.

For any other questions on MOC features, please contact [OOCLCOM@oocl.com](mailto:OOCLCOM@oocl.com).