



## CUSTOMER NEWSLETTER

May 9, 2025

### INSIDE THIS EDITION:

[Introducing SmartInvoice](#)

[Did you know: administrators can add new users to their existing MOC accounts?](#)

[Track & Trace on OOCL.com](#)

[MOC: View BL, Amend, Accept and Print Options](#)

[Pro- Tip: OOCL.com Tracking CAPTCHA](#)

[National Maritime Day](#)



*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:



## Introducing SmartInvoice

# SmartInvoice



SmartInvoice provides real time tracking and seamless invoice management activities such as search and view invoices, highlighting detailed charges, due date, etc. To learn more visit our [site](#).



### Real-Time Transparency

Gain real-time visibility into invoice details and payment status, with clear tracking of cleared and pending payments



### Enhanced Accuracy

Eliminate manual errors and maintain audit-ready records with fully time-stamped transaction logs.

## Frequently Asked Questions

### Q: How do I search for invoices?

A: You can search invoices using:

- ✓ Invoice Number or Bill of Lading (B/L) Number
- ✓ Date Range (invoice date or due date, up to 2 months per query)
- ✓ Status Filter (e.g., Outstanding, Overpaid, Settled)
- ✓ Invoice Type (outbound or inbound)
- ✓ Customer Name (for invoices under a specific customer)
- ✓ Payment Location or Payee

### Q: How far back can I search for invoices?

A: Invoices from September 2023 onward are available.

### Q: Who can see my invoices?

A: Invoice visibility is restricted—only authorized payers can view their respective invoices.

### Q: What appears in the default search results?

A: The system shows the latest 10 invoices from the past month.

### Q: Can I view invoices in my local currency?

A: Yes, you can switch to local currency for invoice amounts.

### Q: How do I download an invoice?

A: Click the invoice number to download the PDF.

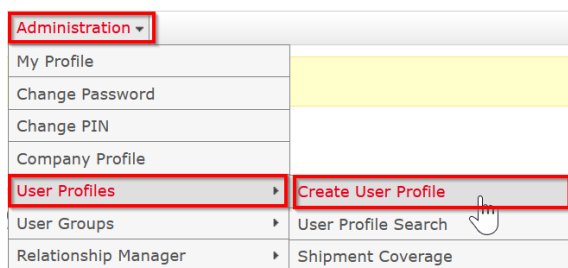
[Return to top](#)

## Did you know: administrators can add new users to their existing MOC accounts?

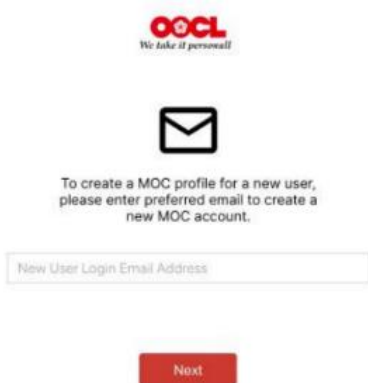
Within My OOCL Center (MOC), company administrators are able to add users to their existing MOC accounts. This allows the new user to quickly access MOC and start managing their shipments.

### How to create new user accounts:


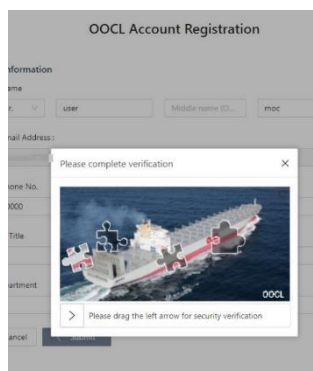
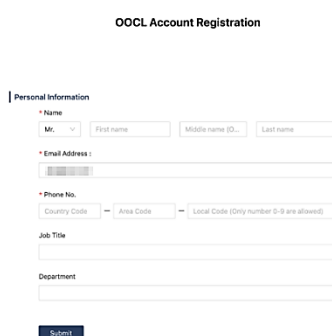
1. From the main menu on the welcome page, click Administration→User Profiles→Create User Profile.



2. You will then be prompted to create a MOC profile for the new user, by entering an email address. Then click “Next”.



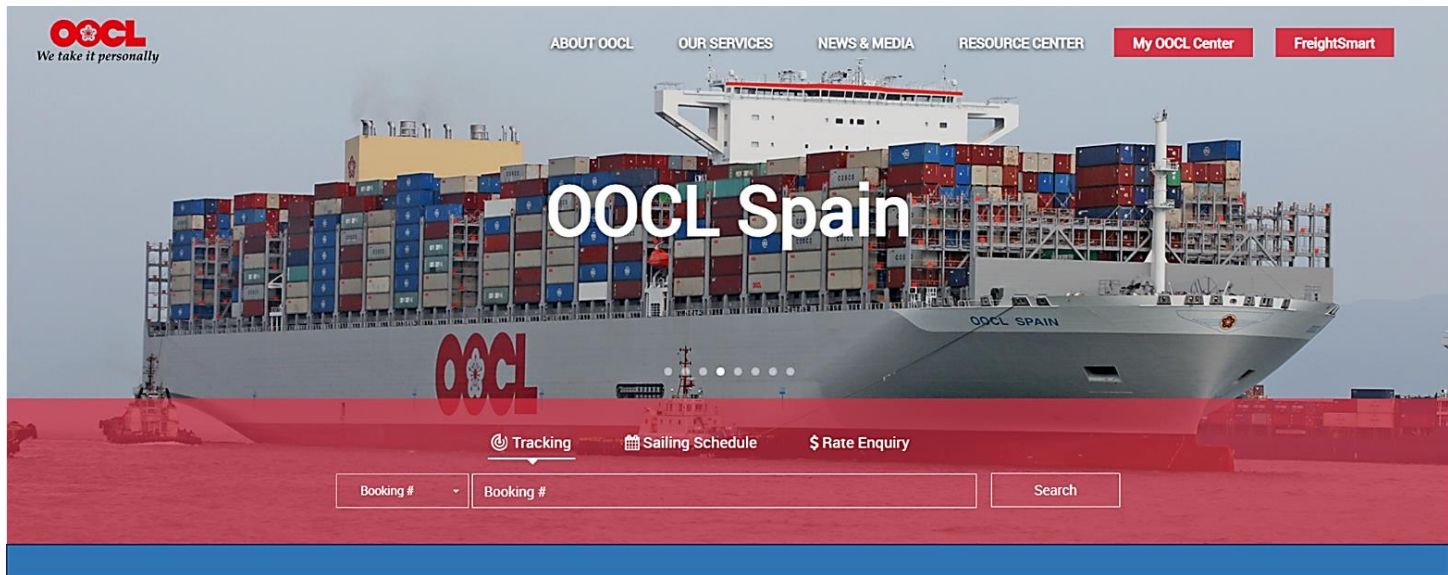
3. Fill out the new user details, complete the CAPTCHA puzzle, then click “Submit”. A pop-up will appear advising the account is created and an activation email sent to the new user. Additionally at this point, you can configure the new user’s MOC permissions, if necessary.



The OOCL Account has been created. An activation email has been sent to the respective email address.



## Track & Trace on OOCL.com



OOCL.com provides solutions to track and trace your containers by either booking, bill of lading or container number without the need of a login or password.



## Track & Trace

We offer self-service tools on OOCL.com to track and trace your shipments.

### Step by step tracking guide

1. Go to OOCL.com.
2. Under "Tracking" Tab, select the "Tracking Type" as either "B/L#", "Booking#" or "Container#".
3. Input the respective information (BL, container or booking number) and click on the "Search" button.
4. Complete the CAPTCHA security verification by sliding the puzzle.

### Features



Latest container event



Detention & Demurrage Last Free Date



Routing information including origin, final destination, port of load, port of discharge with estimated and actual time of arrival/departure.



**Tip:** For more information such as routing, equipment activities, detention & demurrage last free date, please click on the respective tabs at the bottom of the screen.

Routing

Equipment Activities

Detention & Demurrage

[Return to top](#)

## MOC: B/L View, Amend, Accept and Print Options



### MOC- My OOCL Center



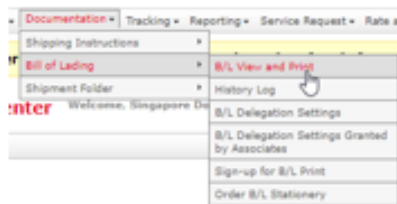
### B/L View, Amend, Accept and Print Options

My OOCL Center allows users to View, Amend, Approve Draft Bill of Lading. For Seaway and Original Bill of Ladings users can also print the documentation online.

To get started, log into My OOCL Center (MOC) [here](#) with your sign-in credentials.

#### 1 Select Documentation

From the main menu, make the following selection: Documentation → Bill of Lading → B/L View and Print. You can search by BL number or Type. When searching via the BL number, only input the numeric portion.

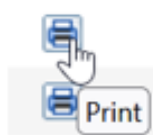
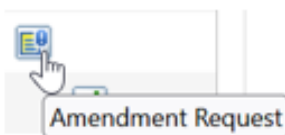
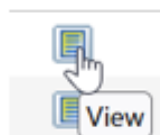


#### 2 Multiple actions to select

Referencing the "Actions" column choose your desired action from the available icons for the respective BL.

- Reviewing your Draft B/Ls: You are able to requests an amendment or approve the BL.
- Printing copies: For drafts and seaway bills of lading, you can use everyday white paper.
- Printing Original Bills of Lading –OOCL stationary is required and can also be ordered via MOC.
- Customizing the number of prints – The number of available copies to print are shown on the Print Available reference of the Bill of Lading.

#### B/L Action Icons



### Results:



24/7 Access



Easy download of Bill of Lading copy



Seamless Customer Service Experience



Quicker turnaround time



Print Bill of Lading



View history log



[Return to top](#)

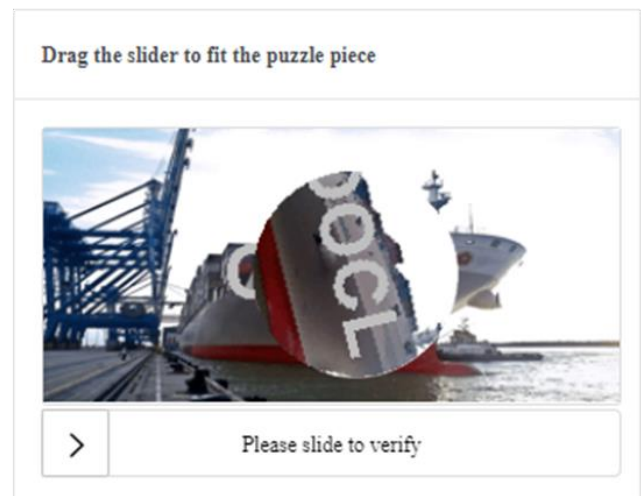
# PRO TIP



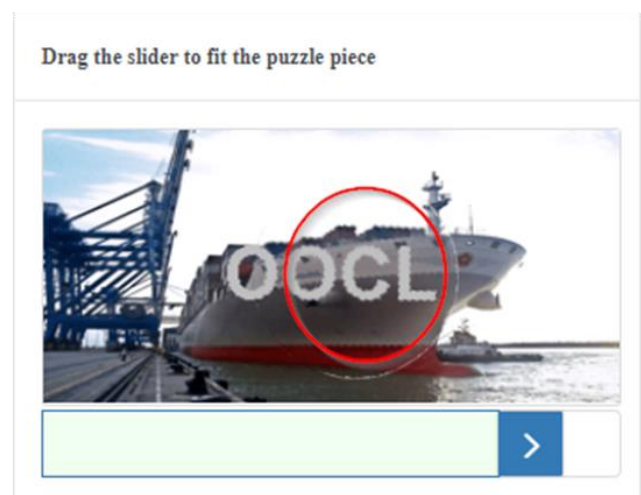
## OOCL.com Tracking Captcha

When tracking on OOCL.com, users will be required to complete the CAPTCHA security verification. This can be done by rotating the puzzle wheel until the letters "OOCL" are aligned.

- 1 The CAPTCHA will appear with some of the letters in the word "OOCL" unaligned. The user should drag the slider bar to the right which will rotate the wheel with the purpose of aligning the "OOCL" letters within the CAPTCHA.



- 2 Rotate the out of place letters until the letters "OOCL" are aligned. This will verify the CAPTCHA security and will then take users to OOCL.com Tracking module.



For any questions, please contact  
[OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com).



*We take it personally*



## National Maritime Day

---

OOCL is pleased to celebrate the upcoming National Maritime Day—a United States holiday that recognizes the maritime industry. It is observed every year on May 22, which is the date in 1819 that the American steamship Savannah set sail from Savannah, Georgia on the first ever transoceanic voyage under steam power. The holiday was created by the United States' Congress on May 20, 1933.



# National Maritime Day

## May 22, 2025