



CUSTOMER NEWSLETTER

May 23, 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.

Follow us:

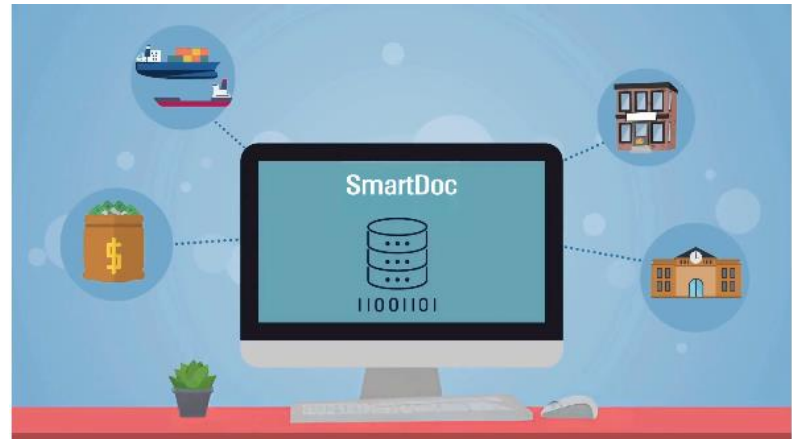


Introducing SmartDoc

SmartDoc is OOCL's new AI powered Shipping Instructions form that is now available with the aim of providing a simplified, solution to improve customer experience.

It offers real time error detection, streamlining the SI documentation submission process. SmartDoc eliminates repetitive manual tasks, slashes compliance risks, and minimizes errors—helping you boost efficiency, cut costs, and enhance operational performance.

To learn more visit our [site](#).



Preset Carrier Rules

Come preloaded with carrier-specific rules, so it will automatically identify the right format, intelligently assembles details, and eliminates manual cross-checks. **Save time, reduce costs, and get it right—every time.**



AI Compliance Verification

With customs compliance checks with AI algorithms. SmartDoc scans your SI before submission, flags the issues and provided suggested fixes. Stay audit-ready and avoid delays.



Bill of Lading Preview

See your Bill of Lading in real time with our **"what-you-see-is-what-you-get"**. Make instant adjustments on the fly—no last-minute surprises or rework. Plus, our **intuitive interface** is so easy, anyone can use it, even without experience.

SmartDoc

Your AI-Powered Documentation Assistant
Perfect Bills of Lading, Every Time!



Lithium and Ni-MH Batteries

There are specific requirements when shipping Lithium and Ni-MH batteries:

- Cargo will be classified as dangerous goods (DG) or non-DG depending on the battery type and properties.
- It will be treated as a “Fire Risk” item and requires on-deck stowage and away from heat.

Acceptance of shipments with batteries are subject to booking review, and may require special cargo application prior to confirmation.

Therefore, at the time of booking, please declare any type of battery that is planned to be loaded in the container in order to avoid delays. Please note that only new batteries are acceptable and any used or defective batteries are prohibited.

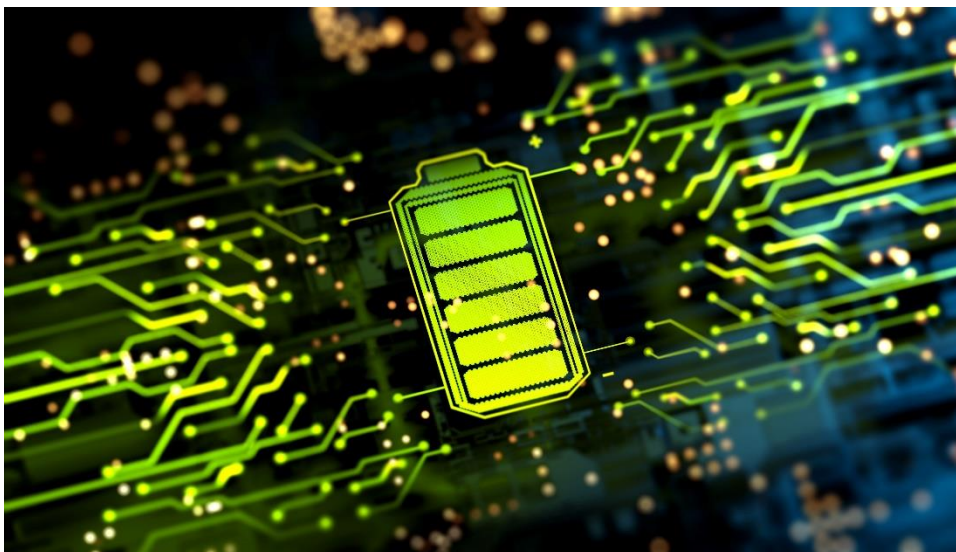


As a reminder, batteries may also be contained within other commodities such as toys, e-readers, machinery, etc and this also should be notated at the time of booking.

Additional information may be needed prior to acceptance and before container laden return to ensure proper stowage. This could include but not limited to: MSDS, test report, Lithium content for Lithium Metal Batteries or Watt-hour for Lithium-Ion Batteries, product picture, etc.

If cargo with batteries is received under Carrier's custody or loaded on board without proper declaration, it will be treated as a mis-declared shipment.

Any consequences arising from misdeclaration, including but not limited to yard shift, re-stowage on board, or removal from the loading list and rolling to a later sailing, are entirely for the account of the booking party/ shipper.



Service Updates- Marine Terminal Gate Schedule

The following US Marine Terminal Gates will be closed on **May 26, 2025**, in observance of the Memorial Day holiday in the United States:

- **Baltimore**
 - Seagirt
- **Boston**
 - Conley Terminal
- **Houston**
 - Bayport Container Terminal
 - Barbours Cut Terminal
- **Long Beach**
 - LBCT
 - PCT
- **Los Angeles**
 - Fenix Marine Services
 - YTI
- **Miami, Florida**
 - South Florida Container Terminal
- **Mobile**
 - APM
- **New Orleans**
 - Ports America NOLA
- **New York**
 - APM
 - Maher
 - Port Liberty NY
 - Port Liberty Bayonne
- **Oakland**
 - Everport OAK
 - OICT
 - Trapac OAK
- **Seattle**
 - T5 and T18
- **Tacoma**
 - Pierce County Terminal
- **Tampa**
 - Port of Tampa



MOC: Shipment Folder Alerts



MOC- My OOCL Center



Shipment Folder Alerts

My OOCL Center allows users to setup e-mail notifications for any updates to documentation (e.g. Hazardous) that have been uploaded to the Shipment Folder. Notifications include when the document is under review, accepted, rejected, or if the document has been deleted.

1

To initiate the “Shipment Folder Alerts”, log into MOC and click on the “Administration” main menu option and then select “My Profile.” Click on the “Email Subscription” tab.



My Profile

Primary Information * Preferences * Access * **E-mail Subscriptions** * Quick Link

Define your Subscriptions. Mark the corresponding option as ☒ if you would like to receive the e-mail notification(s).

2

Scroll down to the “Shipment Folder” section. To activate the notification, please check the ☒ box next to the category and click on the “Save” button at the end of the page.



Shipment Folder – Hazardous Document Upload

You can receive a notification when your Preliminary or Final IMO is under review, approved or rejected.

It is recommended to at minimum subscribe to the 3rd option (highlighted below) within the Shipment Folder section, so you are notified when any documents are verified/accepted or rejected by OOCL.

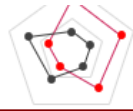
Shipment Folder

- OOCL Provided Document:
 - ☐ Receive e-mail notification when OOCL uploads / deletes the document ([Sample](#))
- OOCL Required Document:
 - ☐ 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](#))
 - ☐ 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](#))
 - ☐ Receive e-mail notification when the document non-shipment party uploaded is deleted ([Sample](#))
- Document Pouch:
 - ☐ Receive e-mail notification when another user creates or modifies a document pouch ([Sample](#))



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OOCL Account: Frequently Asked Questions



OOCL ACCOUNT



Centralized

Access to different OOCL Applications utilizing the same email login credentials.



Secure

Built on a cloud platform that provides a robust and secure environment.



Accessibility

It offers one place to manage administrative settings including access control.



Online Tools

Provides access to multiple online service platforms with a single email login.

Frequently Asked Questions (FAQ)

1. What is OOCL Account?

OOCL Account is a digital suite that house many of OOCL digital tools such as MOC, GBCR, eBL, RTR (US only) and N2C3 Lite (US only).

2. How can I access OOCL Account?

You can access OOCL Account by signing into one of the digital tools housed within the digital suite using your centralized sign on credentials.

3. How do I reset my OOCL Account password?

You may reset your OOCL Account password by clicking on the "Forgot Password" or "Have trouble signing in?" hyperlink.

4. Can I change my registered email address after activating my OOCL Account?

Please contact support_dh@oocl.com to help delink the existing email address and update OOCL Account with the correct email address of your choice.

5. I already have an OOCL Account, but I still can't sign in to My OOCL Center (MOC). Why is this happening?

This issue occurs when your OOCL Account isn't associated to your My OOCL Center (MOC) email address. Please utilize [this](#) guideline (#3) to update your MOC profile accordingly.

For more information, visit our [website](#).

OOCL Canada Attends Transatlantic Port Alliance Industry Event

On April 9, 2025, OOCL Canada participated in an industry breakfast event, held under the network of their Transatlantic Port Alliance initiative.

The event was organized by the Port of Montreal (POM) and Haropa Port Paris and featured presentations from both ports, as well as remarks from the Chamber of Commerce and a dynamic panel Q&A session.

In addition, a wide range of topics such as the global trade landscape, and ongoing tariff challenges were discussed. A strong focus was placed on trade diversification and the need to establish a safe and reliable environment to support alternate trade routes aligned with the industry's new market trajectory.

The Canada team's participation helped to deepen their understanding of the emerging transatlantic trade trend, thereby strengthening OOCL's role in the shifting global logistics landscape.

