CUSTOMER NEWSLETTER

June 6, 2025

INSIDE THIS EDITION:

OOCL
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.

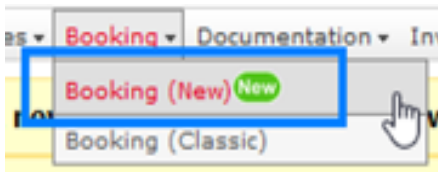Click **here** to share your comments.

Follow us:

New Online Booking Form: A personalized booking experience

A new online booking form is now available offering a seamless booking experience!

You can make a booking request in only 3 steps.
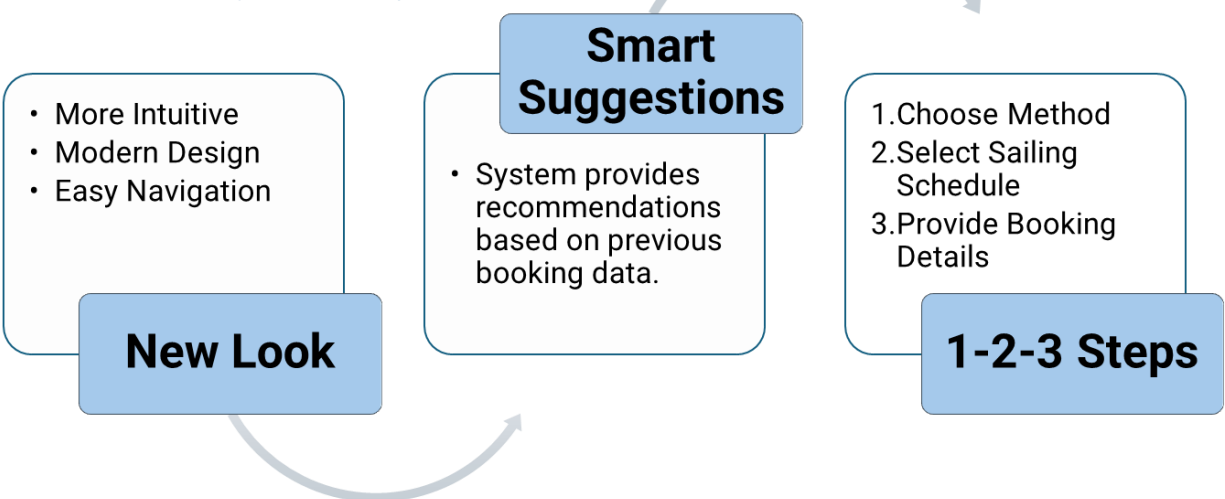
To access the new booking form:

1. Login to My OOCL Center.
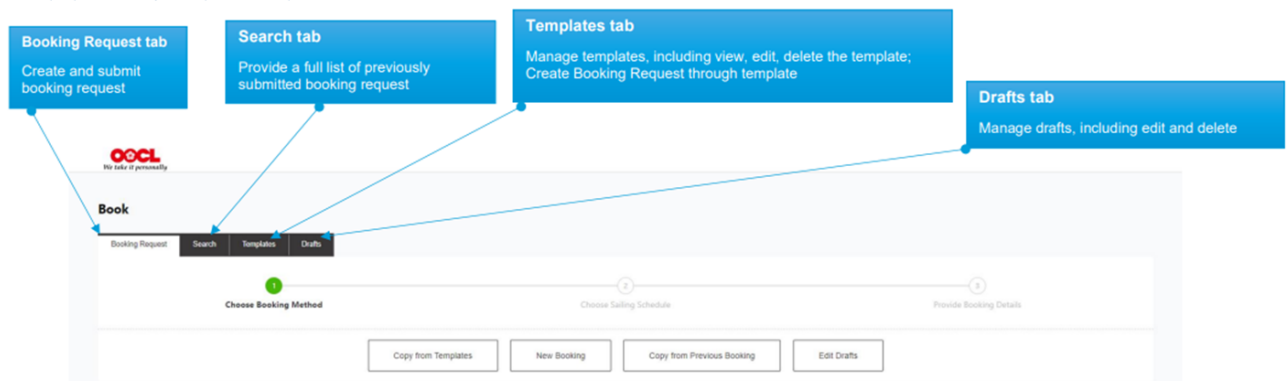2. From the main menu select: Booking->Booking (New)

For more information or questions regarding the online booking form, contact us at OOCLECOM@oocl.com.
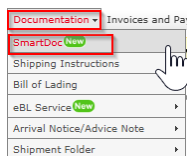

FEATURES

New Look
- More Intuitive
- Modern Design
- Easy Navigation

Smart Suggestions
- System provides recommendations based on previous booking data.

1-2-3 Steps
1. Choose Method
2. Select Sailing Schedule
3. Provide Booking Details

BOOKING FORM OVERVIEW

Booking Request tab
Create and submit booking request

Search tab
Provide a full list of previously submitted booking request

Templates tab
Manage templates, including view, edit, delete the template; Create Booking Request through template

Drafts tab
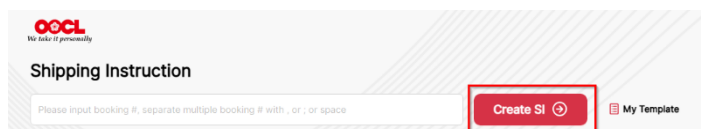Manage drafts, including edit and delete

SmartDoc: Shipping Instructions Creation

SmartDoc is the the latest enhancement to our shipping instruction (SI) submission tool in My OOCL Center (MOC) platform. Combining decades of shipping expertise with advanced AI technology, SmartDoc is designed to enhance accuracy and streamline your documentation process.

1 Once logged into MOC go to "**Documentation**" on the menu bar and select "**SmartDoc**". The default SI home page will populate including a search bar.

2 Enter the desired booking in the search bar and click the "**Create SI**" button.

3 On the next screen, enter the SI details in three separate tabs: "**Shipment Info and Parties**", "**Cargo and Container**" and "**B/L Handling Instructions**". Data for some fields will be pre-filled from the booking information. Kindly ensure that all mandatory fields (indicated with a *) are completed before submitting your SI.
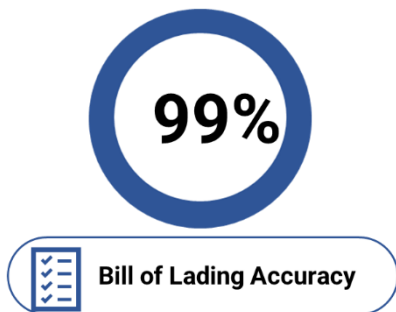
4 If you would like to review the SI before submitting, click the "SI Preview" button. The preview will show your SI details in a BL format. Additionally, you can also create a template from the SI, save as a draft, or cancel the SI. Click the "Submit" button once you are satisfied with your inputted data.

Export Documentation FAQ

North America Key Performance Indicator (KPI)

99%

Bill of Lading Accuracy

How can I submit Bill of Lading (BL) amendment requests?

BL amendment can be requested via MOC. Amendments may also be accepted via EDI or via the same email address as the SI submission. Email contacts can be found here.

What is the turn time for processing Shipping Instructions (SI)?

Shipping instructions are processed within 2 hours of receipt during business hours. Upon completion of the Bill of Lading (BL), OOCL will provide customers with a copy so data can be reviewed for accuracy.

What is the turn time for the BL Amendments?

BL amendment requests are processed within 4 hours if received during working hours unless further clarification is needed.

When will OOCL issue the Bill of Lading?

Onboard Vessel BLs are released within 24 hours of vessel sailing, while Received for Shipment or Onboard Rail BLs are released within 24 hours after the proforma BL is completed and delivered.

What do I do if my letter of credit requires a shipping certificate?

Upon request, our Documentation team can prepare vessel certificates to satisfy Letter of Credit requirements. The request can be submitted via the respective email address here. Certificates are issued at the time when cargo is confirmed on board as it may include vessel related information.

Does OOCL offer an eBL solution?

Electronic bills of lading (eBL) is an alternative method to improve the efficiency and security of paper original bills of lading. For more information, visit our site.

Did You Know: you can submit and review documents via the Control Tower?

OOCL's new Control Tower feature within My OOCL Center (MOC) provides the ability to view and submit documents through the **Container Overview** feature. For any questions regarding Control Tower, please contact **OOCLECOM@oocl.com**.

1 To access the **Control Tower** on your MOC home page, simply click the Control Tower tab on the far right of your tool bar.

2 Selecting **"Container Overview"** will provide an overview of all active containers as well as their status and milestones event time-stamp.

3 By clicking a container related booking/bill of lading hyperlink you can view further information on the container as well as the status of documents by clicking **"Document Status"**. The "Document Status" tab will list the required documents and if it is pending submission, the red "Submit" button will be displayed. Users will also see document cutoff dates as well as document statuses.

OOCL Sponsors the 2025 Agriculture Transportation Coalition Annual Meeting

OOCL is proud to announce our sponsorship of the 2025 Agriculture Transportation Coalition (AgTC) Annual Meeting.

As the largest gathering of agriculture shippers in the United States, the conference presents a unique opportunity to connect and explore the future of agricultural transportation.

Event Highlights:

- Dates: June 16–19, 2025
- Location: Tacoma, Washington

Why Attend?

- Discover how OOCL's tailored solutions and dedicated specialists are nurturing growth in the Agri sector at our booth.

- Engage with industry leaders and gain insights into innovative transportation strategies.

- OOCL's North America Executive Vice President, Felix Lo, will be a speaker discussing the topic of maintaining service levels in the midst of uncertainty.

For more information and registration information, please visit the AgTC site at:
https://agtrans.org/events/

Follow Us on Social Media

OOCL's virtual network capabilities and mobile applications are used to keep trade moving, your businesses running, and our relationships are closer than ever.

Follow us on our social media accounts— Instagram and LinkedIn.

In addition, we also have a dedicated page within LinkedIn featuring North America news content that can be found here.

FOLLOW US
By clicking on the icon!

OOCL
We take it personally

Stay Informed
- Get real-time updates on our latest projects, initiatives, and achievements.

Network
- Connect with OOCL and expand your network.

Engage
- Participate in discussions and engage with OOCL's content.