



## CUSTOMER NEWSLETTER

June 20, 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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## OOCL Mobile App: Real Time Tracking

The OOCL Mobile App provides a secure and user-friendly platform, allowing you to manage your shipments efficiently at any time and from any location. It facilitates tracking and tracing of shipments and vessels, providing all necessary information conveniently. For questions, please contact [OOCLECOM@oocl.com](mailto:OOCLECOM@oocl.com) or visit our [site](#).



**View arrival and departure dates**



**Cargo routing**



**Empty return location**



**Latest container event**



**Access port arrival and departures**



**24/7 access**



**Download the OOCL App today!**



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## Rail Pickup Number

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The rail pickup number ensures that only authorized parties can retrieve a container from the rail ramp. The customer is provided the pick up number after certain criteria have been met for the release of cargo.

At OOCL, the easiest way to obtain the pick up number is via our shipment management tool— My OOCL Center (MOC). In order to have access to this number online, you must be:

- ✓ A legal party of the Bill of Lading (consignee or notify party).
- ✓ All charges are paid.
- ✓ The Original Bill of Lading (OBL) is cleared.
- ✓ The Customs status is released, received in OOCL's system, and there are no agency holds.

If you do not already have a MOC account, you may begin by registering [here](#).

If you would like assistance in navigating the MOC platform, please contact us at [ooclcom@oocl.com](mailto:ooclcom@oocl.com).



## Obtaining a Bill of Lading Copy via MOC's Shipment Folder



My OOCL Center (MOC) offers a centralized repository called “Shipment Folder” that allows shipment parties at destination to download and print documents such as the Bills of Lading copies, Invoices and Arrival Notices.

Accessing the Shipment Folder to obtain OOCL-provided documents once available is both beneficial and efficient. To access the shipment folder, sign into MOC [here](#).



### Step 1

From the main menu, click on “Documentation” then “Shipment Folder” and select “Shipment Folder Search.” Then search by the BL number ensuring to not include any prefixes.



### Step 2

If available, your desired Import related document can be found under the “Provided by OOCL” tab.



### Step 3

Select the corresponding “Download Icon” to view or print the bill of lading.





# My OOCL Center: Detention and Demurrage Calculator



## MOC- My OOCL Center



## Detention and Demurrage Calculator

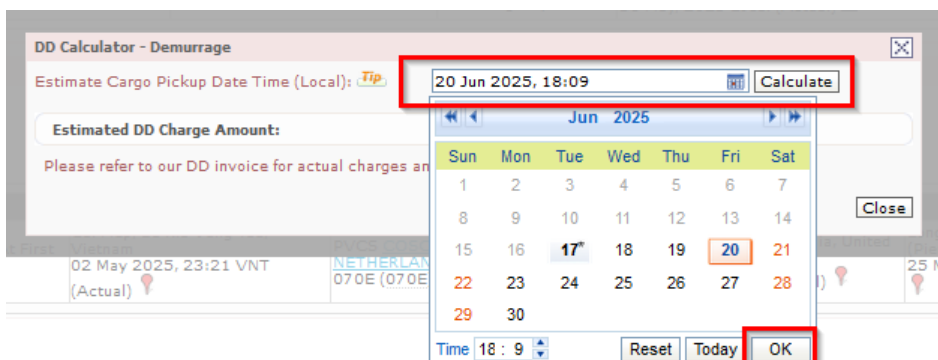
My OOCL Center recently launched a detention and demurrage (DD) calculator for import shipments. To access this feature, the following requirements are needed:

1. You must access the DD calculator through the Tracking module and search by **BL Number** only
2. You must be a **party to the BL**.
3. The **Last Free Day (LFD)** information needs to be available.

- 1 Login to MOC and from the main menu, select "Tracking" and then click on "Track Cargo"



- 2 Input the desired bill of lading number and click on the "Search" button. Then click on the "Detention and Demurrage" tab.  
To start utilizing the DD calculator feature, click on the calculator icon within the Inbound Demurrage or Inbound Detention "Last free date" fields. Click on the calendar icon select the desired pickup date and then click the "Calculate" button. The estimated DD charges will appear based on the date selected. **Cargo Tracking**



## Pro-Tip: Last Free Day

# PROTIP Last Free Day

My OOCL Center allows you to view the demurrage and detention Last Free Day (LFD) for import containers on your bills of lading using My OOCL Center or OOCL's public website.

1

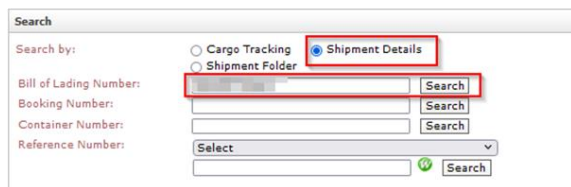
### Log into MOC

Log into your "My OOCL Center" at [www.oocl.com](http://www.oocl.com) with your user ID and password.

2

### Use the search box on the MOC welcome page

Enter the bill of lading number and select "Shipment Details."



3

### Shipment Details

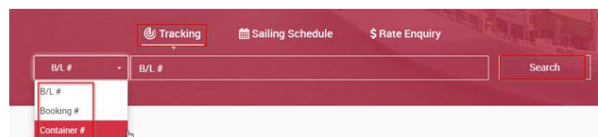
Scroll down the page and there will be LFD information under the "Detention & Demurrage Information at Destination" section.

### Detention & Demurrage Information at Destination

4

### Searching via OOCL.com

- LFD can also be viewed via OOCL.com using the tracking search feature. Go to [www.oocl.com](http://www.oocl.com) and under "Tracking" type, choose "Container #" from the dropdown and enter the container number and hit search.



- Choose the "Detention and Demurrage" tab in the tracking details to view the last free day information.



## Last Free Day Alert Features:



Accurate Data and Information



Quickest way to obtain information



User-friendly Platform



24/7 Access and Availability

## Day of the Seafarer

OOCL honors global seafarers for their vital role in international trade, supply chains, and the world economy.

The International Maritime Organization (IMO) has designated June 25th as the International Day of the Seafarer to honor all individuals engaged in sea transport. This year, the IMO is emphasizing the campaign “My Harassment-Free Ship,” which aims to foster a culture of respect and uphold zero tolerance for bullying and harassment at sea.

The Day of the Seafarer was celebrated for the first time in 2010, and it is recognized by the United Nations as an observance day.

At OOCL, safety training is essential to our operations both on shore and at sea. For more information on our commitment to safety, please visit our [site](#).

