



CUSTOMER NEWSLETTER

August 1, 2025

INSIDE THIS EDITION:

[OOCL Recognized in CDP's 2024 Supplier Engagement Assessment A-List](#)

[Shipping Automobiles With OOCL](#)

[OOCL.com Feedback & Inquiries](#)

[Cargo Cutoff via Shipment Details Feature in My OOCL Center](#)

[Community Responsibility](#)



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 Recognized in CDP's 2024 Supplier Engagement Assessment A-List

CDP, a global non-profit organization for carbon disclosure projects, named OOCL to their A-List Supplier Engagement Assessment (SEA) for the 2024 disclosure cycle. This is the first time OOCL has received a global recognition for our Environment, Social and Governance (ESG) efforts. This highlights the company's continued efforts in sustainable supply chain management.



The SEA recognizes supplier engagement and evaluates companies' climate disclosures across five key areas: governance and business strategy, targets, emissions reporting (scope 3), risk management processes, and supplier engagement.

Companies on the A-List are recognized for their leading performance in supplier engagement on climate change and the crucial role they play in the transition toward a net-zero, sustainable economy.



[Return to top](#)

Shipping Automobiles with OOCL



When shipping automobiles, whether they are new or used, there are some key elements that are required. Identifying the vehicle classification will be needed in order to secure your booking and there are different requirements for gasoline or battery-powered/hybrid vehicles.



Gasoline-powered Vehicles

Requirements: All fuel must be drained, and all batteries must be disconnected with the ends of the battery cables taped to prevent electrical contact.



Hybrid and/or Electric Vehicles

Requirements: The type of battery should be indicated in the vehicle description.

- Special Note: Lithium batteries do require classification under IMDG with added review on restrictions and specific acceptance needed prior to booking confirmation.

What information does OOCL ask for?

1. Include the proper shipping name in the cargo description field. Avoid adding brand names as the only description of the commodity. Add the respective HS code.
 - If you regularly ship the same commodity and point pairs and submit the booking(s) via My OOCL Center (MOC) or CargoSmart platforms, a booking template can be established. If you need assistance in setting up a booking template, please contact our e-commerce team at OOCLCOM@oocl.com.
2. Clear declaration if it is gasoline, hybrid or electric vehicle at the time of booking submission.
3. To expedite the booking confirmation process for non-hazardous vehicles (per IMDG Special Provision 961), ensure to have a valid OOCL Letter of Indemnity for the Carriage of Vehicles on file. To obtain a copy, please contact your customer service representative.
4. If the vehicle contains lithium batteries, the booking must be submitted as DG and there are restrictions on routing and acceptance of vehicles of this type. This type of vehicle will require additional documentation such as MSDS, DG Certificate, etc.

[Return to top](#)

OOCL.com Feedback & Inquiries

We Value Your Feedback! At OOCL, we love to hear from our customers. Your feedback helps us improve and serve you better.

If you have feedback to share or require assistance with an inquiry, OOCL.com provides a comprehensive Feedback feature to address both needs.

To access our Feedback tool:

1. Visit our [site](#).
2. Click on the "Feedback" vertical button that is on the right-hand side of the page.
3. Then click on one of the 3 options below and fill out the form with the required fields.

All submissions are reviewed and acknowledged within 1-3 business days.



 Customer Feedback Your opinion is valuable to us. With your feedback, we can continue to improve and serve you better	 Supplier Feedback We welcome your comments and always looking for ways to improve our service.	 Contact Us It's simple to get in contact with us. Select the subject or item you have a question about, and we can assist you.	Feedback
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Customer Feedback

Thank you offering your feedback to us. We welcome your comments. Please kindly provide us your information so that we can keep you updated of any findings from your feedback. All mandatory fields are denoted by *.

☐ Mr. ☐ Mrs. ☐ Ms.

* Name	* Company
* Please enter country / region	State / Province
* Email Address	Tel No.
Shipment Number	
* Feedback Reason	
* Your Feedback	

[Return to top](#)

Cargo Cutoff via Shipment Details Feature in My OOCL Center

Manage Your Shipments Online with Ease! At OOCL, we offer an online tool to help you manage your shipments efficiently. Access real-time tracking, schedule shipments, and get instant updates. Your convenience is our priority!

My OOCL Center (MOC) provides customers with comprehensive access to shipment details, including easy access to cutoff dates for cargo management.



Advantages of Shipment Details:

- ✓ Transparency of your cargo details
- ✓ Reduction in time spent searching online for container updates.
- ✓ 24/7 online access.
- ✓ Access to your booking status, cargo cut-off dates, shipping instructions cut-off, and even CO2 Emissions.
- ✓ Quickest feature to obtain a variety of information.
- ✓ Offers quick access to other features such as cargo tracking, service requests, and the shipment folder.

For access to the Shipment Details, follow the instructions:

1. Log into MOC, select the "Shipment Details" in the "Search" section, enter your OOCL booking or BLnumber, then click the search button.
2. Select the Shipment Details button and click "Search".
3. Things such as the booking's status and cargo cut-offs can be found under the "Shipment Information" section.



Search

Search by: ☐ Cargo Tracking ☒ **Shipment Details** ☐ Shipment Folder

Bill of Lading Number:

Booking Number:

Container Number:

Reference Number:

Shipment Details - Booking Number

Last Modified: 29 Jul 2025, 07:42 Local

Shipment Information

Carrier: OOCL

Status: **Confirmed** (Legal Disclaimer) **Shipment Confirmed**

Booking Status: Confirmed
Booking Status Remark: Shipment Confirmed
Internet Booking Reference Number: Fully Covered
Status of Container: Fully Covered

Shipping Instructions

SI Cutoff Time: 06 Aug 2025, 16:00 EDT
SI Status: Not Received
Internet SI Reference Number:

Customer Information [Tip](#)

Advance Manifest Required: Not Required

Cargo Cutoff Time: 01 Aug 2025, 16:00 EDT
Container Pickup Check Code:
Block Code:

OOCL Required Document Status

Total CO2e Emissions: [Tip](#)

Tank-to-Wake: 3519.66 KG
Well-to-Wake: 4321.73 KG
[Disclaimer](#)

[Return to top](#)

Community Responsibility



At OOCL, we embrace community responsibility as one of our core values.

We support our local communities, and we are focused on the four main areas below:



Environmental Care



Education for Youth



Community in Need



Arts and Culture



Embracing Community Responsibility

- Community responsibility fosters a sense of belonging and empowerment.
- Engaging in local initiatives enhances social cohesion and support.
- Volunteering promotes positive change and helps those in need.
- Sustainable practices contribute to the well-being of future generations.



OOCL's Community Involvement

To learn more about the different efforts throughout the globe that OOCL has been involved with, please visit our [site](#).

