



CUSTOMER NEWSLETTER

August 15, 2025

INSIDE THIS EDITION:

[Upgrade Alert! Control Tower is Now Offered via the Mobile App](#)

[Abbott Nutrition Recognizes OOCL as Carrier of the Year](#)

[Roll or Cancel Bookings in a Flash: 12 Times Quicker Online!](#)

[There are Multiple Ways to Submit VGM](#)

[Pro-Tip: Booking Acknowledgement](#)

[Subscribe to Receive OOCL's Local News Alerts](#)



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

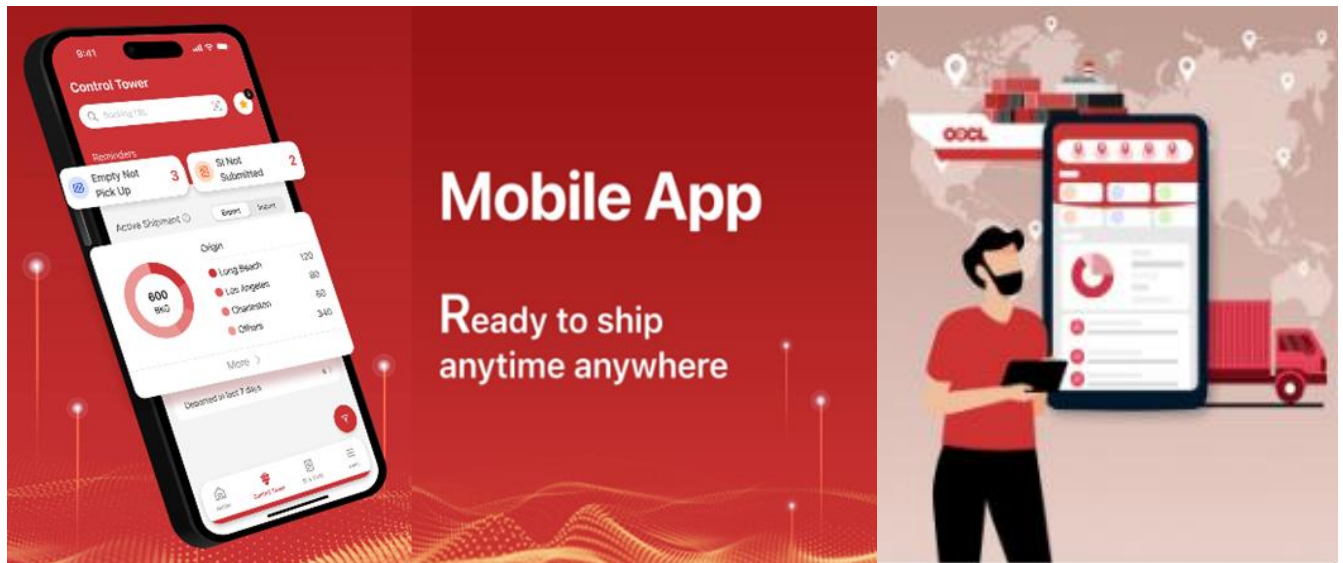
We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration to enhance your experience. We would love to hear from you.

Click [here](#) to share your comments.

Follow us:



Upgrade Alert! Control Tower is Now Offered via the Mobile App



OOCL has implemented a major enhancement to our Mobile App with the integration of the Control Tower.

This update is designed to optimize and simplify shipment management, providing users with efficient access to their shipments anytime and from any location. To learn more and to obtain the QR code to download the app, please visit our [site](#).

Benefits of the Control Tower include:



Real-Time Tracking: Monitor your shipments instantly, from origin to destination.



End-to-End Visibility: Gain a complete view of your supply chain in one place.



Customizable Alerts: Timely alerts help you act before shipments are impacted.



Streamlined Interface: Navigate effortlessly with a user-friendly design.

[Return to top](#)

Abbott Nutrition Recognizes OOCL as Carrier of the Year



One of OOCL's core values is centered on customer focus. We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration to enhance customer experience.

We Take It Personally – going beyond normal job responsibilities to serve our customers. Our dedication to servicing our customer and providing excellence through quality has led to one of our valued customers—Abbott Nutrition—naming OOCL as Carrier of the Year.

Notable praises from Abbott Nutrition include:

- ✓ OOCL's documentation team is one of the best in the industry.
- ✓ OOCL's customer service team, including the space team, provides consistent, responsive and valuable assistance. The space team has diligently worked behind the scenes to ensure Abbott Nutrition's cargo reaches its markets, particularly during critical periods.
- ✓ Exceptional trucking, rail billing, and shipment monitoring.
- ✓ Collaborative efforts between OOCL and 3rd parties to establish and monitor special West Coast routings.



Roll or Cancel Bookings in a Flash:12 Times Quicker Online!

At OOCL, we understand the importance of quick and seamless service for our customers. That's why we are excited to introduce the Service Request feature on My OOCL Center, designed to make amending your bookings faster and more convenient than ever before!

You can submit an online request to roll, increase, reduce or cancel your booking(s). Unlike traditional email requests, which can take up to 1 business day to process, our online service requests can provide a turn around time in as quick as **2 business hours**.



How It Works

Using the Service Request feature is simple and intuitive. Just log in to My OOCL Center, and follow these steps:

1. Select the menu option: Service Request -> Submit Service Request.
2. Enter your booking number and click on the Search button.
3. Select the Increase/Split/Roll/Reduce Booking service request and then click on the respective "Online" hyperlink.
4. A pre-filled form will populate, and you should check the appropriate amendment type box and enter any further details or comments on the "Change Remarks" field.

*Amendment Type: ☐ Increase Booking ☐ Split Booking ☐ Advance Booking ☐ Roll Booking ☐ Reduce Booking
☐ Change Ctr Size/Type

Change Remarks:

5. Click on the "Submit" button to finalize submission.

Benefits of Using the Service Request Feature

- **Speed:** Enjoy a significantly faster turnaround time of just 2 business hours compared to the 1 business day required for email requests.
- **Convenience:** Manage your bookings online anytime and anywhere.
- **Efficiency:** Streamline your booking amendment process to focus on other tasks.

Get Started Today

If you have any additional questions on submitting a service request, please contact our e-commerce team: OOCLECOM@oocl.com.

There Are Multiple Ways to Submit VGM

Verified Gross Mass (VGM) is the total gross mass of a packed container which includes the cargo weight, block and bracing materials, and container tare.

OOCL encourages the use of electronic submission of VGM to avoid potential delays in the loading of your cargo onto the vessel.

VGM via EDI

OOCL supports VGM declaration via EDI and we accept the following EDI standard: VGM Submission (VERMAS) or Shipping Instruction (IFTMIN / 304). For further inquiries on EDI setup and parameters, please contact client.services@cargosmart.com.

VGM via OOCL Mobile App

Click on the "SI & VGM" icon from the menu at the bottom of the app and then login with your My OOCL Center credentials. To begin the process, insert the booking number. Either type the information manually or scan the VGM document to ease the process.

VGM via Excel File on OOCL.com

1. Download the Excel Form using this [link](#) and then open the Excel file.
2. On the "Declaration" tab, read the General Usage Agreement.
3. Click the "I Agree" box.
4. Open the "VGM Template" tab.
5. Enter information for at least the minimum required data fields listed below and in red font on the Excel Form:
 - Carrier = "OOCL" (This will self-populate as you enter container #)
 - Booking #
 - Container #
 - Verified Gross Mass
 - VGM Unit (select kilograms or pounds using the drop-down arrow)
 - Authorized Person (information must be entered in ALL CAPS)

VGM via My OOCL Center (MOC)

Within MOC, there is a VGM module that allows you to submit your VGM via the VGM Declaration form that features 2 methods: Method 1 and Method 2. The latter method requires tare and cargo weight. For questions on how to submit VGM via MOC, please contact OOCLCOM@oocl.com.



Pro-Tip: Booking Acknowledgement

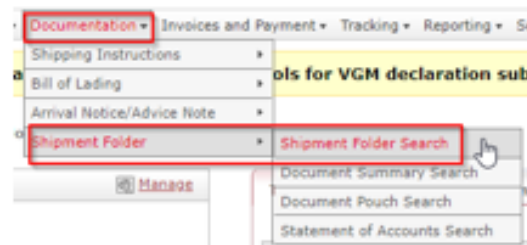
PRO TIP

Booking Acknowledgement

How to obtain a copy

After your booking has been created, you will receive a booking acknowledgement (BA) with details about your shipments including booking status, route information including cutoff dates and required documentation. To obtain a copy of your latest BA version for your booking, My OOCL Center (MOC) provides easy access per the steps outlined below.

- 1 Login to MOC with your sign on credentials.
- 2 From the main menu, click on “Documentation” then “Shipment Folder” and select “Shipment Folder Search.”



- 3 Input your booking number and click on the “search” button. Then click on the “Provided by OOCL” tab and a copy of the most recent booking acknowledgement will be available for download by clicking on the download icon under “Actions” column.

Shipment Folder Search

Submit your Service Request to OOCL Online

Search by

Bill of Lading Number: Search

Booking Number: Search

Container Number: Search

Reference Number: Search

Search Result

Booking #	B/L #	Container #	Vessel/Voyage	Origin	Port of Load	Port of Discharge	Destination
123456789			OOCL CORP BLANK 0000	New Orleans, Louisiana, United States	New Orleans (2 Feb 2024, 01:00 CST (estimated))	La Havre (23 Feb 2024, 04:00 CST (estimated))	Le Havre, Haute Normandie, France

Details of the Shipment Folder

Required by OOCL: **Provided by OOCL** User Defined

All	Document Name	Booking Number	Bill of Lading Number	Uploaded Time	Description/Remarks	Actions
☐	Booking Acknowledgement	123456789	123456789	30 Jan 2024, 09:45 EST		

Submit Service Request | Document Pouch | Bulk Download

[Return to top](#)

Subscribe to Receive OOCL's Local News Alerts

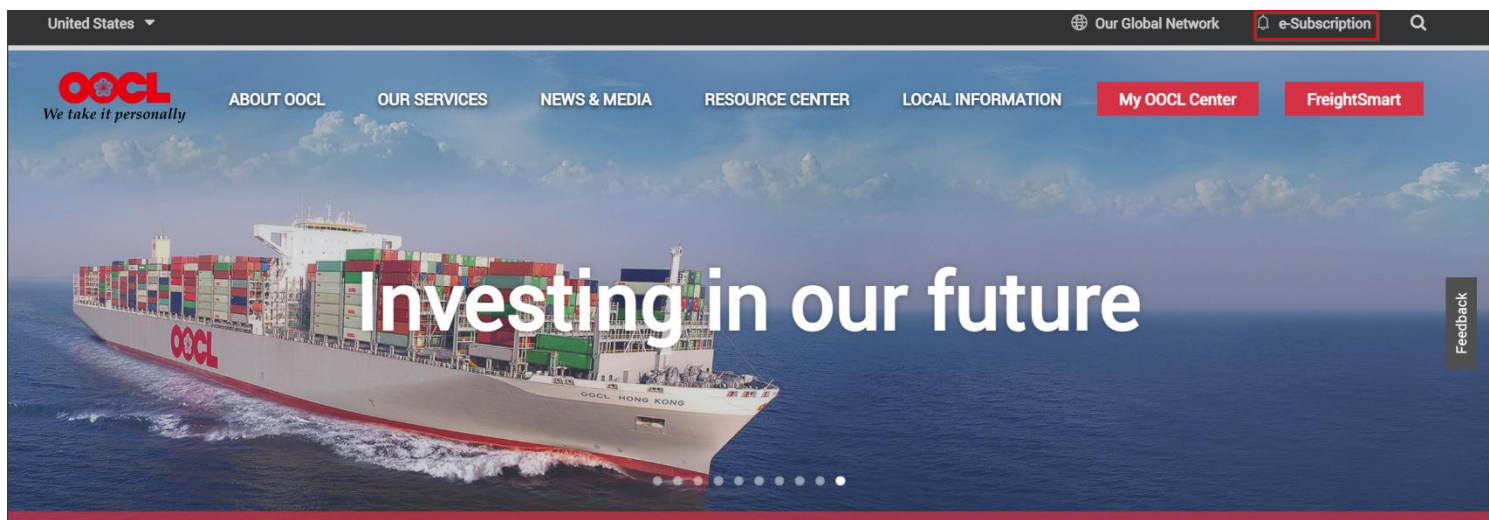
Our local news email subscription will provide you with the most up to date information on any service changes and adjustments, new products, terminal closures, and other relevant news.

To sign up, please follow the steps below.



How to set up Local News subscription:

1. Go to [OOCL.com](https://www.oocl.com).
2. Click on "e-Subscription" menu option (top right corner of the page).
3. Fill out the following required fields: Email Address, Name, Company Name and Company Location (origin country).
4. Under "e-Subscription Customization" section, click on "Local News" tab.
5. Then click on "Add Country & Region" button and select the North American countries of your choice.
6. Click on "Add" button and then "Submit" button.



e-Subscription

[e-Subscription](#)

[Change Subscription](#)

[Remove Subscription](#)

Thank you for your interest in OOCL.com's subscription service.

By subscribing to e-Subscription you will receive sailing schedule updates via email. Simply complete the form below to take advantage of this free service. All mandatory fields are denoted by *.

* Email Address

* Name

* Company Name

* Company Location

[Return to top](#)