



CUSTOMER NEWSLETTER

August 29, 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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New Product: Transpacific Latin Pacific 8 (TLP8)

OOCL is pleased to announce a new loop— Transpacific Latin Pacific 8 (TLP8).

The new service offers express linkage between Asia and Mexico, featuring a comprehensive port coverage in the Asia-Latin America network regions.

In addition, it offers a competitive transit time of **16 days** from Qingdao to Ensenada; and **20 days** from Qingdao to Manzanillo.

For more information on this new service, please visit OOCL.com's [press release](#).



Port Rotation:

East Bound: Shanghai – Qingdao – Ensenada – Manzanillo

West Bound: Manzanillo – Ensenada – Yokohama –
Shanghai– Qingdao

+ Product Advantages



Additional direct connections between China and Mexico.



Competitive transit time from Qingdao to both Ensenada and Manzanillo.

Labor Day Marine Terminal Gate Closures

The following US Marine Terminal Gates have announced they will be closed on **September 1, 2025**, in observance of Labor Day in the United States and Canada.

USA:

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

Canada:

- **Halifax**
 - PSA Halifax
- **Montreal**
 - MGT Cast Terminal
 - MGT Racine Terminal
 - Termont Montreal
- **Prince Rupert**
 - DP World Prince Rupert
- **Vancouver**
 - Vanterm
 - Deltaport
 - Centerm



Proper Shipping Name for Cargo Description

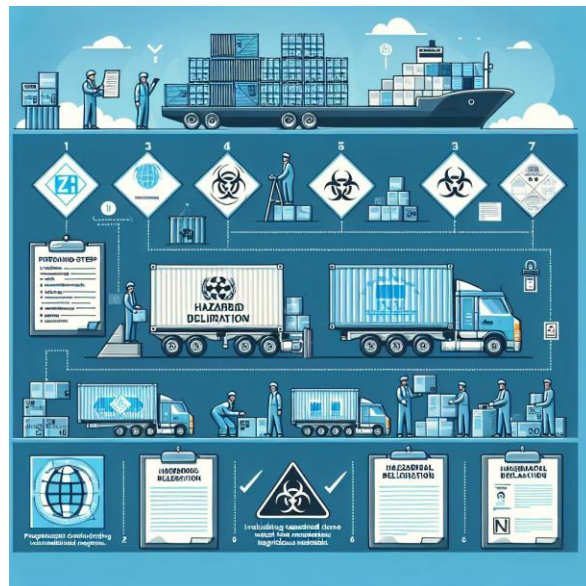
Proper shipping names provide standardized, universally recognized terminology to identify and categorize both non-hazardous and hazardous materials.

Utilization of the proper shipping name can provide a clear and precise identification of the cargoes, which is essential for the customs clearance process and the compliance of regulations within international shipping. This can also protect shippers from potential legal issues that may arise due to misdeclaration of cargo.

OOCL as an example, does not accept proprietary trade/brand names as a cargo description. Instead, the actual shipping names should be used.

To avoid negative downstream effects when submitting booking requests, shipping instructions, or even rate requests, please always ensure the proper shipping name is utilized. Here are some tips:

- **Identify the Cargo:** Determine the exact nature of the goods you are shipping. This includes understanding whether cargo is hazardous or non-hazardous.
- **Use Standardized Terminology:** Utilize standardized, universally recognized terminology to identify and categorize the materials. Avoid using proprietary trade or brand names. For example, instead of using "iPad," use "electronic tablet," and instead of "Jose Cuervo," use "tequila in bottles".
- **Include the UN Number:** If applicable, include the United Nations (UN) number associated with the cargo. This number is used to identify hazardous materials and ensure safe handling and transportation.



Examples of Non-acceptable Cargo Descriptions Reflecting Proper Shipping Name:

- ✗ Rubber
- ✗ Aircraft Parts
- ✗ General Cargo
- ✗ BMW X5

Examples of Acceptable Cargo Descriptions Reflecting Proper Shipping Name:

- ✓ Ethylene Propylene Non-conjugated Diene Rubber (EPDM)
- ✓ Parts for Turbojets or Turbo Propellers
- ✓ Automotive parts (non-HAZ)
- ✓ New Automobile

ERD vs DFRD



ERD

Terminal/Rail Earliest Receiving Date

The ERD is the earliest date the marine terminal/rail depot will accept export containers at the gate for the intended vessel. It is key to check with the receiving terminal on the ERD for the individual vessel as the date could have changed after your booking has been made.

DFRD

OOCL's Demurrage Free Receive Date

The DFRD date is the first date that you may tender an export container without incurring OOCL demurrage. Delivering containers too early will result in OOCL outbound demurrage being charged per our tariff rules, regardless of the marine terminal's earliest receiving date. Outbound demurrage applies equally to merchant and carrier haulage. This information is provided with the Booking Acknowledgement.

Rule of Thumb: Always use the latest date!

For example, if the terminal's ERD is September 8 and OOCL's DFRD is September 12. To avoid demurrage charges, utilize the latest date, which is OOCL's DFRD of September 12.

ERD Before
DFRD



Use DFRD

DFRD Before
ERD



Use Terminal
ERD

My OOCL Center: Service Request



MOC- My OOCL Center

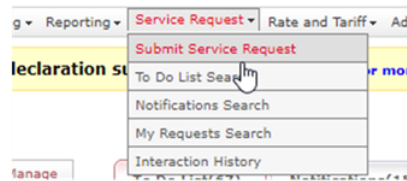


Service Request: Booking Amendment

For any booking amendments, including rolling or advancing a booking as well as booking reduction or cancellation, the most efficient method to making changes to your booking(s) is having your updates submitted through a service request within My OOCL Center (MOC). The turnaround time for service request submissions is quicker and a better option than submitting the request via email, which can take up to 1 business day. The steps below provides guidance on how to submit a service request.

1

Log into MOC and go to Service Request → Submit Service Request.



2

Enter in your booking number → Search and select the appropriate service request based on your needs. The example below is for “Increase/Split/Roll/Reduce Booking.” Then click on the “Online” hyperlink.

Service Request	Type
AES-Canada Proof of Report Information	Online
Add-Change Booking Reference Information	Online
Booking-Container Amendment Request	Online
Cancel Booking Request	Online
Change Booking Parties Request	Online
Change Booking Routing Request	Online
Change Cargo Nature or Description Request	Online
Export Carrier Door Pickup Instructions	Online
Export Change of Destination North America	Online

3

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. Click on the “Submit” button to finalize submission. You will be provided with a stamp date and time receipt of your Service Request.

Booking Request for: Increase/Split/Advance/Roll/Reduce/Change Size-type

* Denotes mandatory

Booking Number: [Redacted]
Booking Party: [Redacted]

Place of Receipt: New York, New York, United States
Port of Discharge: Shanghai, China
Vessel / Voyage: EVER LEBENT 054W

Cargo Type: General Cargo
Cargo Description: [Redacted]

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

Change Remarks: [Redacted]



Results:



**Faster Updates to
your Booking (s)**



**Easy Service Request
Template Submission**



**Increased Accuracy
for Amendment
Information**



**Seamless Customer
Service Experience**



**Within 4 Business
Hours Turn-around**



**Increased Visibility
into Booking
Amendment Status**

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Customer Feedback

OOCL prides itself on its focus on the customer – our partner. We believe in long-term, mutually beneficial relationships with our customers and create value through collaboration to enhance customer experience.

We Take It Personally for our customers – going beyond normal job responsibilities to serve our customers both internally and externally.

Customer feedback is encouraged and essential to our business to keep us connected.

To submit your feedback, please visit our [website](#) and click on the horizontal “Feedback” button on the right-hand corner of the page and then select “Customer Feedback” option.



Feedback



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.