



CUSTOMER NEWSLETTER

September 12, 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.

Follow us:



Breakbulk Americas Conference 2025 – Visit Us at Booth L13!



Join us at the Breakbulk Americas Conference 2025 where our specialists will be ready to discuss your breakbulk and project cargo needs.

The conference will be held from September 30th through October 2nd at the George R. Brown Convention Center in Houston, Texas.

OOCL will have a booth located at Exhibit L13 to explore how our global network and dedicated services can support your business.



CONTACT US

For more information, please send an email to naooclpc@oocl.com.

Booking Project Cargo via MOC Using the New Booking Form

Project Cargo Booking Submission

Think Outside the Box



My OOCL Center's (MOC) new booking form offers a more intuitive platform that is easy to navigate and allows you to create a project cargo booking in a few easy steps!

First, secure your rate quote:

- Prior to submitting your online booking, please contact NAPCRQ@oocl.com to ensure you have a valid rate for your shipment.

Steps to submit your booking request:

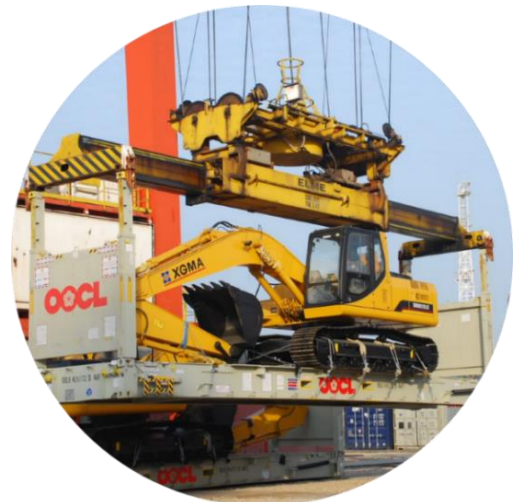
1. Select Booking (New) in the Menu bar.
2. Choose a booking method (copy from templates, new booking, copy from previous booking, and edit drafts).
3. Choose your desired sailing schedule and input your reference number and cargo nature, and origin/destination.
4. Input the additional booking details such as party information and container type/size.
5. Preview the booking request and make any necessary changes.
6. Submit your booking request.

Questions?

For questions about how to submit your online booking(s) via My OOCL Center, please contact OOCLECOM@oocl.com.

For booking questions:

- Please contact NAOCLPC@oocl.com for customers located outside of Long Beach area.
- For customers located in the Long Beach area, please contact LGBPC@oocl.com.



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UPDATE: 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. **Only new vehicles with lithium batteries are accepted.**

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 OOCLECOM@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, only new automobiles are accepted, and 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.

OOCL's Agri Desk

OOCL provides a specialized customer service team, the Agri Desk, focused on managing agricultural commodities to support your business needs.



A dedicated desk serving as the entry point for agriculture commodities.



E-mail support: AGRI@oocl.com



Quality customer service provided to meet your unique needs.



Experienced professionals, coordinating efforts and acting as a liaison to streamline shipment processes efficiently.

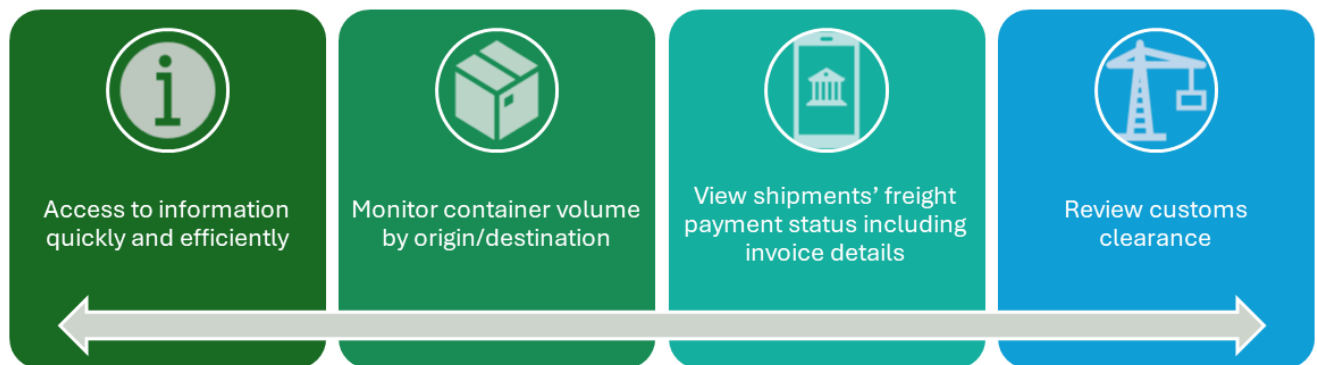


My OOCL Center's Customized Reports



My OOCL Center (MOC) reports provide you with visibility to monitor your shipments. With over 100 data columns to choose from, you can create reports to fit your business needs. Reports provide a flexible and efficient way to monitor and manage your shipment information.

Key Features



1

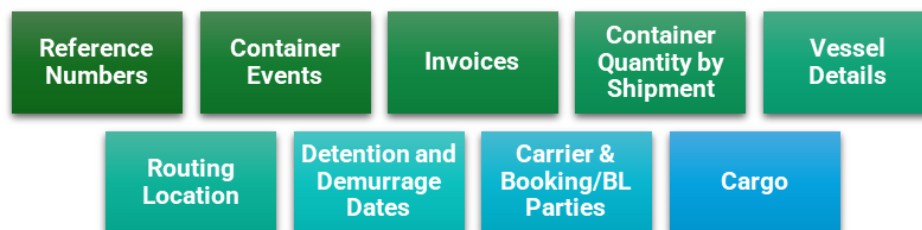
Login into MOC and click on "Reporting" option from the main menu and then "Report Templates." Then click on the "Add Template" button. You can also view existing templates here all under the "My Templates" tab.

Customized Report Templates

My Templates							
Only reports limited to Active shipments can be viewed online.							
Template Name	Description	Shared	Shipments	Subscriptions	Last Requested	Last Modified	Actions
filter for 2023 & 2024 shipments		✓	Active	Daily	15 Jan 2024	15 Jan 2024	
Total 1 Template(s)							
Refresh Add Template							

2

Choose your desired data columns from the various categories available. Further customize the report's page layout with filtering and sorting options.



3

Then choose your report file format and subscription frequency.

Report File Format

- ☒ Comma delimited (.csv): Automatically opens the file into a spreadsheet application. Note
- ☐ Tab delimited (.txt): Requires that you import the file into a spreadsheet application.

Subscriptions Tip

- ☐ No Schedule
- ☒ Daily (receive e-mail everyday)
- ☐ Weekly on Monday
- ☐ Every Other Week (receive e-mail every other Thursday)
- ☐ Monthly (receive e-mail on the first day of each month)

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Excellence Through Quality

OOCL: Excellence Through Quality



Service centers throughout North America for local knowledge

Calls answered within 15 seconds

Emails answered within 1 business day

99% BL accuracy

Embracing continual improvement.

Challenging our processes.

Thinking beyond boundaries.

Continuously searching for innovative ways to create value for our customers.

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