



CUSTOMER NEWSLETTER

October 24, 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:



MOC Control Tower – Shipment Management at your Fingertips!



Cargo Operation Excellence Starts with Visibility and Control

My OOCL Center's (MOC) Control Tower feature provides end-to-end visibility of all active shipments, allowing users to track shipments in real time.

The system also offers alerts designed to help users address situations as they arise. It helps you to manage exceptions, enhance your delivery times, and streamline your daily operations effortlessly.

For more information about the Control Tower, visit our [site](#).

Contact Us

If you have any questions regarding control tower navigation, please contact OOCLECOM@oocl.com.



End-to-End Visibility for Total Control

Access a unified dashboard that provides end-to-end view of your shipment.



Real-Time Tracking for Smarter Decisions

Track your shipments in real time across all transport modes to boost efficiency.

OOCL Receives the Lone Ocean Carrier Award from Tractor Supply Co.

OOCL was recognized as the sole recipient of the 2025 Lone Ocean Carrier award at the Tractor Supply Company's (TSC) Annual Vendor Conference. This distinction reflects the strong alignment between OOCL and TSC's shared core values.

The Vice President of Eastern Region Sales, Thomas Schiemann, accepted the award on behalf of OOCL and stated, "We value the partnership that has developed over the years between OOCL and Tractor Supply Co. and are well positioned to grow alongside them well into the future."

This recognition demonstrates OOCL's outstanding teamwork, the dedication of its employees, and reinforces the company's ongoing commitment to delivering superior service to its customers.



Multiple Ways to Obtain a Rail Pick Up Number

The rail pickup number ensures that only authorized parties can retrieve a container from the rail ramp. At OOCL, the easiest way to obtain the pick up number is via our shipment management tool— My OOCL Center (MOC).

There are multiple ways to obtain a pick up number via MOC, from utilizing the Shipment Details feature to creating an ad hoc report, customized to show pickup numbers once available.



Shipment Details View

- ✓ Log into MOC and then select “Shipment Details” button near the bottom of the screen. Input your B/L number and click on the “Search” button.

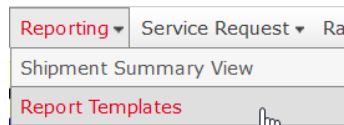
- ✓ Upon search results page, you will find the column “Rail Pick Up Number” towards the bottom of the page under “Intermodal Details at Destination.” Demurrage and Detention Last Free Date (if available*) can be found just above the Rail Pick Up Number.

Detention & Demurrage Information at Destination					
Container Number		Demurrage Last Free Date		Detention Last Free Date	
OOLU907037					
OOLU537905					

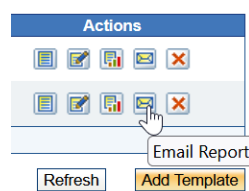
Container Number		Rail Pick Up Number	Trucker	Job Order Number (Creation Time)	Container Delivered at Customer Premises	
					Location	Time
OOLU537905-0		R-12345	BNSF			
OOLU907037-2			BNSF			

MOC Reporting Module (Ad Hoc Report)

- ✓ Login into MOC and click on “Reporting” option from the main menu and then “Report Templates.” Within the column list be sure to choose the Rail Pick Up Number option.



- ✓ To download the report, under the “Actions” section, click on the “Email Report” button.



My OOCL Center: Detention and Demurrage Calculator



MOC- My OOCL Center



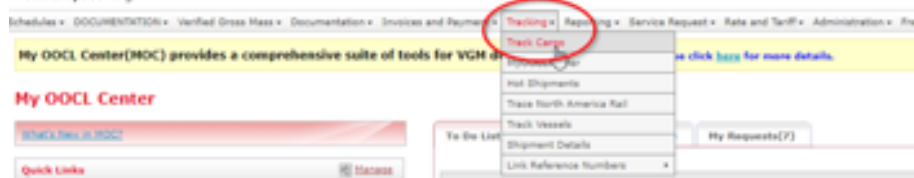
Detention and Demurrage Calculator

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**

Search by

Bill of Lading Number:

Container Number:

Reference Number:

DD Calculator - Demurrage

Estimate Cargo Pickup Date Time (Local):

Estimated DD Charge Amount:

Please refer to our DD invoice for actual charges and amounts.

02 May 2025, 23:21 VNT

070E (070E)

Time: 18:09



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

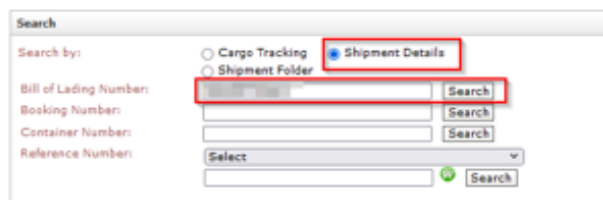
Log into MOC

Log into your "My OOCL Center" at www.oocl.com 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

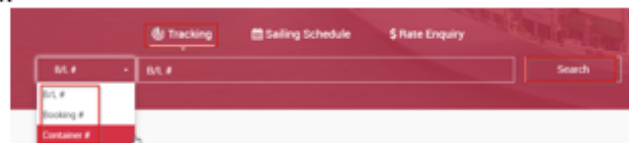
Scroll down the page and there will be LFD information under the "Detention & Demurrage Information at Destination" section.

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 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

Arrival Notices: View, Print and Receive Alerts via My OOCL Center

My OOCL Center (MOC) provides a feature to view and print Arrival Notices (AN) as soon as they become available!

This can expedite management for your incoming shipments that can help streamline operations, reduce costs, and maintain compliance with customs and regulatory requirements.

Additionally, within MOC you can subscribe to alerts and have them emailed to you once it is uploaded by OOCL:

Arrival Notice / Advice Note

☐ Receive Arrival Notice/ Advice Note (A/N) by e-mail when it is uploaded by OOCL

☒ Batch ([Sample](#))

A/N are sent by batch three times per day 

Asia : 12:00 16:00 00:00 HKT

Europe : 06:00 12:00 16:00 GMT

North America : 01:00 11:00 15:00 EST

☐ Single ([Sample](#))

A/N is sent once it is received



If you have any additional questions on accessing arrival notices within MOC, please contact our e-commerce team:

OOCLCOM@oocl.com.

Arrival Notice Features Include:



Notification alerts to receive Arrival Notices by e-mail when it is uploaded by OOCL.



Search for Arrival/Advice Notices by bill of lading number, container number, vessel name or ETA.



Print Arrival/Advice Notices in batch.



Share access to Arrival/Advice Notices with associates.