



CUSTOMER NEWSLETTER

December 5, 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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Important: IMDG Code Amendment 42-24

The International Maritime Organization (IMO) has adopted the International Maritime Dangerous Goods (IMDG) Code Amendment 42-24 (2024 Edition). The voluntary application of this amendment started January 1, 2025, with a **mandatory compliance effective on January 1, 2026**.

Important Changes

For your awareness, it is important for you to review the specific changes introduced in Amendment 42-24. These updates include lithium batteries, new UN numbers and stricter regulations for carbon/charcoal products. Please refer to the IMDG official publication for more details.



Lithium Battery Changes

One of the changes under this amendment is how lithium ion and lithium metal battery powered vehicles are declared.

Please note the below when planning your shipments of dangerous goods and preparing your related documentation.

Starting **January 1, 2026**, under the IMDG Code Amendment 42-24, vehicles powered by **lithium-ion batteries** or **lithium metal batteries** can no longer be declared as UN3171 (Class 9). Instead, shippers must use the new UN numbers:

- **UN3556 (Class 9: VEHICLE, LITHIUM ION BATTERY POWERED)**
- **UN3557 (Class 9: VEHICLE, LITHIUM METAL BATTERY POWERED)**

What Should Shippers Do?

It is strongly urged that shippers **immediately begin declaring vehicles powered by lithium ion or lithium metal batteries under the new UN numbers**, rather than UN3171. Early adoption will help ensure a smooth transition and compliance with the upcoming mandatory regulations.

The IMDG Code update reflects the evolving landscape of battery technology and global safety standards. Cooperation and proactive compliance from all stakeholders will be highly appreciated as the industry adapts to these new requirements.

Shipping Automobiles with OOCL



When shipping automobiles, it must be identified whether the automobile is used or new. Next, providing the vehicle classification (Gasoline/Hybrid/EV) is required in order to secure your booking.

NOTE: Used vehicles with lithium batteries are prohibited and only new vehicles/batteries are acceptable.



Gasoline-powered Vehicles

Requirements: Declaration must be provided that 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 must 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.
2. Clear declaration if the vehicle is used or new and whether it is powered by 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 a valid declaration to OOCL is on file.
4. If the vehicle contains lithium batteries, only new automobiles are accepted, and there are restrictions on routing and acceptance of vehicles of this type which will require additional documentation and certification.

Join Us: Upcoming IQAX eBL Webinar

IQAX, a digital trade intelligence company and subsidiary of Oriental Overseas International Limited, is conducting a series of live eBL webinars in December via Zoom.

These sessions are scheduled to accommodate different time zones, with each session expected to last approximately 45-60 minutes. Participation is open to all customers.

Electronic Bills of Lading (eBL) provide an alternative to traditional paper original bills of lading (OBLs), aiming to improve efficiency and security. OOCL's eBL platform, powered by IQAX, facilitates the digital issuance, transfer, endorsement, and management of ocean bills of lading.

Topics:

- Benefits of using IQAX's eBL platform.
- Key features of the platform.
- Product demonstration of a straight eBL cycle through the platform.
- Q&A



Date & Time of Session:

December 10, 2025: 1:00PM ET / 12:00PM CT / 11:00AM MT / 10:00AM PT

Registration:

To register please click [here](#). Once registered, a zoom link will be provided to attend the respective session. Zoom links **cannot** be shared.

Contact Us:

Additionally, if you are interested in learning more about the eBL IQAX platform for your OOCL shipments please contact us at OOCLECOM@oocl.com.

Submit Your Booking Amendments with Ease!

My OOCL Center: Service Requests



My OOCL Center (MOC), OOCL's shipment management tool, has a feature called Service Request, that allows you to request a booking amendment, such as rolling, advancing, reducing, or canceling a booking. All requests are automatically routed to the responsible OOCL parties, ensuring faster processing than email, which may take up to one business day.

For questions, please contact OOCLECOM@oocl.com.

How to Get Started

1. Log into MOC [here](#) with your username and password.
2. From the main screen, go to "Notify & Support" → "Service Request" → "Submit Service Request."
3. Enter your booking number and click "Search."
4. Click the corresponding hyperlink for the desired service request type.
5. Fill out the pre-populated form, then click Submit.

Benefits:



24/7 Access



User friendly Service Request submission template



Smooth customer service experience



Increased visibility into submission status



Quicker turnaround time



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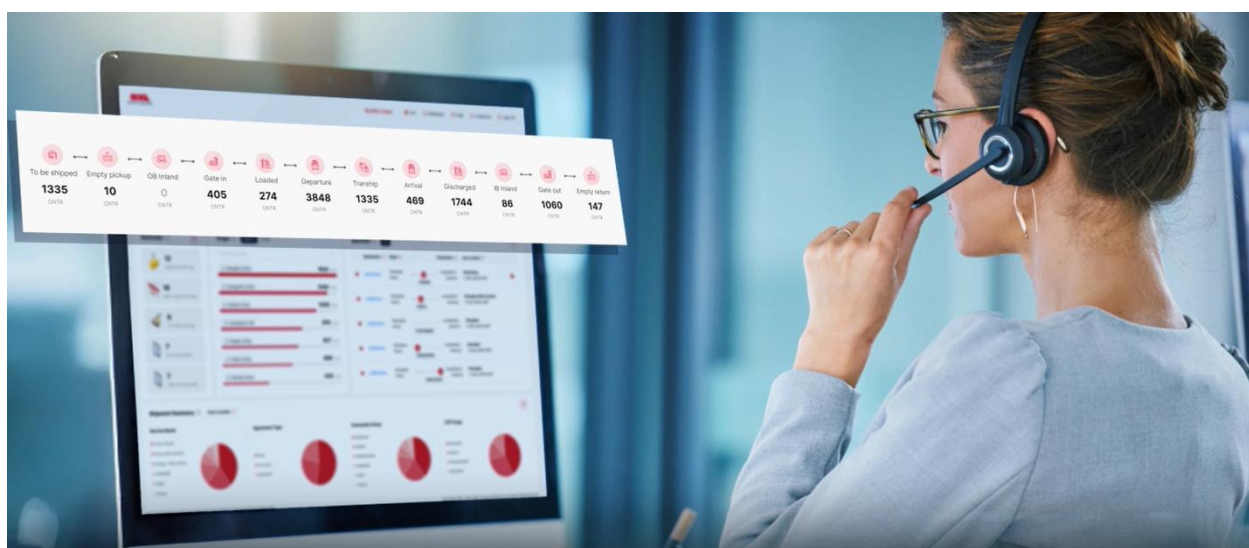
Customer Feedback

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.