



CUSTOMER NEWSLETTER

August 14, 2026

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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:



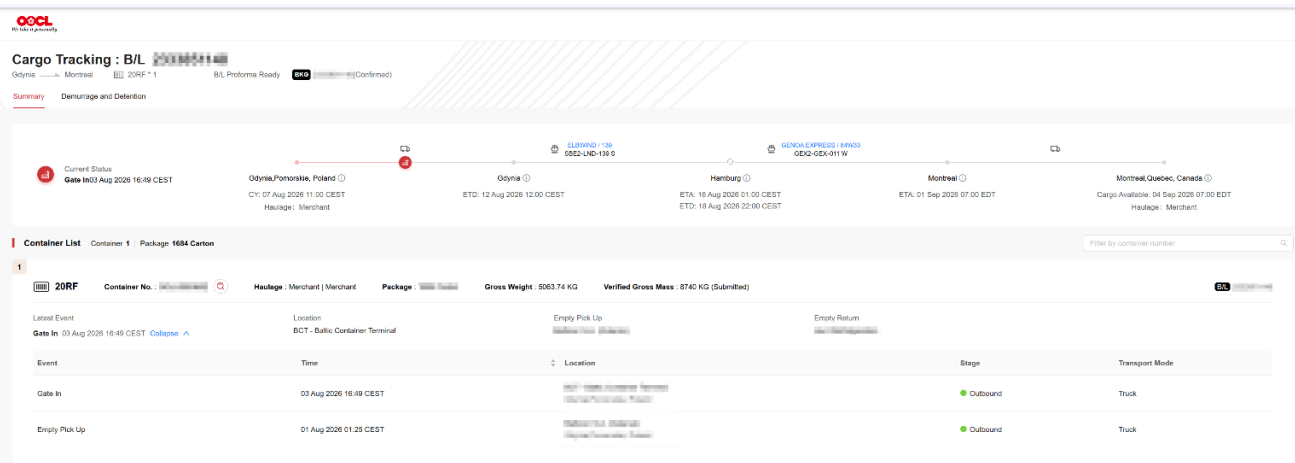
New! OOCL.com Cargo Tracking Latest Look

OOCL is pleased to announce that the **OOCL Cargo Tracking** result page has been updated with a new look and layout. The improved layout is designed to help users manage shipments more effectively by providing key milestones at a glance and easy access to important cargo information.

You can continue to access Cargo Tracking through the OOCL official website at www.oocl.com and search using your bill of lading number, booking number, or container number. For more information on how to navigate through our site, please contact OOCLECOM@oocl.com.

View Your Shipment Journey at a Glance

You can now view your shipment journey through a clear visual timeline. From origin to destination, key milestones are presented in a clear and connected timeline, helping you quickly understand where your cargo is and how your shipment is progressing.



What You Can Expect

The refreshed result page presents shipment information in a more structured and easy-to-follow layout, helping you find the details you need more quickly.

Area	What You Will See	How It Helps You
Shipment overview	A clearer journey view from origin to destination	Quickly understand where your shipment is and what stage it has reached
Shipment milestones	Key events are displayed in a more connected way	Review important shipment events without searching through long records
Container activities	Event history is organized in a clearer format	Monitor container movement with greater clarity
Shipment basic information	Cargo, container, B/L, and status information are better organized	Locate commonly used shipment details in one place
Terminal / Depot Information	Terminal or depot details can be viewed by selecting the information icon next to the relevant port, terminal, or depot name	Helps keep the shipment journey view clear while allowing you to access terminal or depot details when needed
Appointment Information	Pickup and delivery appointment information, where applicable, is presented more prominently	Easier visibility of pickup and delivery arrangements for door shipments

Atlantic East Coast Express (ATE) Service

North Carolina has led the United States in sweet potato production since 1971, accounting for nearly 60% of the nation's supply. As seasonal demand grows across Europe, OOCL's Atlantic East Coast Express (ATE) service and comprehensive reefer solutions help support market demands and movement of temperature-sensitive cargo from the U.S. East Coast to key European markets.



For more information about this service, please contact your sales representative.

Sweet Potato Season

Shipping North Carolina sweet potatoes to destinations like Europe with specialized reefer equipment on our
Atlantic East Coast Express (ATE) service.

A graphic featuring a background image of a sweet potato field. In the foreground, there are two sweet potatoes, one whole and one cut in half to show the orange flesh. The graphic includes two shipping route callouts: one from Norfolk, USA to Southampton, UK in 23 days, and another from Norfolk, USA to Antwerp, Belgium in 25 days. Each callout includes a ship icon. The OOCL logo and tagline "We take it personally" are in the bottom left corner.

Norfolk
USA → Southampton
UK 23
Days

Norfolk
USA → Antwerp
Belgium 25
Days

OOCL
We take it personally

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ICS2 Requirements

If you perform Import Control System 2 (ICS2) self-filing for shipments to or through the EU-27, Norway, Switzerland, and Northern Ireland, please make sure all required filing information is complete, accurate, and submitted within the required timeline.

Any missing or incorrect information may lead to customs rejection, shipment delay, or a “Do Not Load” instruction.

To support your filing and help avoid unnecessary disruption, please review the following guidance:

1) EORI Requirements for ICS2 Self-Filing

- Please use a valid **EORI number** for ICS2 self-filing and make sure it is properly registered before submission.
- If you use your business partner’s EORI, such as the EU consignee’s EORI, please confirm that the party is authorized and actively participating in the ICS2 filing process.
- Please also use the correct OOCL carrier EORI as shown in your Booking Acknowledgement under “**Carrier EORI number (use for ENS filing)**”.
- Indicate on the Shipping Instructions ICS2 Supplementary declarant EORI# followed by the declarant EORI

2) Correct Use of OOCL Bill of Lading Number

- When submitting your ICS2 filing, please enter the OOCL Bill of Lading number without the “OOLU” prefix. This helps OOCL match and process your filing correctly.

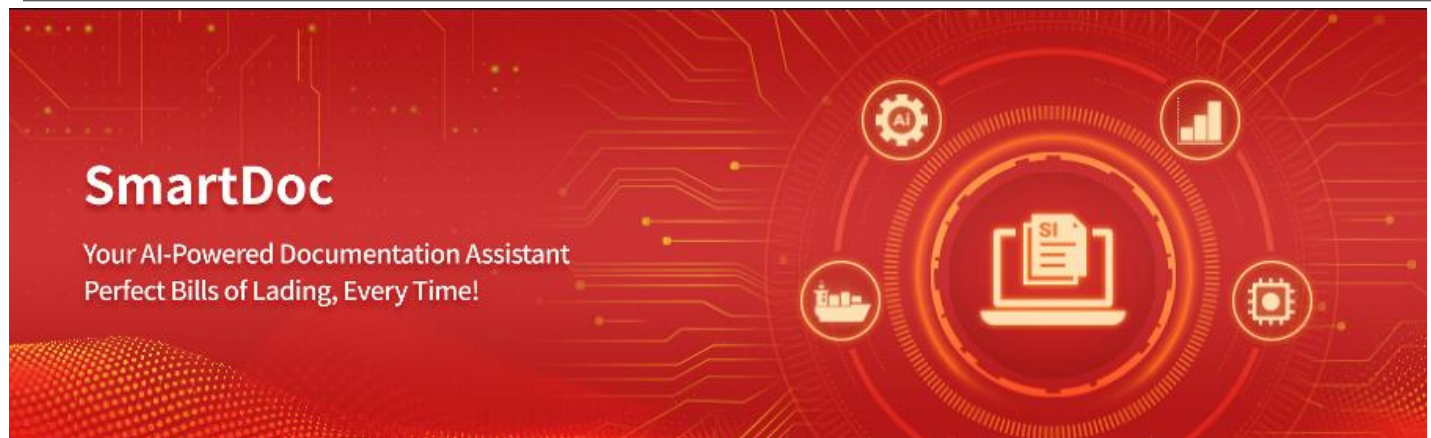
3) Coordination on ICS2 Self-Filing Declaration Type

- To ensure the carrier and self-filer submissions are properly aligned, please provide OOCL with the ICS2 self-filing declaration type you have selected.
- Common self-filing declaration types include:
 - **House B/L Filing** – message number **F15**
 - **Buyer & Seller Filing** – message number **F17**
- Other filing combinations may apply depending on your selected filing arrangement. These may include:
 - **House B/L Filing** without Buyer & Seller details – message number **F14**
 - **Buyer & Seller Filing** – message number **F16**

This coordination helps reduce the risk of message mismatch, filing rejection, or shipment delay.

For more information, please contact our documentation department.

SmartDoc: Shipping Instructions Amendment Feature



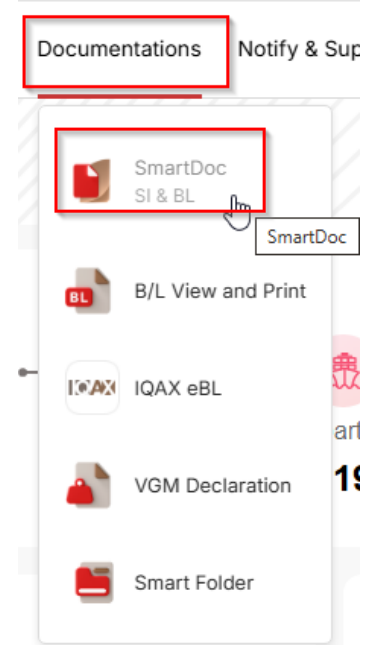
Managing your shipping instructions should be simple, flexible, and aligned with your business needs. With My OOCL Center's (MOC) online capabilities, customers can conveniently submit Shipping Instruction (SI) amendments anytime through our digital platform— helping save time, reduce manual follow-up, and keep shipments moving smoothly with greater accuracy and control.

Following SI submission via SmartDoc, you may amend online using the SmartDoc feature.

To start, login to your MOC account and click on the “Documentations” tab and then select “SmartDoc” option.

To amend, BL must be in “B/L Proforma Ready” status to amend.

- Use the “+” symbol next to the booking number to expand your selection option
- Use the “...” symbol to expand for amendment option for the SI
- Make amendments and save



OOCL

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Quote

Plan & Book

Track & Monitor

Inbound Operations

Finance & Payments

Documentations

Notify & Support

Browman Freight

Search by booking # or B/L #, separate with , or ; or space

Search

B/L Type:

Document Type

Doc Status

All Sources

2026-08-05

→

2026-08-11

Request B/L Printing

All SI (43)

Draft SI (0)

SI Submitted (5)

B/L Proforma Ready (17)

B/L Pending (2)

BL Ready (19)

Batch Actions

B/L Delegation

B/L Stationery Order

Column Setting

Row	Booking #	Status	B/L #	Origin	Destination	Vessel/Voyage	Last Update Time	History Log
1		B/L Proforma Ready		Atlanta, United States	Sonipat, India	CMA CGM BIANCA 074E	11 Aug 2026 09:43 CDT	
Actions Document Type Print Associate Received On Expires On Received From								
... V1 Proforma Non-Freighted New 1 / 1 11 Aug 2026 09:43 CDT 31 Aug 2026 09:43 CDT OOLU								
... V1 Proforma Freighted New 1 / 1 11 Aug 2026 09:43 CDT 31 Aug 2026 09:43 CDT OOLU								
2		B/L Proforma Ready		Atlanta, United States	Nhava Sheva, India	CMA CGM CONGO 061 E	11 Aug 2026 09:28 CDT	
3		BL Ready		Seattle, United States	Xingang, China	XIN DAN DONG 562S	11 Aug 2026 03:06 CDT	
Actions Document Type Print Associate Received On Expires On Received From								

BL Amend

Accept

View

For questions, please contact OOCLECOM@oocl.com.

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Local Information

OOCL.com provides a “Local Information” category that contains relevant news and content to a specific location.

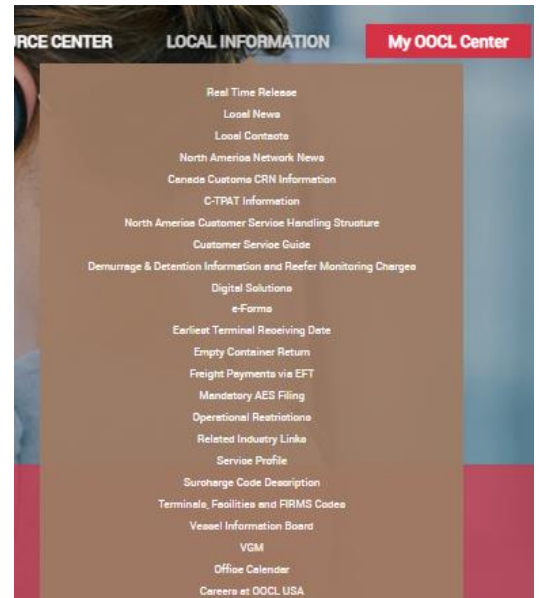
To learn more about the Local Information of your region:

1. Select your country of choice by clicking on the “Change Location” option on the top left hand corner of OOCL.com.

Change Location ▼

2. Once your country of choice is selected, the main menu will populate with the “Local Information” option.

For any questions on how to navigate our site, contact OOCLECOM@oocl.com.



Please find below some highlights of the US Local Information page:



Local Contacts

- Department Emails
- Local Office Address
- Emergency Phone Numbers
- Management Contact



Digital Solutions

- Marketing Materials
- Information on Online Tools
- Product Information
- E-commerce Contact



D&D Information

- Demurrage Online Payment Platform
- D&D Dispute Contact
- Free Time and Charges Information

Contact Us



Customer Service

For questions regarding your export and import shipments, please call 888-388-6625.



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