



CUSTOMER NEWSLETTER

September 25, 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.

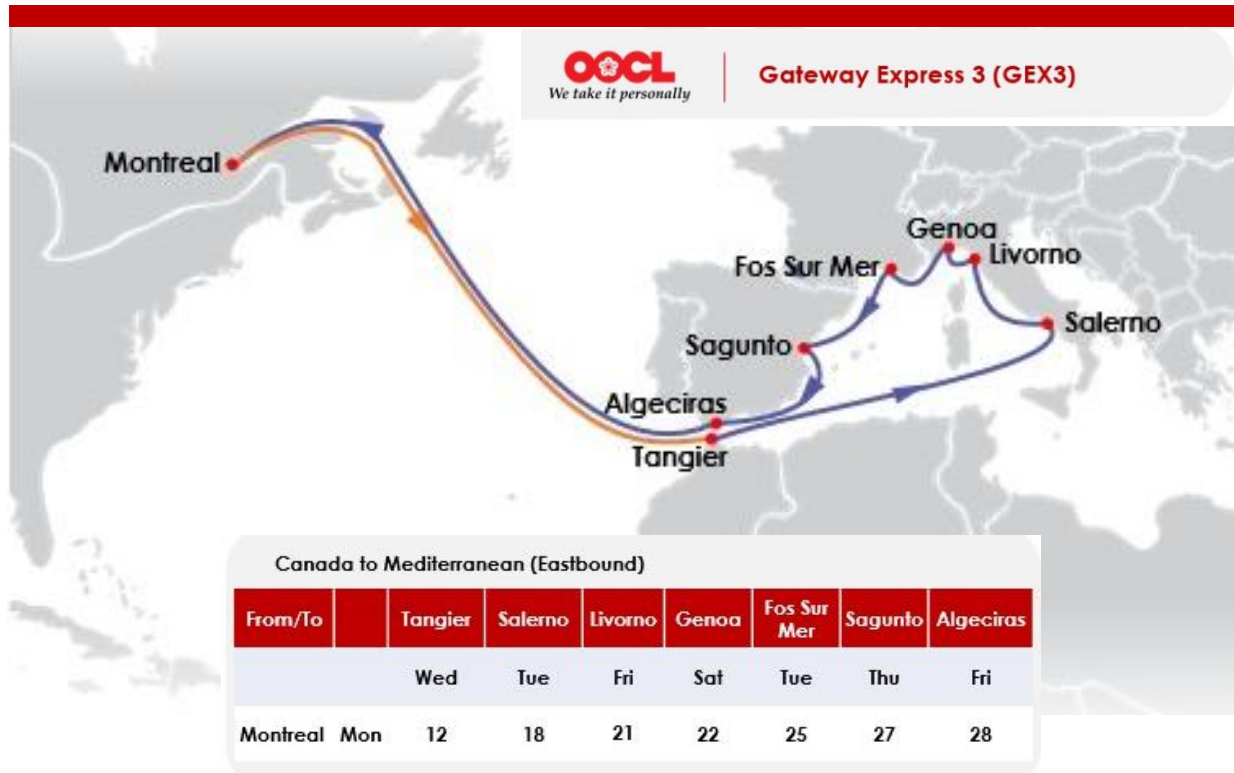
Click [here](#) to share your comments.

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New Service! Canadian Gateway Express 3 (GEX3) Launch

OOCL is excited to announce the launch of the new Canadian Gateway Express 3 (GEX3) service, which provides direct connections between the West Mediterranean and Canada.



+ Product Advantages

- ✓ Direct connection between Canada and the West Mediterranean market.
- ✓ Backed by an extensive and dedicated feeder network.
- ✓ Reliable weekly sailings offering schedule integrity and operational flexibility.

Port Rotation

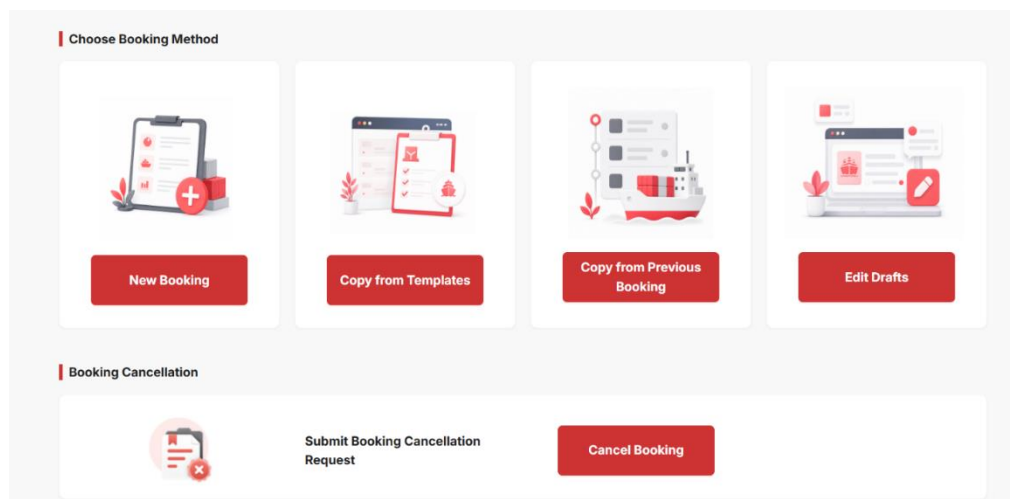
West Bound: Tangier – Salerno – Livorno – Genoa – Fos Sur Mer – Sagunto – Algeciras – Montreal

East Bound: Montreal – Tangier – Salerno – Livorno – Genoa – Fos Sur Mer – Sagunto – Algeciras

My OOCL Center's Bookings Page Gets a Fresh New Look!

Booking management in My OOCL Center (MOC) just became more streamlined, providing a simpler and more intuitive booking experience. The enhanced "Booking Request" page within the bookings feature includes:

- A refreshed, user-friendly layout
- New icons that clearly distinguish each booking method
- Booking cancellation requests directly from the Booking page, rather than through Service Request
- Support for both single and batch booking cancellation requests



Choose Booking Method

New Booking

Copy from Templates

Copy from Previous Booking

Edit Drafts

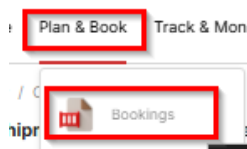
Booking Cancellation

Submit Booking Cancellation Request

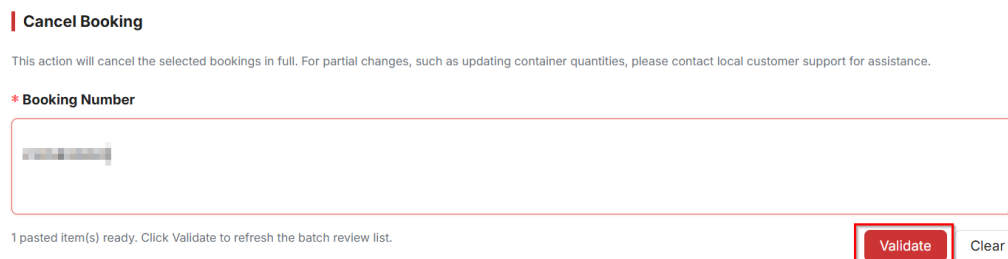
Cancel Booking

To view the latest enhancement, "Booking Cancellation Request" follow the steps below:

1. From the main menu, go to "Plan & Book" → "Bookings".



2. To request a booking cancellation, click the "Cancel Booking" button under the "Booking Cancellation" section.
3. Enter the booking number(s) and click "Validate".



Cancel Booking

This action will cancel the selected bookings in full. For partial changes, such as updating container quantities, please contact local customer support for assistance.

* Booking Number

1 pasted item(s) ready. Click Validate to refresh the batch review list.

Validate Clear

OOCL Received Two Singapore Environment Achievement Awards

OOCL is pleased to announce it has received two awards at the 2026 Singapore Environment Achievement Awards (SEAA) ceremony. The awards include the Overall Outstanding Achievement Award – Regional and the Award for Innovation & Design, recognizing OOCL's outstanding environmental performance.

Organized by the Singapore Environment Council (SEC), the SEAA are some of the most prestigious environmental awards in Singapore and the Asia Pacific region today. The SEAA are intended to increase the level of environmental performance and awareness in the region, and to pay tribute to organizations that have demonstrated their commitment to environmental excellence.

Overall Outstanding Achievement Award – Regional:

Recognizes OOCL's comprehensive approach to sustainability and its leadership in the region, reflected in its strong governance, environmental stewardship, operational excellence, and long-term commitment to decarbonization across its global operations.

Innovation & Design Award: Highlights OOCL's efforts in advancing sustainable maritime transport through next-generation vessel technologies, digital voyage optimization and smart fleet management solutions that enhance efficiency and support emissions reduction.

For more information, please visit our [site](#) to read the full press release.



Enhanced VGM Declaration Experience Now Available in My OOCL Center

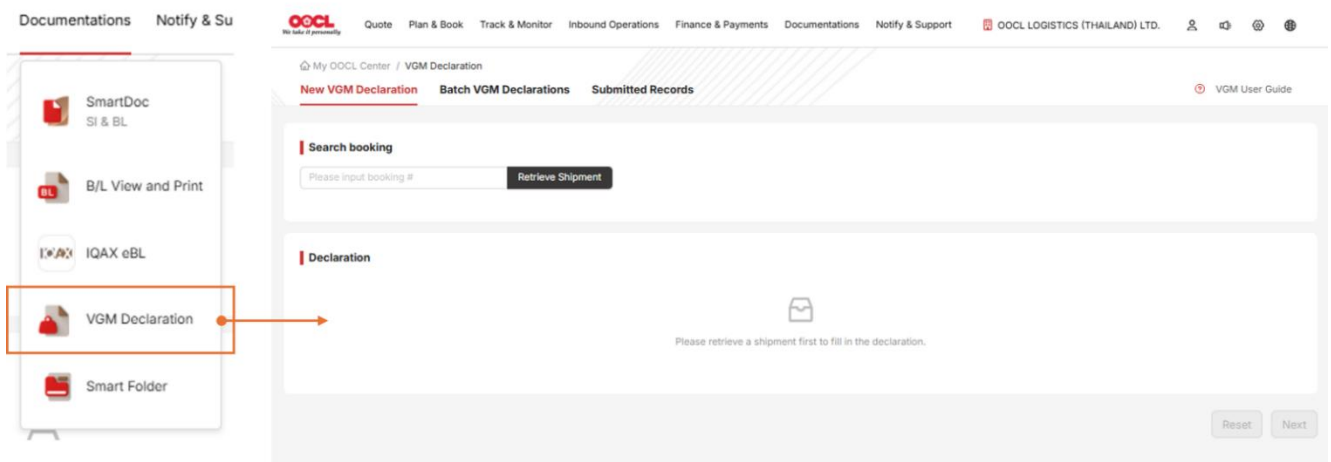
To support customers' daily shipping operations and further improve their digital experience, OOCL has introduced an updated Verified Gross Mass (VGM) Declaration function in My OOCL Center (MOC). The enhancement focuses on a more intuitive user experience while retaining the familiar submission process customers already know and trust. Customers can continue using the same workflow, ensuring a smooth transition with no disruption to existing processes. More details can be found on our website [here](#).



Key Features Still Available

With the enhanced function, users can continue to:

- Retrieve shipment information using a booking number
- Submit VGM for one or multiple containers under the same booking
- Use the built-in VGM calculator or manually enter VGM values
- Review declaration details before submission
- Check and update previously submitted VGM records
- Configure email reminders before VGM due dates and receive status notifications after submission



Questions

If you need further assistance on how to utilize the VGM declaration feature, please contact OOCLECOM@oocl.com.

OOCL's Core Values: Community Responsibility



Community Responsibility



We act responsibly towards our communities and the environment.

- Maintaining high safety standards in all our operations
- Demonstrating care and concern for the environment



We uphold strong ethical standards.

- Embracing an ethically sound code of conduct



We give back to the communities that support our success.

- Recognizing that a responsible company should shoulder the responsibility of giving back to society

