



CUSTOMER NEWSLETTER

October 23, 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:



DG Safety and Compliance: Accurately Declaring Your Goods



Shipping Dangerous Goods?
Accuracy Comes First

Accurate declaration of hazardous cargo helps keep people, cargo and the environment safe, and ensures a smoother supply chain for everyone.

- Check Classification**
Ensure your cargo is correctly classified as dangerous goods.
- Complete Documentation**
Provide accurate and complete DG information.
- Verify Before Shipping**
Review all details and resolve any discrepancies early.
- Support a Safer Supply Chain**
Your accurate declaration helps protect crews, terminals, communities and the environment.

OOCL
We take it personally

Safe Cargo Brighter Tomorrow

SAFETY CONNECTS US ALL

DANGEROUS GOODS HANDLE WITH CARE

DECLARE IT RIGHT. SHIP IT SAFELY.

SAFER PEOPLE | SAFER TERMINALS | CLEANER ENVIRONMENT | A STRONGER TOMORROW

The safe transportation of dangerous goods is a shared responsibility across the global shipping community. To maintain safety and compliance both on shore and at sea, customers must provide OOCL with accurate and complete cargo information to ensure all hazardous cargo are properly declared and handled according to the International Maritime Dangerous Good (IMDG) Code regulations.

When shipping dangerous goods, particular attention should be given to:

- Accurately declaring the cargo.
- Providing complete and accurate DG documentation such as DG declaration, SDS/MSDS, DG certificates, packing certificates and other supporting documents.
- Packing and securing cargo appropriately.
- Marking and labelling cargo in accordance with applicable International Maritime Dangerous Goods (IMDG) Code requirements and local regulations.

Providing clear and complete information at the beginning of the booking process helps potential issues be identified before the cargo enters the transportation chain.

Any consequences arising from misdeclaration, including but not limited to a misdeclaration fee, yard shifts, re-stowage on board, suspension of new DG booking acceptance, or removal from the load list and rolling to a later sailing, any associated fees, and suspension of new DG booking acceptance, are for the account of cargo.

At OOCL, safety and compliance remain fundamental to responsible shipping. Together, we can help ensure dangerous goods are declared right and shipped safely.

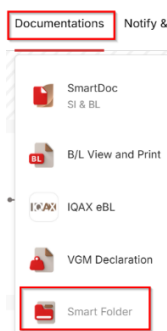
Upload and Download Documents Using Smart Folder

The Smart Folder, located with My OOCL Center (MOC), serves as a centralized repository for shipment-related documents, allowing users to upload files such as DG documents or automobile titles to OOCL and download OOCL-provided documents, including Arrival Notices and copies of bills of lading.



Accessing the Smart Folder is easy:

1. Log into MOC using your username and password.
2. From the main menu, go to “Documentations” → “Smart Folder”.



3. Search by entering your booking or bill of lading number and click the “Search” button.

My OOCL Center / Smart Folder

Supply Chain Document

Input Business Reference No.

Booking Number Maximum 20 numbers, separated by ...

Quick Search:

4. To upload/download documents click the “Upload” or “Download” button under the “Actions” column of the respective document name.

Document Type	Due Date	Uploaded Time	Uploaded By	File Name / Remarks	Document Status	Actions
Booking: Confirmed ☐ Dangerous ☐ 7 documents						
AES (for US laden cargo)	21 Jul 2026, 16:00:00 8 days 7 hours left				Requested	Upload
IMDG Dangerous Goods Declaration(DGD)	22 Jul 2026, 16:00:00 9 days 7 hours left				Requested	Upload
Preliminary DG Certificate	24 Jun 2026, 15:09:16	25 Jun 2026, 08:24:13		Document Version: 1 2026-06-25 08:24:13	Verified	Upload Download
Safety Data Sheet	25 Jun 2026, 22:41:25	26 Jun 2026, 06:15:20		Document Version: 1 2026-06-26 06:15:20	Verified	Upload Download
Shipping Instruction/BL Master	21 Jul 2026, 16:00:00 8 days 7 hours left				Requested	Upload
Verified Gross Mass	23 Jul 2026, 16:00:00 10 days 7 hours left				Requested	Upload
Booking Acknowledgement		29 Jun 2026, 16:39:57	OOCL	Document Version: 1 2026-06-29 16:39:57 Paper Size: A4		Download

IQAX Webinar

OOCL is pleased to share that [IQAX](#) will host a series of IQAX eBL Live Webinars. These sessions will introduce IQAX's secure and innovative electronic Bill of Lading (eBL) platform—widely adopted by global shippers, consignees, and logistics partners.

The IQAX eBL solution enables organizations to digitize and streamline BL operations, significantly reducing processing time, lowering administrative costs, and improving end-to-end data accuracy.

Through the webinar, participants will gain clear and practical insights into how the eBL can support operational efficiency, regulatory compliance, and accelerate cargo release.

Highlights

- Overview of IQAX and the eBL digital ecosystem
- End-to-end demonstration of BL issuance, endorsement, and transfer
- Live Q&A with IQAX experts

Webinar Schedule

- Thursday, October 29, 2026 at 10:00 am EST.

How to Register

- We highly recommend registering through the online portal available on the IQAX registration page to ensure a smooth onboarding experience and to secure access to your preferred session. Registration Link: [IQAX Webinar](#)

What IQAX eBL Delivers

01

Efficiency and Speed

Issue, transfer, endorse, and surrender electronically – no printing or courier delays. Cut transfer cycles from days to hours with straight-through workflows and role-based approvals powered by our electric bill of lading solutions.

02

Real-Time Document Sync

Sync documents with shipment events to reduce manual tracking and boost automation.

03

Cost Savings

Eliminate printing, courier, and re-issue costs. Reduce errors and penalties from version mismatches.

04

Faster Cargo Release

Shorten demurrage and detention exposure by making the right document available at the right time.

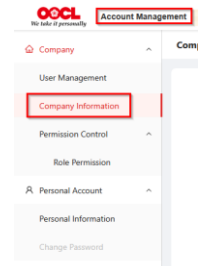
My OOCL Center: Administrative Features

My OOCL Center (MOC) provides important administrative features such as the ability to update the company's physical address. Additionally, the administrator can also add new users, edit user accounts and grant users access to the many features offered within the platform.

To get started, go to the top right of the page and click the person icon and then click "Account Profile".

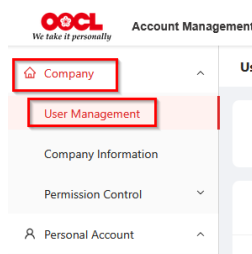
Update Company Address

- From the Account Management page, click "Company Information".
- Click the "Edit" button on the top right.
- Update your information and click the "Update" button at the bottom of the screen.



Add a New User

- From the Account Management page, click "User Management".
- Click the "Create User" button on the top right.
- Under the "User Profile" tab, add the new user details such as name and email.
- Click the "Role Permission" tab and choose the desired features the user should have access to.
- Click the "Create" button.

A screenshot of the 'Create User' form, 'User Profile' tab. The form includes fields for Name (Mr., First name, Middle name (Optional), Last name), Email Address, Phone No. (Country Code, Area Code, Local Code), Job Title, Department, and Role (General User, App Admin, Admin). The 'General User' role is selected.A screenshot of the 'Create User' form, 'Role Permission' tab. The form displays a list of permissions with checkboxes for enabling or disabling access. The permissions are categorized into: Bookings, SmartOffice, Smart Folder, Verified Gross Mass (WGM), Arrival Notice, Bill of Lading, Invoices and Payment, Print, View, View with Freight Charges, IRK Phone Service, Shipment Details, Shipment Folder, Upload, and Verified Gross Mass. The 'General User' role is selected.

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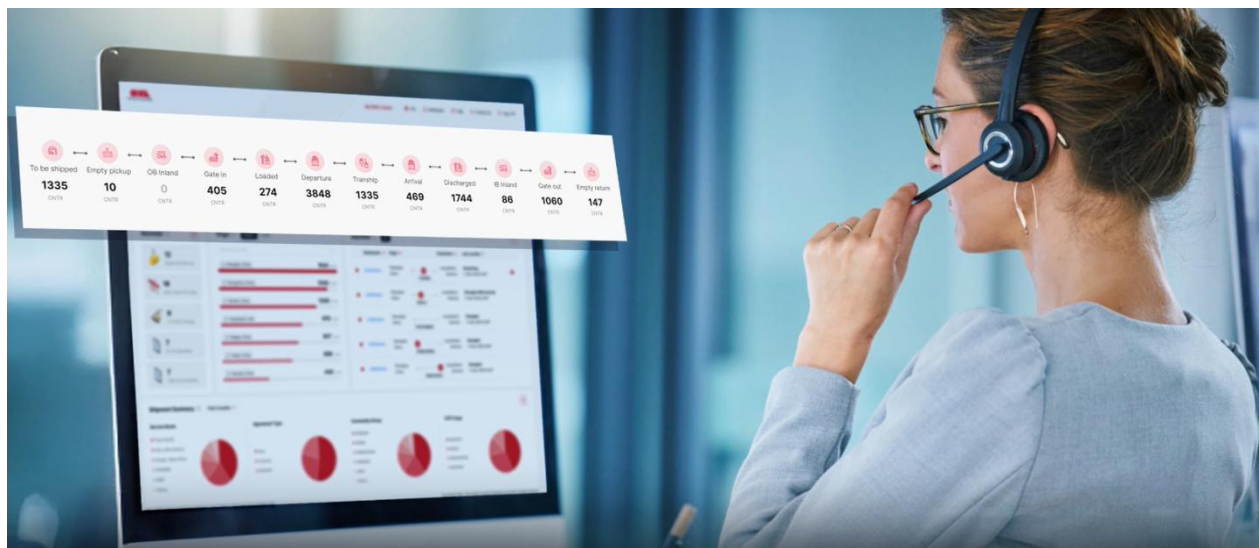
Customer Feedback

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.