NORTH AMERICA



CUSTOMER NEWSLETTER

November 6, 2026

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OOCL
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.

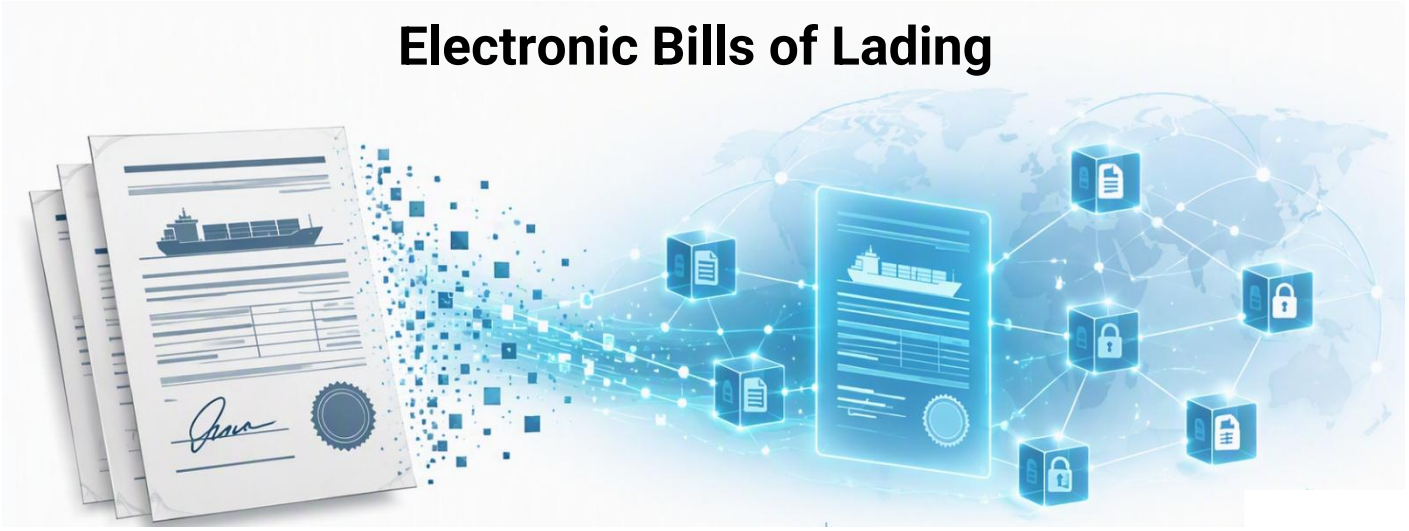
Customer Feedback

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 eBL Feature: Returning Straight eBLs to Previous Custodian



IQAX eBL OOCL We take it personally

Within the IQAX eBL platform, the current custodian represents the B/L party who has been designated to exclusively hold the eBL as if the eBL were an original paper bill of lading. The eBL platform's latest feature allows the current custodian, such as a consignee, return a Straight eBL to the previous custodian, such as a Shipper. If the eBL was received by initiating the "Transfer" action, the new "Return" action reverses that transfer and automatically restores the relevant custody, title ownership, and available actions to the pre-transfer state, all while preserving a clear audit trail.

Return Action Highlights:

Automatic Restoration

- Automatically restore the relevant custody, title ownership, and available actions based on the reversed Transfer.

Multiple Scenarios Supported

- Supports returns involving Shippers, Consignees and Authorized Agents.

Full Traceability

- Record Return actions in the Document Event History and, where applicable, the Transaction Log, with corresponding email notifications.

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OOCL at VMA26: Connecting the Industry in Norfolk



From October 13–15, Norfolk, Virginia, became the center of the global trade conversation as OOCL proudly joined the 23rd annual Virginia Maritime Association International Trade Symposium (VMA26).

The symposium gathered leaders from across shipping, logistics, trade, finance, and government, creating a dynamic forum for exchanging ideas, sharing perspectives, and forging lasting connections.

Representing OOCL, Felix Lo, Executive Vice President of OOCL North America Group, took the stage on the panel “Anchored by Hubs: How Gateway Ports Create Smarter Supply Chains.” The conversation explored how the strategic use of hubs can sharpen routing, streamline inland distribution, enhance visibility, advance sustainability, and elevate overall operational performance.

The turnout reflected the event’s growing stature: more than 700 symposium attendees and about 1,600 networking attendees, joined by over 100 shippers and BCOs, 43 exhibitor booths, and 95 sponsors.



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Proper Shipping Name for Cargo Description



Proper shipping names provide standardized, universally recognized terminology to identify and categorize both non-hazardous and hazardous materials.

Utilization of the proper shipping name can provide a clear and precise identification of the cargoes, which is essential for the customs clearance process and the compliance of regulations within international shipping. This can also protect shippers from potential legal issues that may arise due to misdeclaration of cargo.

OOCL as an example, does not accept proprietary trade/brand names as a cargo description. Instead, the actual shipping names should be used.

To avoid negative downstream effects when submitting booking requests, shipping instructions, or even rate requests, please always ensure the proper shipping name is utilized. Here are some tips:

- **Identify the Cargo**: Determine the exact nature of the goods you are shipping. This includes understanding whether cargo is hazardous or non-hazardous.
- **Use Standardized Terminology**: Utilize standardized, universally recognized terminology to identify and categorize the materials. Avoid using proprietary trade or brand names. For example, instead of using "iPad," use "electronic tablet," and instead of "Jose Cuervo," use "tequila in bottles".
- **Include the UN Number:** If applicable, include the United Nations (UN) number associated with the cargo. This number is used to identify hazardous materials and ensure safe handling and transportation.

Examples of Non-acceptable Cargo Descriptions Reflecting Proper Shipping Name:	Examples of Acceptable Cargo Descriptions Reflecting Proper Shipping Name:
Rubber	Ethylene Propylene Non-conjugated Diene Rubber (EPDM)
Aircraft Parts	Parts for Turbojets or Turbo Propellers
General Cargo	Automotive parts (non-HAZ)
BMW X5	New Automobile

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MOC: Customized Reports

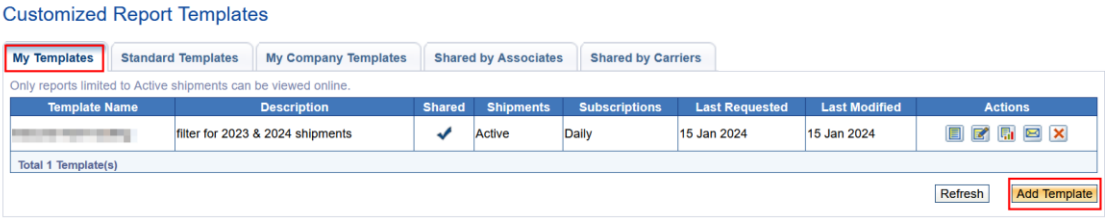
My OOCL Center (MOC) reports provide you with visibility to monitor your shipments. With over 100 data columns to choose from, you can create reports to fit your business needs.

Reports provides you with a flexible and efficient way to monitor and manage your shipment information.



Creating a MOC Report:

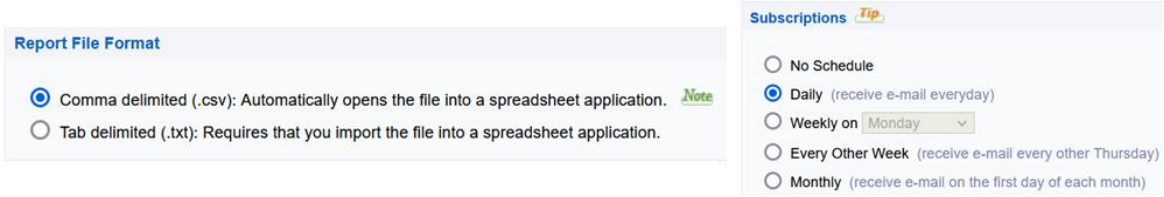
- Login into MOC and click on “Reporting” option from the main menu and then “Report Templates.” Then click on the “Add Template” button. You can also view existing templates here all under the “My Templates” tab.



- Choose your desired data columns from the various categories available. Further customize the report’s page layout with filtering and sorting options.



- Then choose your report file format and subscription frequency.



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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

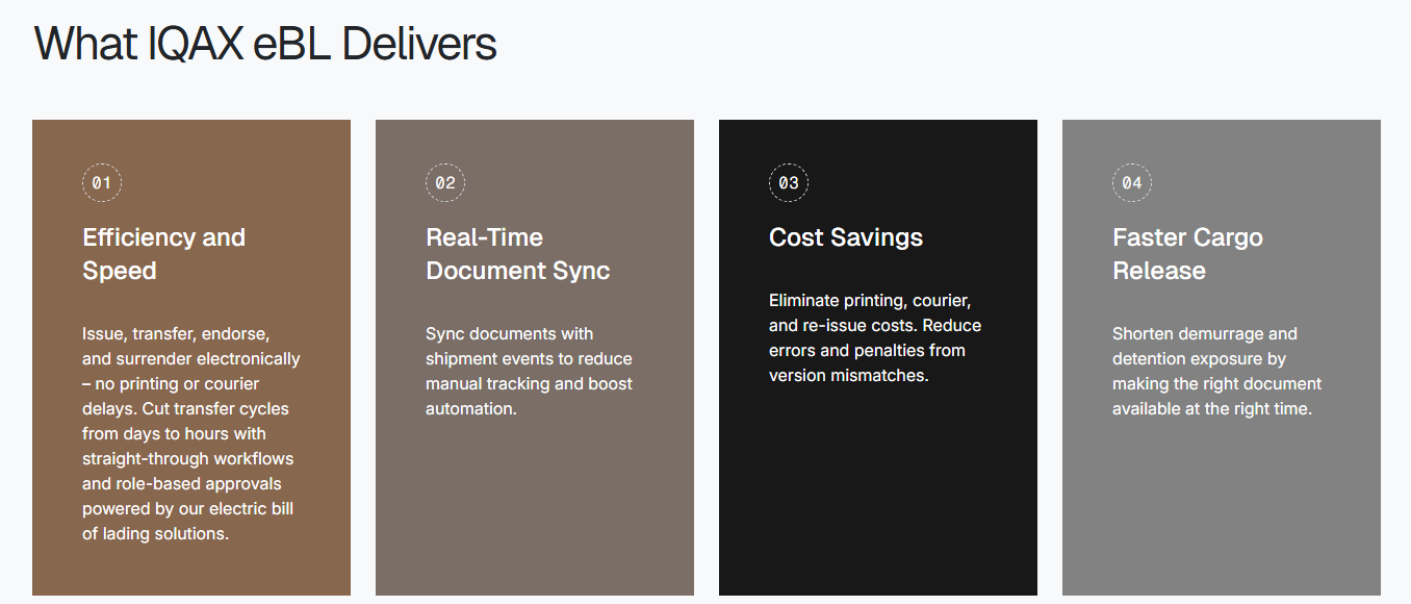
- Overview of IQAX and the eBL digital ecosystem
- End-to-end demonstration of BL issuance, endorsement, and transfer
- Live Q&A with IQAX experts

Webinar Schedule

- Thursday, November 19, 2026 at 12:30 pm 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



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