NORTH AMERICA



CUSTOMER NEWSLETTER

November 20, 2026

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Happy Thanksgiving!

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.

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Featured Product: Transpacific Latin Pacific 1 (TLP1)



Starting this month, OOCL CHANCAY and OOCL PERU newbuilds are deployed on the Transpacific Latin Pacific 1 (TLP1) service, providing you with a high-capacity reefer support. This helps support our fresh cherries market from Chile to Asia.

Service Highlights

- ☑ New Chancay port call strengthens OOCL's connectivity between Asia and Latin America.
- ☑ Seasonal reefer service carries fresh cherries from San Antonio to key Asian markets.
- ☑ OOCL Chancay and OOCL Peru will be added to the service.

Port Rotation

West Bound: Chancay → San Antonio → Manzanillo → Shanghai → Xiamen → Haiphong → Yangpu → Hong Kong
East Bound: Haiphong → Yangpu → Hong Kong → Nansha → Xiamen → Qingdao → Ningbo → Shanghai → Manzanillo → Chancay → San Antonio

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OOCL Attends the CONECT Northeast Trade & Transportation Conference

OOCL attended the 30th annual CONECT Northeast Trade & Transportation Conference in Newport, Rhode Island, on October 21–23. Industry leaders gathered to discuss the forces shaping global trade and transportation, and the importance of transparency.

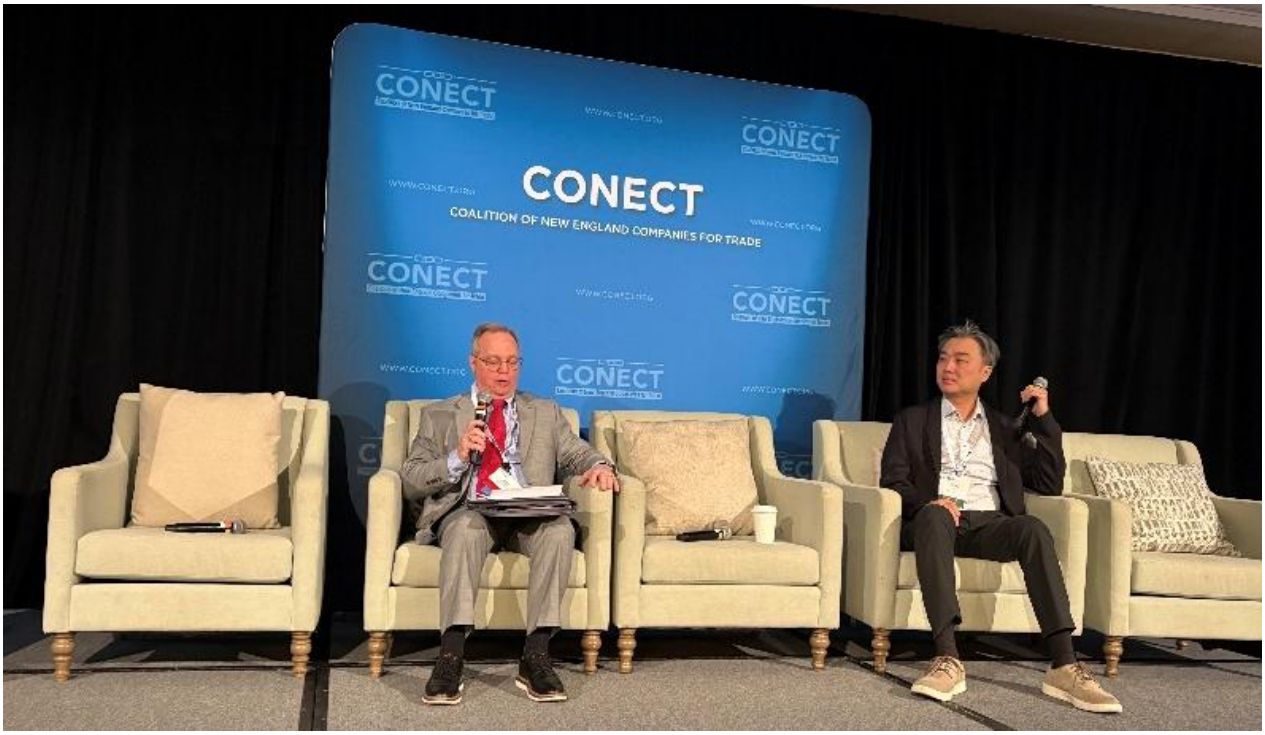


Felix Lo, Executive Vice President of OOCL North America Group, gave beneficial cargo owners (BCOs) a candid carrier perspective on today's maritime environment, including terminal congestion, geopolitical uncertainty, weather-related disruptions in Asia, and shifting supply and demand. He also provided insight into carrier operating economics, giving customers a clearer view of the factors behind carrier decisions.

For OOCL, the conference reinforced a key takeaway: in a complex, fast-changing market, operational excellence and open dialogue matter.

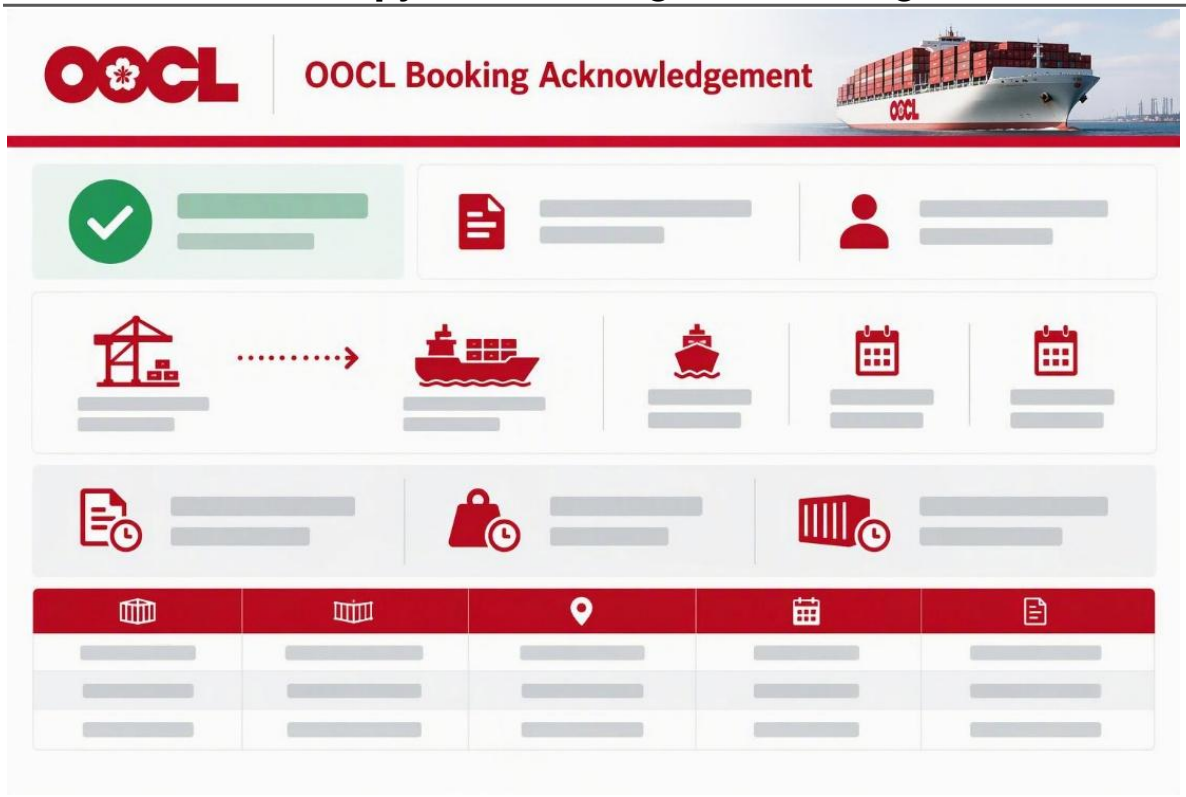
Understanding the pressures on both carriers and customers helps us navigate challenges together and build stronger, more resilient supply chains.

If you have questions about how these market dynamics could affect your supply chain, please contact your OOCL representative.



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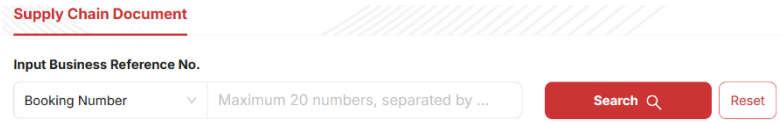
How to Obtain a Copy of a Booking Acknowledgement



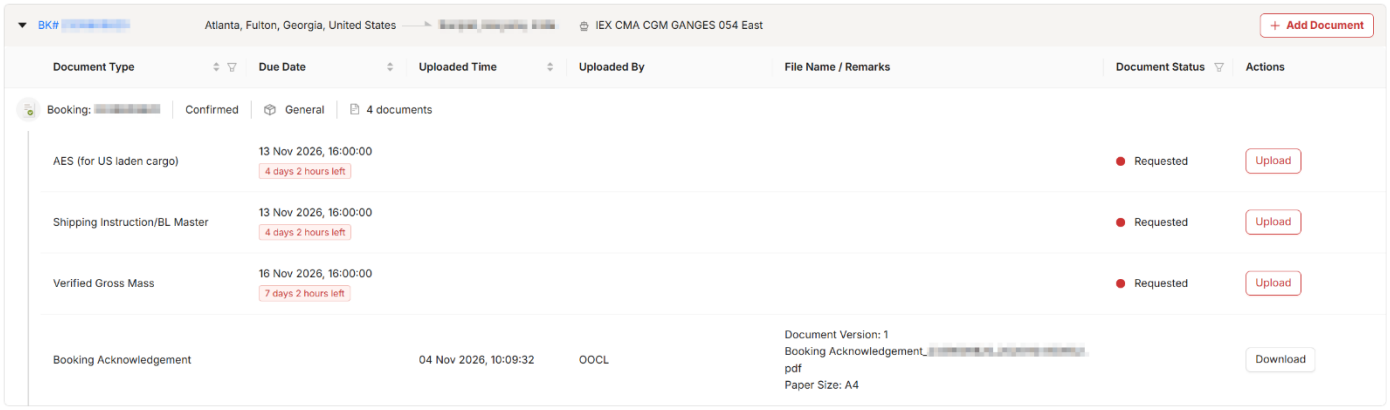
After your booking has been submitted and processed, you will receive a booking acknowledgement (BA) with details about your shipment including the booking status, route information including cutoff dates and required documentation. You can also obtain the latest copy of your BA via My OOCL Center's (MOC) Smart Folder feature.

Obtaining your BA:

- ✓ Access MOC then go to the Smart Folder feature.
- ✓ Enter your booking number in the search bar and click "Search." You can search up to 20 booking numbers at once, separated by spaces.



- ✓ Click the "Download" button under the "Actions" column of the Booking Acknowledgement document.



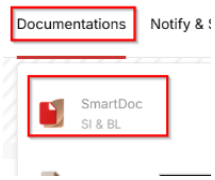
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Shipping Instructions (SI): Amendment Request

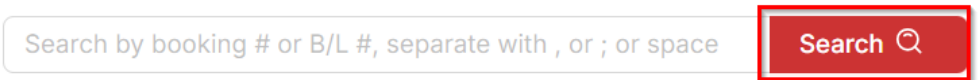
Once you have submitted Shipping Instructions (SI), it may be necessary to amend the SI to update the piece count, weight, etc. The My OOCL Center (MOC) feature SmartDoc gives you the ability to edit your SI while the B/L is pending.



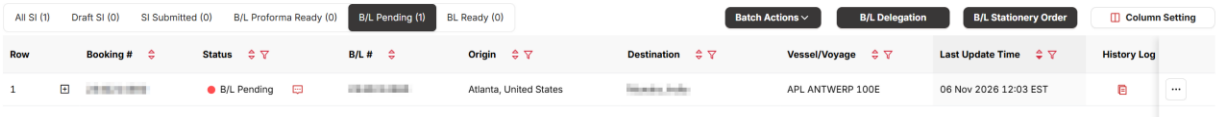
1. Log into MOC using your username and password.
2. From the main menu, go to “Documentations”→ “SmartDoc (SI & BL)” on the menu bar.



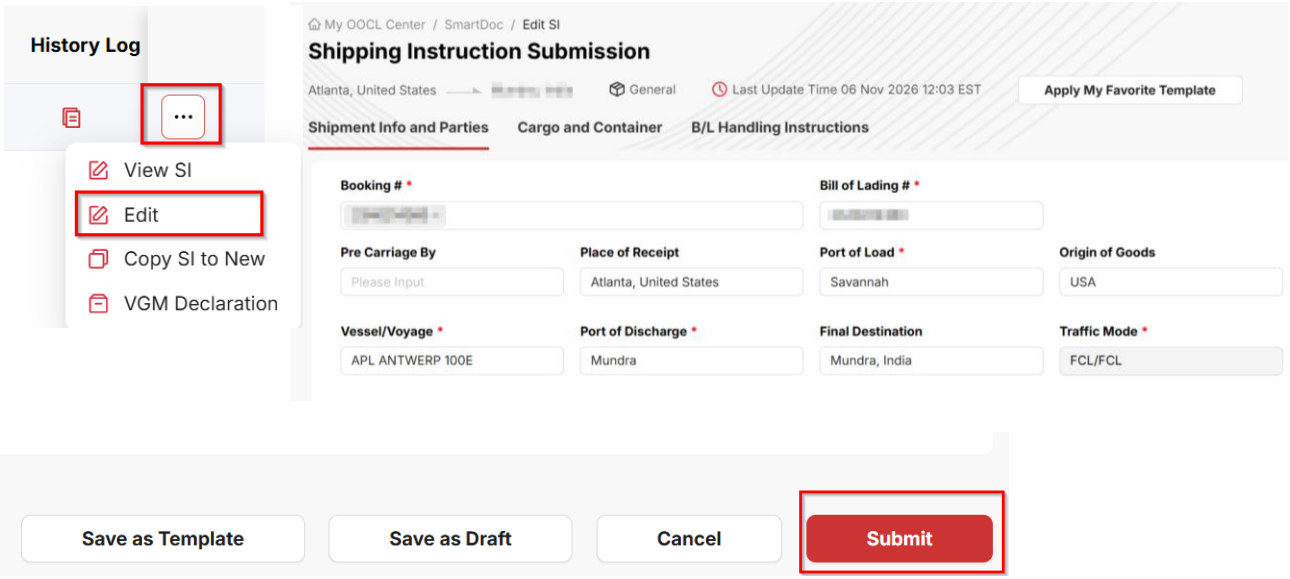
3. Enter the desired booking number in the second search bar and click the “Search” button.



4. To amend, click the 3 dots (…) next to the “History Log” column and choose the “Edit” option.



5. Edit the SI and once done, click the “Submit” button at the bottom right corner of the page.



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Happy Thanksgiving!



A NOTE OF THANKS

Happy Thanksgiving from our team to yours

This season of gratitude, we thank you for your trust and partnership. Every shipment is a promise we are proud to keep, and we are grateful to carry it with you.



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