

CUSTOMER

NEWSLETTER

December 11, 2020

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OOCL
We take it personally

Dear Valued Customer,

Thank you for your interest in our newsletter.

We hope you find our most recent edition informative and please contact OOCL for your ocean transportation needs.

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OOCL receives highest ranking from BICEPS Network



We are proud to announce OOCL has been evaluated as Level A in the latest BICEPS (Boosting Initiatives for Collaborative Emissions-reduction with the Power of Shippers) assessment—a great recognition on our sustainability efforts.

BICEPS is a network of shippers joining forces to accelerate the transition in the global shipping sector towards more sustainability. Its mission is to boost initiatives and create momentum for the implementation of sustainability solutions in the shipping sector.

This year, a total of 12 carriers, including OOCL, were assessed by BICEPS and given grades from A to F. We are proud to report that **OOCL is one of the only two carriers that have received an A rating.**

An “A rating” is the highest ranking in the BICEPS Rating System, which indicates that OOCL has demonstrated excellent performance in five sustainability themes described below:

Five themes:

- 1 – Publication of sustainability information
- 2 – Actual emission scores and targets
- 3 – Improvement projects, and project statuses
- 4 – Collaboration of the carrier with the outside world
- 5 – Long term horizon in relation to sustainability



The BICEPS Rating System has been developed to give full transparency on the actual and relative sustainability performance of the different shipping lines, including both results achieved and ambitions for the future.

It is a report card used by shippers in their global procurement process of ocean freight container carriers and creates commercial incentive to motivate carriers to implement improvements in their sustainability and shipping operations. The ratings system allows shippers to include sustainability performance as a clear differentiator within their selection process of shipping lines.

Service Updates- Marine Terminal Gate Schedules

Updated marine terminal gate closure information for all Holidays will be posted on the OOCL USA website under [Local News](#) as new information is received.

The following [marine terminal gates](#) have announced they will be closed on **December 24, 2020** in observance of **Christmas Eve Holiday**:

- **Montreal**
 - MGT Racine Terminal (Section 62)
 - MGT Cast Terminal (Section 77)
 - Termont Terminal
- **Boston**
 - Conley Marine Terminal (Closing at 12:00)
- **New York & New Jersey**
 - APM Terminal
 - Maher Terminal
- **Norfolk, Virginia**
 - Virginia International Gateway Terminal
 - Norfolk International Terminal
- **Charleston, South Carolina**
 - N. Charleston Terminal (Closing at 15:00)
 - Wando Terminal (Closing at 15:00)
- **Savannah, Georgia**
 - Georgia Port Authority (Closing at 15:00)
- **Florida**
 - Miami - South Florida Container Terminal
 - Port of Tampa

The following [marine terminal gates](#) have announced they will be closed on **December 25, 2020** in observance of the **Christmas Holiday**:

- **Halifax, Nova Scotia**
 - Halterm Container Terminal
- **Montreal**
 - MGT Racine Terminal (Section 62)
 - MGT Cast Terminal (Section 77)
 - Termont Terminal
- **Boston, Massachusetts**
 - Conley Marine Terminal
- **New York & New Jersey**
 - APM Terminal
 - Maher Terminal
- **Baltimore, Maryland**
 - Ports America (Seagirt) Terminal
- **Norfolk, Virginia**
 - Virginia International Gateway Terminal
 - Norfolk International Terminal
- **Charleston, South Carolina**
 - North Charleston Terminal
 - Wando Terminal
- **Savannah, Georgia**
 - Georgia Port Authority
- **Florida**
 - Miami - South Florida Container Terminal
 - Port of Tampa
- **Mobile, Alabama**
 - APM Terminal
- **New Orleans, Louisiana**
 - Ports America Terminal
- **Houston, Texas**
 - Barbours Cut Terminal
 - Bayport Terminal
- **Vancouver, British Columbia**
 - GCT Vanterm
 - GCT Deltaport
 - DP World Centerm
 - Fairview Container Terminal - Prince Rupert

The following marine terminal gates have announced they will be closed on **December 26, 2020** in observance of **Boxing Day Holiday** in **Canada**:

- **Halifax, Nova Scotia**
 - Halterm Container Terminal
- **Vancouver, British Columbia**
 - GCT Vanterm
- **Vancouver, British Columbia (Cont.)**
 - GCT Deltaport
 - DP World Centerm
 - Fairview Container Terminal - Prince Rupert

The following marine terminal gates have announced they will be closed on **December 31, 2020** in observance of **New Year's Eve Holiday**:

- **Montreal**
 - MGT Racine Terminal (Section 62)
 - MGT Cast Terminal (Section 77)
 - Termont Terminal
- **New York & New Jersey**
 - APM Terminal
 - Maher Terminal
- **Charleston, South Carolina**
 - North Charleston Terminal (Closing at 15:00)
 - Wando Terminal (Closing at 15:00)
- **Savannah, Georgia**
 - Georgia Port Authority (Closing at 15:00)
- **Florida**
 - Miami - South Florida Container Terminal
 - Port of Tampa

The following marine terminal gates have announced they will be closed on **January 01, 2021** in observance of the **New Year's Holiday**:

- **Halifax, Nova Scotia**
 - Halterm Container Terminal
- **Montreal**
 - MGT Racine Terminal (Section 62)
 - MGT Cast Terminal (Section 77)
 - Termont Terminal
- **Boston, Massachusetts**
 - Conley Marine Terminal
- **New York & New Jersey**
 - APM Terminal
 - Maher Terminal
- **Baltimore, Maryland**
 - Ports America (Seagirt) Terminal
- **Norfolk, Virginia**
 - Virginia International Gateway Terminal
 - Norfolk International Terminal
- **Charleston, South Carolina**
 - North Charleston Terminal
 - Wando Terminal

Service Disruptions

Please note that as we enter into the holiday season and pre-Lunar New Year, there will be ongoing vessel disruptions that can impact our network.

For any specific vessel updates, please visit our [OOCL site](#).



OOCL's Core Values

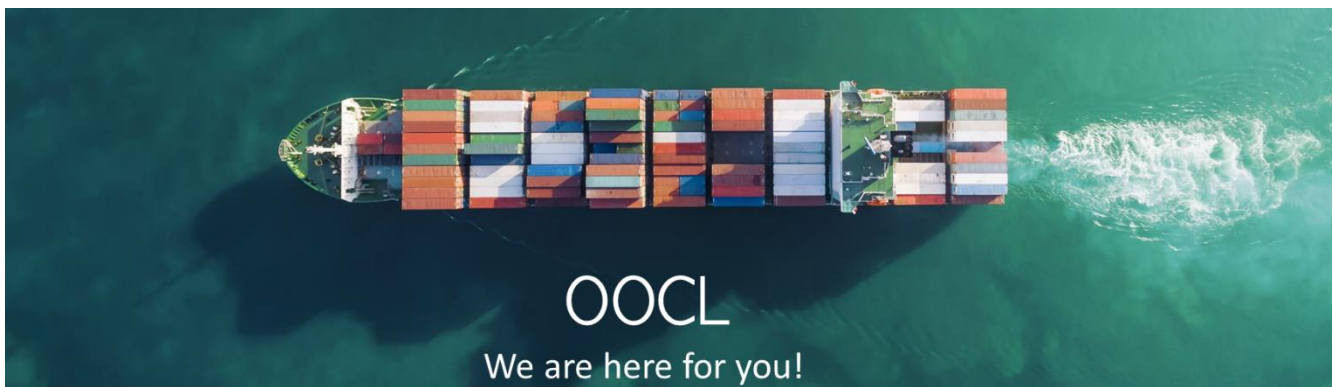


OUR PHILOSOPHY

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.

OOCL'S CORE VALUES

- PEOPLE, PEOPLE, PEOPLE
- CUSTOMER FOCUS
- EXCELLENCE THROUGH QUALITY
- COMMUNITY RESPONSIBILITY



OOCL

We are here for you!

OOCL
We take it personally

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OOCL Long Term Relationship with Maher Terminals



To commemorate our robust relationship with the Maher Terminals in Elizabeth New Jersey, Maher has gifted OOCL a picture frame with two stunning photos of OOCL's vessels at berth. Maher had arranged drone photos to be captured earlier this year.

OOCL vessels have been calling Maher Terminals since 2017, at the start of the Ocean Alliance—the world's largest operational agreement between shipping companies. Since then, both companies have been in continual contact to facilitate the transport of thousands of cargo containers.

When the Bayonne Bridge was raised to accommodate larger vessels capable of carrying 13,000 containers, OOCL was one of the first to schedule a vessel—the OOCL Berlin. Together with our vendors such as Maher, OOCL will continue to be a vital link to world trade.

ProTip: ERD vs. DFRD

PRO TIP

ERD Vs DFRD Clarification



ERD

Terminal/Rail Earliest Receiving Date

The ERD is the earliest date the marine terminal/rail depot will accept export containers at the gate for the intended vessel. It is key to check with the receiving terminal on the ERD for the individual vessel as the date could have changed after your booking has been made.

DFRD

OOCL's Demurrage Free Receive Date

The DFRD date is the first date that you may tender an export container without incurring OOCL demurrage. Delivering containers too early will result in OOCL outbound demurrage being charged per our tariff rules, regardless of the marine terminal's earliest receiving date. Outbound demurrage applies equally to merchant and carrier haulage. This information is provided with the Booking Acknowledgement.

Rule of Thumb: Always use the latest date!

For example, if the terminal's ERD is December 14 and OOCL's DFRD is December 16. To avoid demurrage charges, utilize the latest date, which is OOCL's DFRD of December 16.

ERD Before
DFRD



Use DFRD

DFRD Before
ERD



Use Terminal
ERD

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My OOCL Center: View and Print Invoices



MOC- My OOCL Center

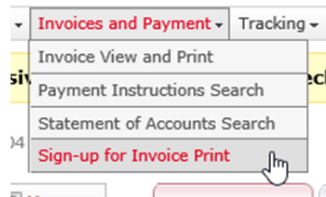


View and Print Invoices

My OOCL Center platform features an “Invoices and Payment” section that helps you view and print shipment invoices online. It also allows you filter by invoice status to provide you with visibility on outstanding, settled or all invoice history.

1

Log into MOC and click on “Invoice and Payment” option from the menu. To print invoices, you will need to do a one-time signup by clicking on “Sign-up for Invoice Print” option.



2

To continue to explore different view and print possibilities, select the “Invoice View and Print” menu option. You can search multiple shipments at the same time. There is also an option to search either by Bill of Lading number or date range (Invoice date or Invoice Due Date). In addition, you can filter “Invoice Status” to either display all invoices, Settled or Outstanding.

Search by

To search Invoice, at least one search criterion (Invoice Number, Bill of Lading Number, Vessel Voyage, or Date Range)

Invoice Number: Invoiced Company:

Bill of Lading Number: (Maximum 20 Invoice numbers, separated by a space.)

Vessel Name: Invoice Status:

Voyage: Printed Status:

Date Range: Invoice Date Invoice Due Date
 From: To:

Collection Office:

Invoice Status:

Printed Status:

Collection Office:

3

The search will yield Invoice details such as Invoice number, currency, amount and outstanding. Payment information instructions—Wire/ACH and OOCL mailing address are included on each invoice for your convenience.



We take it personally

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Why Book with OOCL?

Why Book with OOCL?

Customer Focus and Excellence through Quality. We provide a vital link to your supply chain needs and world trade.

9 Service Centers

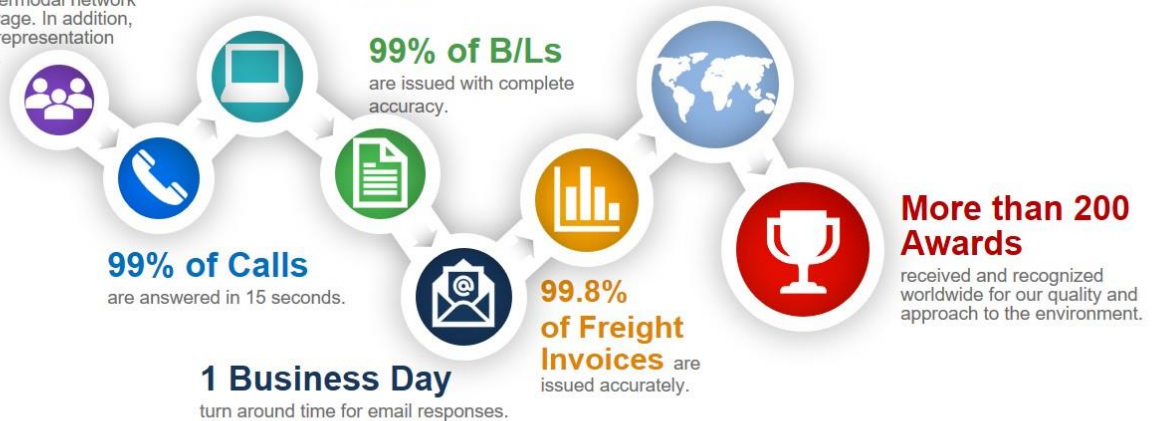
in the US, Canada and Mexico providing customer support and intermodal network monitoring 24-hour coverage. In addition, virtual support and local representation throughout the Americas.

Over 80% of Bookings

are confirmed within 4 hours.

More than 150 Ocean Services

offered globally to and from the Americas.



What our customers are saying about us—we take it personally!

“Thank you, Import Customer service, for helping us for the past week pushing different parties and keeping us updated with our container that was stuck due to terminal congestion. OOCL’s communication has helped us to feel we are not the forgotten link— appreciate the help!”

“OOCL has by far one of the best and most professional Documentation teams. Every time there is an issue on a SWB, they respond immediately requesting what is required. Best OOCL team!”

“Our warehouse made a mistake and loaded the wrong vehicles and we needed to pull container out of the terminal. OOCL’s customer service team did a very good job and helped me coordinate with the terminal and they responded very quickly!”

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