



We take it personally



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November 27, 2007

## ANNOUNCEMENT

### Enhanced Customer Service Hotline – 2588 1022 In Shenzhen

Dear Customers,

We are pleased to announce the launch of our 24 hours Customer Service Hotline in our Shenzhen office on December 8, 2007.

This 24 hours Hotline brings you most of the useful shipping information. With a few key-strokes on your phone, you are able to access cargo tracking, **export** and **import** shipment information, shipping forms and sailing schedule etc which is provided 24 hours a day, 7 days a week.

Here is the most frequently asked information which you can simply use the hotkey to get your required information instantly.

Hot Keys	
Container status enquiry	3-1
Shipment Enquiry	3-2-1
B/L Enquiry	3-2-3
Vessel Onboard Date, Sailing Date, Exchange Rate	3-2-4
Export Sailing Schedule	3-2-6
Import Sailing Schedule	3-3-4
Request shipping forms	3-4

To know more about of our new features and functions, a user guide has been prepared for you to familiarize yourself by simply dial **2588 1022** and key in **3-5-2** on or after December 8, 2007.

Should you have any queries, please feel free to email us at for Outbound - [shzcsbkg@oocl.com](mailto:shzcsbkg@oocl.com); Inbound – [shzibcsv@oocl.com](mailto:shzibcsv@oocl.com) or call at the following phone numbers. For more information, please visit our website <http://www.oocl.com>.

#### Offices/ Phone numbers

Foshan	86-757-83999665	Macau	853-28705599
Guangzhou	86-20-38771688	Shantou	86-754-8943913
Haikou	86-898-88580101	Shenzhen	86-755-25881022
Hong Kong	852-2506 6666	Zhanjiang	86-759-3389188
Kunming	86-871-5353707	Zhongshan	86-760-8381488

p.s. If you don't want to receive this kind of fax in future, please either fax back this note to 755 -2583 2301 and indicate your fax no. \_\_\_\_\_ on this slip OR simply call our local office .