



We take it personally

Ref: HKG-2007-28

December 17, 2007



Announcement

Enhanced Customer Service Hotlines – Documentation Centre

Dear Customer,

Further to our recent announcement on the launch of our 24 hours Customer Service Hotline at our Shenzhen and Guangzhou office, we're pleased to advise that the same hotlines will be served for enquires on issues related to Bill of Lading, Shipping Instruction or other Documentation request.

Hong Kong : 00852-25066666
 Shenzhen : 0755-25881022
 Guangzhou : 020-38155168

Here are some common enquiries which you can simply use the hot keys to get your required information instantly.

Hot Keys	
Container status enquiry	1-1
Enquiry on B/L readiness	1-2-3
Vessel Onboard Date, Sailing Date, Exchange Rate	1-2-4
Check SI status	1-2-1
B/L fax request	1-2-0
B/L amendment status	1-2-0
Request Telex Release Form	1-4-1

With effect from 31 Dec, 2007, the following telephone lines in our Documentation Centre will be **ceased**.

0755-82370333; 0755-82374532; 0755-82374517; 0755-82374525

Should you have any queries, please feel free to contact below or 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	86-898-68560101	Shenzhen	86-755-25881022
Hong Kong	852-2506 6666	Zhanjiang	86-759-3389188
Kunming	86-871-5321855	Zhongshan	86-760-8381488