

# OceanGuaranteed® FAQs

## How do I book a shipment?

It's as easy as calling 866-896-2005. Our dedicated customer service representatives will be glad to assist you.

## Why should I use OceanGuaranteed?

OceanGuaranteed offers the same date-specific reliability as airfreight at a fraction of the cost — on average 75% less than air and 30% faster than standard ocean/intermodal shipping. Port-to-door shipping means your shipment will arrive at your door, not an airport or third-party warehouse. Get guaranteed reliability without the price tag.

## Which Asian ports do you ship from?

With just one call, you can ship to North America from the following 11 ports:

- China — Guangzhou, Hong Kong, Qingdao, Shanghai and Shenzhen
- Japan — Yokohama
- Taiwan — Kaohsiung
- South Korea — Busan
- Thailand — Bangkok
- Vietnam — Ho Chi Minh
- Singapore

## How long will it take for my shipment to arrive at its destination?

Total transit time from port-to-door averages 19 days, which is 30% faster than standard ocean/intermodal shipping. Upon booking your shipment, you will receive a guaranteed, time-definite delivery date.

## Can I track my shipment during transit?

Yes. You will have complete visibility using our online tracking tool to monitor your shipment from Asia to final delivery for total peace of mind. All it takes is a computer and an Internet connection — it's that easy.

## How will I be billed?

Costs are calculated on a port-to-door basis and shipments move under one bill of lading. You will receive a single invoice from APL Logistics. You'll benefit from a single-source service where no third parties or brokers are involved.



*Never Settle for Less.*

## **Are there capacity or space restrictions?**

No. OceanGuaranteed customers receive guaranteed capacity; your shipment will not be rolled or delayed once we accept your booking, even during peak season.

## **How does OceanGuaranteed provide a competitive advantage for me?**

OceanGuaranteed offers you one-stop reliability from two trusted leaders, APL Logistics and Con-way Freight. With our one-of-a-kind service you'll get:

- Faster transit times — up to 30% faster than standard ocean/intermodal moves
- Cost advantage — up to 75% less expensive than airfreight
- Guaranteed space — even during peak season — we offer a 20% refund if your shipment arrives late
- Seamless service — an efficient, integrated solution with a single phone number, single invoice and a single, kilo-based, port-to-door price
- Improved planning — day-definite delivery allows for more reliable inventory, production and sales planning
- Greener alternative — 95% reduction in carbon emissions when compared to airfreight

## **What makes OceanGuaranteed faster?**

Our optimized network ensures guaranteed delivery times through:

- Late CFS cut-off and priority vessel stow in Asia
- Priority discharge and handling on U.S. West Coast
- Guaranteed vessel space, even during peak season
- Dedicated containers for C-TPAT certified shippers minimizes potential for Customs delays
- Over-the-road transport avoids rail-related congestion and delays

## **What if I have a problem or question about a shipment?**

Call us, or go online. Our web-based shipment tracking provides shipment details, transit updates and Customs status 24 hours a day, seven days a week. Our dedicated, centralized customer support monitors all your LCL import shipments and proactively notifies you of service exceptions.



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