



AgTC MOL Presentation

Long Beach, California

June 16, 2016



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AgTC MOL Presentation Introduction



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Presentation Agenda

- MOL Overview
- Customer C.A.R.E. Initiative
- Booking Management
- Alliance Update
- TraPac Automation Project
- SOLAS VGM





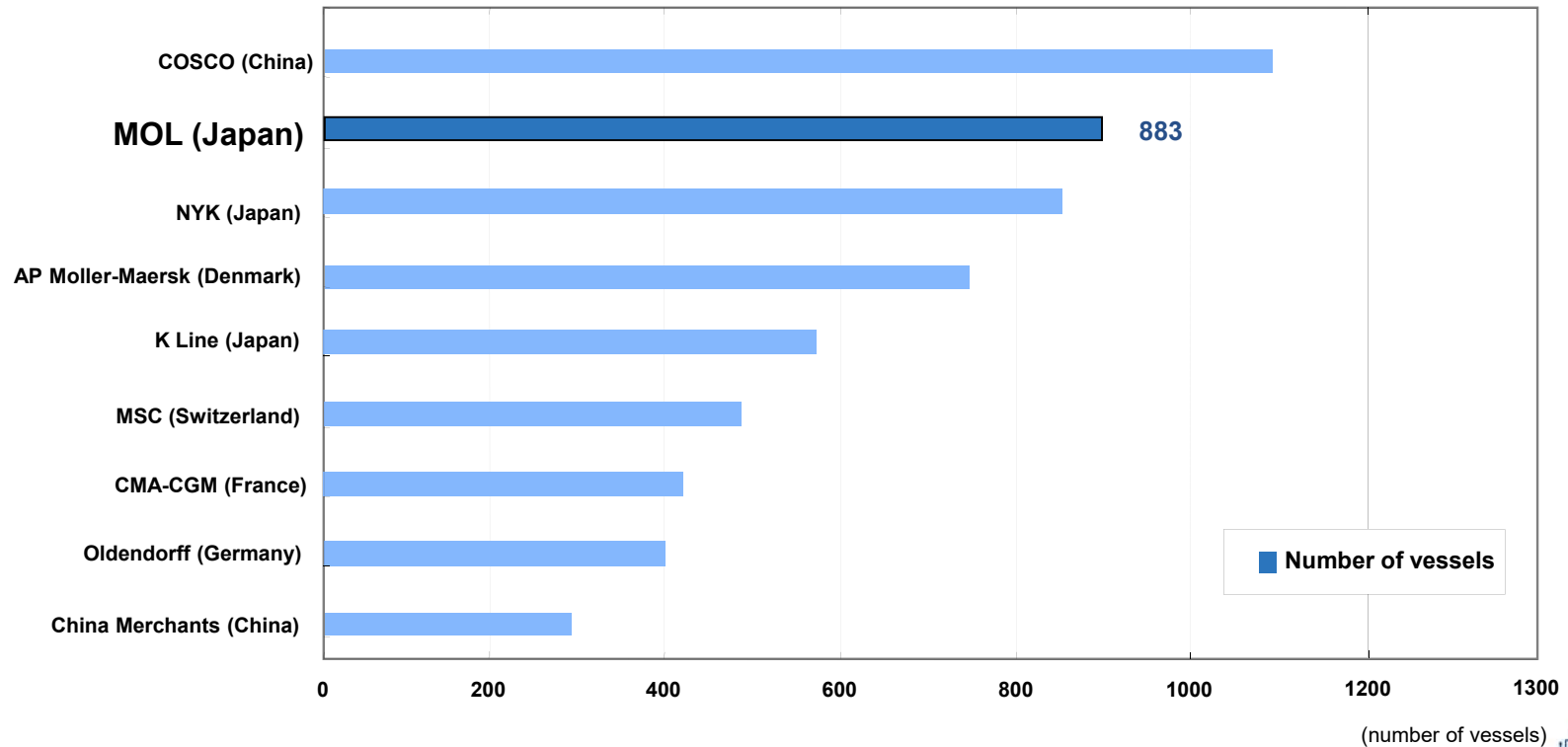
MOL Overview



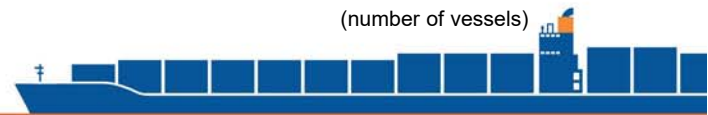
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Among the largest fleet in the world

All Vessel Types (Consolidated: as of March 2016)



Source: MOL estimation based on each company's published data, Clarkson, and Alphaliner.





MOL CARE – Our Vision



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Care for our customer

Assure quality

Reinforce sales

Enhance customer service



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Shipment Management Center



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Export Services	Import Services
Booking	East Coast
Documentation	West Coast
Integration Services	
On-boarding	Vessel Optimization
E-Commerce	Service Recovery

eCommerce | shipping · simplified



Shipment Management Center Metrics



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NORTH AMERICA

CUSTOMER SERVICE

KPI	TARGET	APR. 2016
Lost Calls	Less Than 2%	1.84%
Phone Wait Time	Less Than 90 seconds	10 seconds
Export B/L Documentation Completion Rate	98% Completed 24-hrs After Vessel ATD	99.60%
Export B/L Documentation Completion Rate	95% Completed 24-hrs After Receipt of SI	98%
Documentation Accuracy	99.50% U.S. Export / Asia to U.S.	99.22% / 99.41%
Booking Turn Time	95% Completed Within 2-hrs	52%
Email Response Time	95% Responded to Within 4-hrs	91%
Ticket Turn Time	70% Resolved Within 48-hrs	71%
Rate Quotation Speed	85% Quoted Within 24-hrs	92%

Count on MOL for quick rate quotations

[▶ Learn More](#)

92% THE 24 HOUR QUOTE:
RATE QUOTATION SPEED
APRIL 2016



Shipment Management Center Customer Commitment



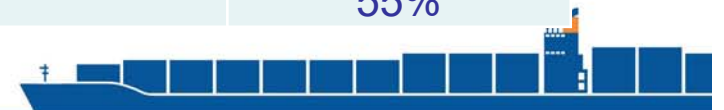


Booking Exceptions



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<u>Name</u>	<u>Total Expected Containers Weeks 17-22</u>	<u>Exception Percentage</u>
Customer A	934	95%
Customer B	803	93%
Customer C	2411	87%
Customer D	2404	87%
Customer E	740	86%
Customer F	1896	86%
Customer G	518	75%
Customer H	1636	74%
Customer I	703	68%
Customer J	2148	67%
Customer K	722	64%
Customer L	971	60%
Customer M	5292	60%
Customer N	829	60%
Customer O	1205	55%





Booking Exceptions – Impact



Why?

- Rates?
- Equipment?
- Vessel space?
- Risk – safety bookings?

Carrier Impact

- Overbooking
- Operations
- Roll cost vs. freight rates





THE Alliance



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THE Alliance and MOL Network



Other Factors

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 Count On MOL.	 EVERGREEN	US East Coast
 Count On MOL.	 TraPac	SE2, JAS, PA2





TraPac Automation Project



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TraPac Automation Project



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SOLAS and VGM



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Updates

- **OCEMA Best Practices:** a standardized framework for VGM compliance
- **Global:** what U.S. does will have broad implications
- **Terminal Weighing Approach:** Will be part of OCEMA Best Practices
- **Enforcement:** “Pragmatic and Practical” for first 3 months
- **MOL is ready** to engage in dialogue for particular issues at any time





Disclaimer



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Thank You!

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