# CUSTOMER ESSENTIALS

As you embark on your new journey with CMA CGM, find out about all the key essential information and processes you will need.









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Welcome

Introduction to CMA CGM Korea





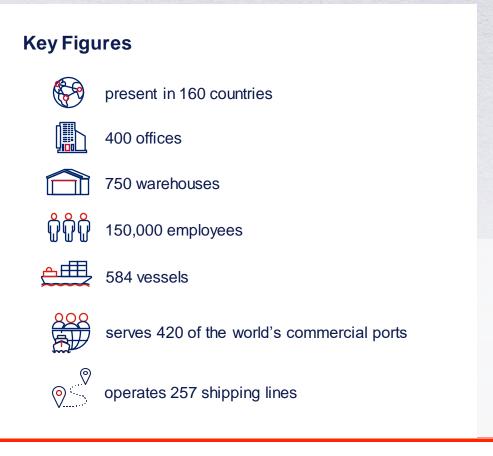
Start your journey with CMA CGM



### - Welcome

Thank you for choosing CMA CGM group of carriers as your preferred partner for comprehensive shipping solutions. Our ability to anticipate needs and innovate new and effective solutions for our customers is proven every day. We own a diverse portfolio of brands and subsidiaries that take care of our customers and their cargo wherever they are in the world, door-to-door.











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### - Start your journey with CMA CGM

The easiest and fastest way to start shipping with us is to register for a My CMA CGM account.

#### Creating a My CMACGM account

Register for an account and organize, follow and manage your shipments from anywhere in the world.

**Register for an account** 

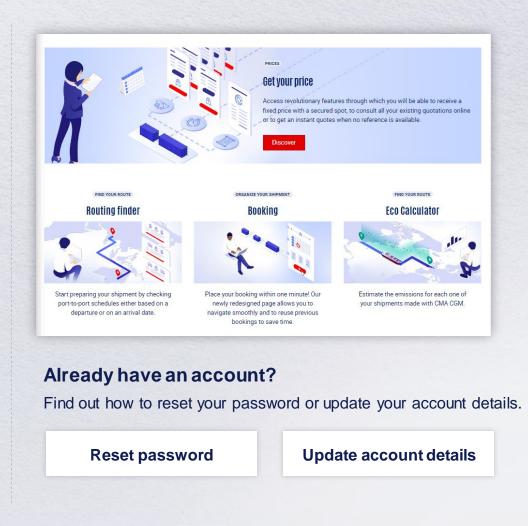
Video guide

#### What about My CNC and My ANL?

Your same account details can be used to access My CNC and My ANL, depending on your preferred default carrier.

#### Need help creating an account?

- "Invalid password, not authorized" : Kindly send an email to seasia.ecustomers@cma-cgm.com and cc sel.dseok@cma-cgm.com together with screen copy
- "Account not created": Kindly create and upload the necessary documents

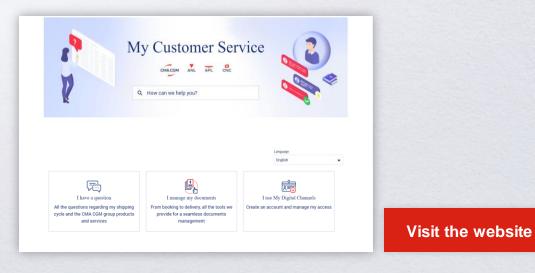




### - Start your journey with CMA CGM

#### **My Customer Service**

Whether you have a question on our shipping cycle or our products and services, our dedicated customer service page is here to assist you.



#### How to access our local website and subscribe to local news

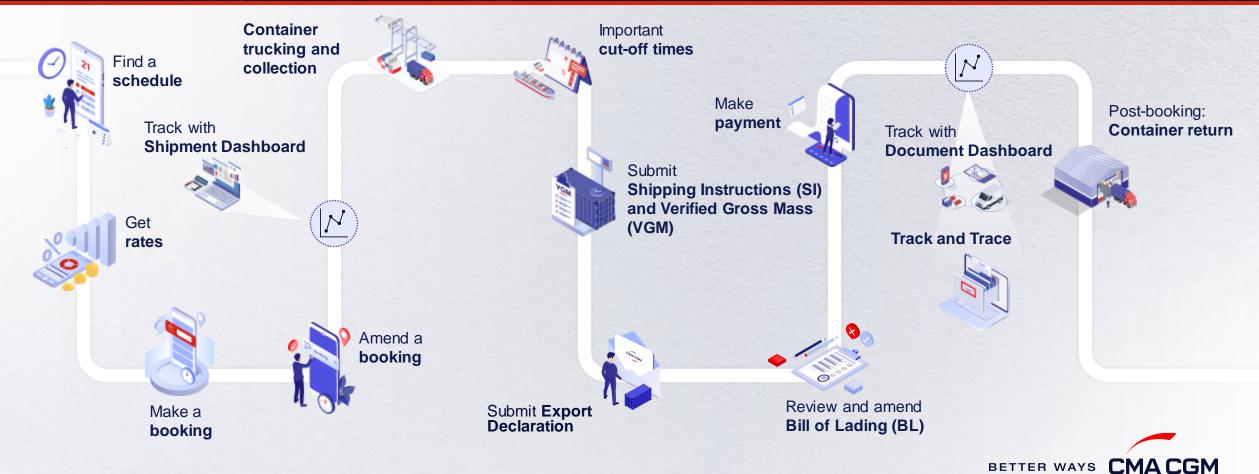
Stay up to date with the latest news, customized to your preferences.





Home

### Your shipment journey



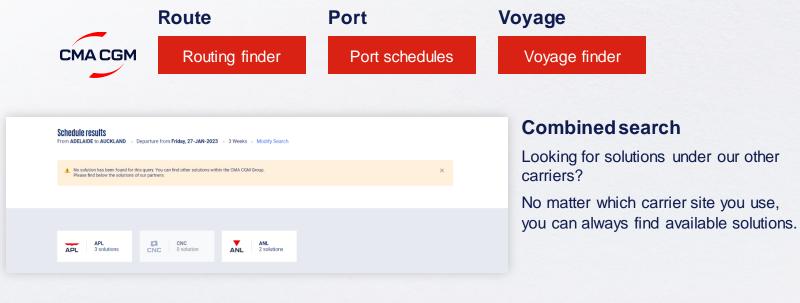
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### - Find a schedule

Based on your sailing date, commodity type, POL and POD, find a suitable service based on your shipping requirements.

#### Depending on your needs, you can find the service you need based on:



#### Not yet on My CMACGM?

You can also explore our shipping schedules without a My CMA CGM account on our respective carrier sites.



Simply enter your desired POL and POD to view them.

#### Find out the list of services offered by our carriers:



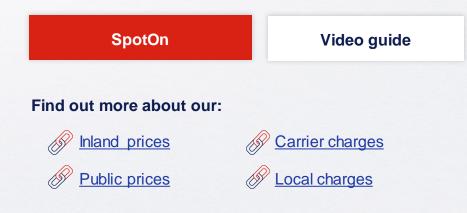


### - Get rates

Generate a quote that includes our ocean freight rate and other applicable charges for your ocean or multimodal shipment requirements.

#### Start with an instant quote with SpotOn

Be informed upfront on the cost of your unique deliveries (including door-to-door options), and reserve space on board with a <u>SpotOn</u> quote, valid for 24 hours:



an divis carbon	Door to door available! Show me
Place of origin(optional)	
Enter City Name Or Code	
Port of Loading	Vessel departure from
≫ Enter Port Name Or Code	23-FEB-2023
Port of Discharge	
𝖕 Enter Port Name Or Code	

#### Door-to-door:

You can include your Place of Origin and Place of Delivery at the point of quote.



### - Make a booking

Already have a quote?	Booki	ngFAQs						
Access your existing quotes or contractual rates at:	Q: My k	Q: My booking was released to a later sailing. Why?						
My Quotations		A: There is either insufficient space on board or no available equipment. Rest assured, your booking will be placed on the next earliest available vessel.					3	
If you received a quote from your salesperson-in- charge, you can check with them directly on the validity of your contract.	A: Book	are there no availab ings can only be placed oment. You will have to	8 weeks prior to	o vessel ETA at Ko	rea ports, which		full	
~								
Make a booking	01	02	03	04	05	06		

Complete your booking:

Booking

01	02	03	04	05	06
Enter your: • Quotation number • POL • POD	Select your vessel schedule	Enter the details of your cargo	Add on the CMA CGM+ value- added services that you need	Make your booking	Get a notification when your booking has been submitted

**Turnaround time:** General booking: Your booking will be confirmed in 2 working hours\* Special booking: Your booking will be confirmed in 8 working hours\*

\*Subject to rate/space/equipment/ other compliance issues/ completeness of information given



### - Make a booking for special cargo or dangerous goods

Make a booking online (subject to pre-booking checks/acceptance).

#### **Pre-booking acceptance**

#### **Special cargo**

- Send cargo dimension (L\*W\*H) and weight to <u>kor.booking@cma-cgm.com</u>
- All OOG bookings are subject to approval from the SSC OOG desk (CMA vessel) or partner Operation team (Partner vessel)

#### **Dangerous Goods (DG)**

- Attach a copy of the Material Safety Data Sheet (MSDS) and send it to <u>sel.customerservice@cma-cgm.com</u>
- All DG is subject to approval from the DG desk, even if the UN number does not fall in our prohibited list

#### **Booking release**

After the complete cargo information is received, approval for the cargo will take:

- CMA CGM vessel 24 running hours
- Partner vessel 48 running hours
- 3PF vessel 4 working days

You can check your booking with our booking team at kor.booking@cma-cgm.com.

#### Post-booking

#### Special cargo/Dangerous Goods (DG)

 The shipper is required to mail their final PM4 document with container number to <u>sel.customerservice@cmacgm.com</u>, 4 working days prior to vessel ETA latest by 2pm



# - Amend a booking

If you have missed out any information on your booking request, you can request for changes.

### Making an amendment before the booking is released:

Send your changes to our booking team at kor.booking@cma-cgm.com

#### Turnaround time after making your request:

**General booking:** 2 working hours. **Special cargo or dangerous goods booking:** 8 working hours (subject to the approval situation, all amendments need to get re-approval from the related party)

#### Making an amendment after the booking has been released:

Make your changes on My CMA CGM under the Shipment Dashboard, or via EDI or email.

For special bookings, amendments need to be made 2 working days before the Container Yard (CY) cut-off, for vessel approval.

**Amend information** 

Step by step guide

#### Turnaround time after making your request:

General booking: 2 working hours. Special cargo or dangerous goods booking: 8 working hours.



### - Get an overview of your shipments

#### **Shipment Dashboard**

Gain an overview of all your shipment or container information, perform searches on different data fields (e.g., POL) and trigger a data extract on schedule:

#### **Shipment view**

A	My Shipments	• Q Search, re	eference, port, status	•	History : 2 Month	s 🗸		
	↓↑ Shipment Ref My Ref	↓↑ From (Receipt or POL)	↓↑ <b>POL</b> ETD	↓↑ Export Voyage Vessel	↓↑ pod eta	↓↑ Shipment ↓↑ To do Status	$\nabla$	
	ISB1224385	ISKENDERUN , TR	<b>ISKENDERUN , TR</b> 14-FEB-2023 21:00	<b>ONVD2N1MA</b> MYNY	<b>NOUAKCHOTT , MR</b> 03-MAR-2023 07:00	Booking Processing	:	
>	ISB1218915	ALIAGA (IZMIR AREA) , TR	<b>ALIAGA (IZMIR AREA) , TR</b> 16-FEB-2023 11:00	<b>OHFDPN1MA</b> CMA CGM BARRACUDA	SZCZECIN , PL	Cancelled	:	
>	SIJ0417553	SINGAPORE, SG	SINGAPORE, SG		ROTTERDAM , NL	Cancelled	:	
>	SIJ0417536	SINGAPORE, SG	SINGAPORE, SG		ROTTERDAM , NL	Cancelled	:	



### Container trucking and collection

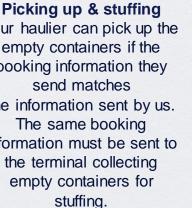
When collecting your empty container from the depot:



**Depot** information Your Trucker or Haulier can find the depot in the **ETRANS** site. Please use the booking number given in the booking confirmation sheet.









**Enquire about equipment** Should your haulier need assistance or if you have enquiries, send them to our logistics team and repair team (sel.logistic@cmacgm.com and sel.kko@cma-cgm.com)



**Damaged containers** Send your enquiries or claims on damaged container replacements (with photos) to sel.kko@cma-com.com and we will check if we are able to replace the container.

#### When gating in:



**Vessel berthing location** After stuffing your container with your haulier, they can retrieve the vessel berthing location for container gatein & send in the request for delivery via ETRANS



### - Container trucking

You can request for carrier haulage service for door delivery, covering inland transportation between the door location and POL/POD terminal.

Send your request form to our Intermodal team at <u>bsn.intermodal@cma-cgm.com</u>.

Download request form

Take note that:

- · Stuffing and unstuffing should be done by Shipper/Consignee, under their own accountability
- · Customs and export/import declaration should be completed by Shipper/Consignee
- · For reefer containers, arrange your Pre-Trip Inspection (PTI) before carrier haulage service
- For Dangerous Goods (DG) or Out-of-Gauge (OOG) cargo, get cargo approval before requesting for carrier haulage service

#### Q: What are your standard operating hours?

A: Monday to Friday (0900 - 1800 hours)

#### Q: What is the free time for a driver to wait on live-load?

- A: 2 hours for 20' / 3 hours for 40'
  - Q: How are the charges for the trucking rate calculated?
- A: Trucking rate is calculated based on the government's Road Safety Tariff

#### Q: What can container trucking be used for?

A: Standard DRY, REEFER (with Genset), OOG (OTO rate applied with DIMS and weight condition), for all inland ports in South Korea

#### Q: What are some additional charges that may apply?

- A: THC and carrier local charges published in the Agency Tariff Book
  - Additional charges for the waiting time on live-work
  - Overweight surcharge over than 20 tons for 20'/23 tons for 40'
  - Additional surcharge for Hazardous / Genset of Reefer
  - Pre-pickup and storage before terminal gate-in allowance
  - Cancellation charges if the transport service is provided



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# Mandatory information in shipping instruction

Meeting the important timelines will ensure your shipment arrives at destination as planned.

#### Mandatory information required for your shipment:

- Booking number
- Shipper (Name, detail address, telephone number, tax
   NVOCC Type for POD is or FPOD is United ID etc)
- Consignee (Name, detail address, telephone number, tax ID etc)
- Notify (Name, detail address, telephone number, tax ID etc)
- POL/Receipt
- POD/FPOD
- Container number and seal number
- Number of packages, Package type, Weight & Cube
- Details on commodity (not brand name)

- Cargo description, with HS code(6 digits)
- States/Canada/Puerto Rico/Virgin Islands, U.S./Japan
- Gross, volume and tare weight for Shipper Owned Containers (SOCs) (breakdown per container)
- Payment terms (prepaid or collect)
- Bill type (negotiable Bill of Lading (BL) or Waybill)
- Split or combined BL
- · For tank, a valid tank certification is needed
- Import number (to show consignee's cargo approval in certain countries)





### – Important cut-off times

Meeting the important timelines will ensure your shipment arrives at destination as planned.

	Manifest filing applies for*	Notes	Shipping Instructions (SI) cut- off	Manifest cut-off
Export	<ul> <li>Canada filing: Advanced Cargo Information (ACI)</li> <li>US filing: Advanced Manifest System (AMS)</li> <li>Mexico filing: Asociacion Mexicana des Agentes Navieros A.C (AMANAC)</li> <li>Europe filing: Entry Summary (ENS)</li> <li>Short transit services</li> </ul>	<ul> <li>Add these standard remarks for AMS or ACI</li> <li>1. House B/L sent by NVOCC: No need to provide HBL information</li> <li>2. House B/L sent by CMA: Need to provide HBL information</li> <li>3. Direct B/L: No HBL</li> </ul>	72 hours prior to vessel ETA at POL	48 hours prior to vessel ETA at POL

By submitting your SI before the deadline, you can ensure timely loading of your container on the vessel, avoid potential penalties and enjoy a smooth shipping process.



### Submit Shipping Instructions (SI)

#### How to submit Shipping Instructions (SI)

- Electronic submission:
  - Submit online
- Manual submission: <u>gbs.krdoc@cma-cgm.com</u>
- 3<sup>rd</sup> party submission (e.g., Inttra)

#### More useful tips

How to merge or split an SI How to update container details



Looking to save SGD 60 per BL? Opt for electronic submission over manual bookings when submitting your booking and SI.

#### Turnaround time and release

Bill of Lading (BL) draft	Amendment	Bill of Lading (BL)
turnaround time	turnaround time	release
8 working hours	3 working hours	

#### Export:

- For manual SI submission, enquiries about certificates, BL amendment, you may send them to gbs.krdoc@cma-cgm.com
- For Waybill release, please send them to gbs.krwebrelease@cma-cgm.com
- · For BL collection and Telex release request, please send them to sel.servicedelivery@cma-cqm.com
- For invoicing, please send them to <u>gbs.krfrtinv@cma-cgm.com</u>

#### **Re-export:**

• For re-export requests, please fill up the indemnity letter (LOI), arrange for import payment and submit your request to our import team with the relevant documents.



### - Submit Shipping Instructions (SI)

#### **New transactional parties**

For new parties with whom a CMA CGM group Bill of Lading (BL) was not issued previously, kindly submit **any** of these documents:

- Confirmation email from the **direct customer** with subject company name/logo in signature (agent's mail is not acceptable)
- The following documents with subject partner's name, complete address (postal code & contact details) and company logo:
  - Letter head
  - Business card
  - Official website
  - Invoice stamped or signed by subject company
  - Any other documents that can prove its relationship to potential legal group

#### Changing address in your current instruction

If the business partner has shifted to a new location, please provide one of the below official documents for confirmation:

- Confirmation email from the **direct customer** with subject company name/logo in signature (agent's mail is not acceptable)
- Notice of Moving with company stamp or business license containing the new location, provided by either direct customer or agent





# - Submit Verified Gross Mass (VGM)

#### **VGM Declaration**

Submit your instructions to prepare the Bill of Lading (BL) draft and declare the VGM of your shipment.

VGM = weight of cargo + tare weight of container

#### Submission needed: 48 hours prior to vessel arrival.

Mandatory as part of Korea port regulations and requirements.



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#### Manual submission:

Manually fill up the <u>VGM form</u> and submit to our VGM team at <u>sel.cargoreadiness@cma-cgm.com</u>. A manual submission fee of USD25/container will be charged.





### - Submit Export Declaration

#### **Export Declaration**

Submit your Export Declaration at the port, with details about your cargo.

#### Submission needed: 48 hours prior to vessel arrival.

Mandatory as part of Korea port regulations and requirements.



**Direct BL:** Submit on Logisview.

**User guide** 

House BL:

The forwarder will need to submit this directly to Korea customs.





### - Review and amend your Bill of Lading (BL)

Guidelines and timelines to review or amend your draft BL information.





### - Make payment

Find your invoice and get more information on our payment guidelines.

Access invoice online via Document Dashboard

Step by step guide

**Turnaround time:** After payment, your Bill of Lading (BL) will be released within 2 working hours.

#### Need to raise an invoice/NOA dispute?

Provide us with your invoice at <u>kr.invoicedisputes@cma-cgm.com</u> and clearly state the incorrect charges.

Turnaround time: You can expect a response in 7 days

#### Want to make payment but have not received an invoice?

Provide us with your BL number at <u>gbs.krfrtinv@cma-cgm.com</u>.

Turnaround time: The invoice will be sent within the day.

#### Made payment but BL still not released?

Check if the payment is made by a corporate account, as personal accounts will not be accepted.





### – Make payment (offline)

#### Things to note



Payment preparation Refer to bank beneficiary name and account details on the invoice for correct payment preparation.



Telegraphic transfer Please send the remittance slip, invoice and Bill of Lading (BL) number to bsn.importcs@cmacgm.com (for imports) sel.servicedelivery@cmacgm.com (for exports).



Import local charges Please upload the Remittance slip on Ulogishub when requesting for e-Delivery Order



**Cash payment** Please make payment within 14 calendar days after vessel departure.

Late by	Fee of
15 to 29 days	KRW 70,000
30 days or more	KRW 150,000



Corporate accounts only Payment from personal accounts are not accepted, please make payment from a corporate account.

BETTER WAYS CMACGM

Turnaround time: After payment, your BL will be released in 2 working hours.

### – Access your documents

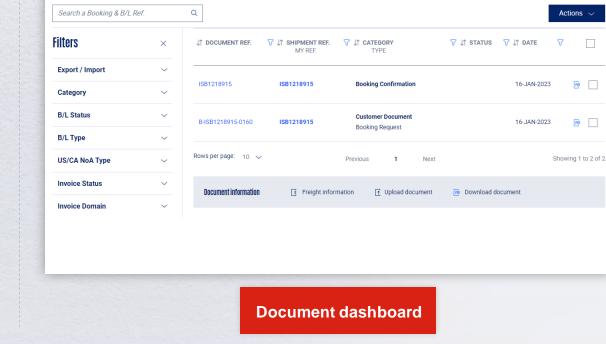
Access your shipment documents online.

#### **Documents Dashboard**

- Through our platform, access your document repository and edit your shipping easily, on-the-go
- · Access import and export documents
- View and correct your draft Bill of Lading (BL) or Sea Waybill, print the original documents or benefit from a fully digital BL

#### **Get more BL papers**

Drop us an email at <u>sel.servicedelivery@cma-cgm.com</u>, and we will revert with another Acknowledgement of Receipt (AOR).



Rate your document management experier

**Documents | Dashboard** 



### – Access your documents

Access your shipment documents online.

#### Import Documents not reflected on Document Dashboard?

Please contact <u>bsn.importcs@cma-cgm.com</u>

Turnaround time: You can expect a response within 2 working hours.

#### Export documents not reflected on Document Dashboard?

Send your BL number to the respective emails so that we can check why your BL was held back:

- Draft BL <u>gbs.krdoc@cma-cgm.com</u>
- Original BL <u>sel.servicedelivery@cma-cgm.com</u>
- Sea Waybill <u>gbs.krwebrelease@cma-cgm.com</u>

Turnaround time: You can expect a response within 4 working hours.





### - Track your shipments

#### **Shipment tracking**

Find shipment location, complete with timestamp, vessel and voyage information:

#### Track my shipment

#### Set up custom notifications

Receive the latest status alerts for your different needs, whether you want to be alerted when documents, e.g., Bill of Lading (BL), are available or want to flag out specific container statuses, e.g., container not gated in.

Video guide

#### Shipped On Board (SOB) date

SOB dates are available after vessel sail off. You can also refer to the estimated dates via <u>voyage finder</u>.

### Yet to receive the Notice of Arrival (NOA) but want to find out when your vessel will arrive?

Please provide us with your BL number via <u>bsn.importcs@cma-cgm.com</u> so that we can check on our system.

Turnaround time: You can expect a response in 2 working hours.

#### If tracking website shows up empty, it could mean that:

The information has yet to be transmitted into the system. Information is usually transmitted 8 working hours after the vessel sails.



### - Post-booking: Container return

#### **Shipment tracking**

Find shipment location, complete with timestamp, vessel and voyage information:

#### Returning of empty containers after destuffing of Laden Import Shipment

Please always refer to Depot Code in PLISM 3.0 as Empty Containers should almost always be returned to the discharged Terminal. However, there may be some exceptional cases based on the Carrier's policy or Terminal Contract.

#### Where is the returning depot for my empty containers?

Empty container returns can only be made in the Empty Return Depot Code shown in PLISM 3.0..

### Can I drop off my empty containers at a location other than the assigned depot?

Generally, it is not permitted, but drop-off requests at **Bukok CY** is acceptable. Using the ETRANS website eTrans3.0 (klnet.co.kr), the consignee can request for a change to 'Depot Bukok'.

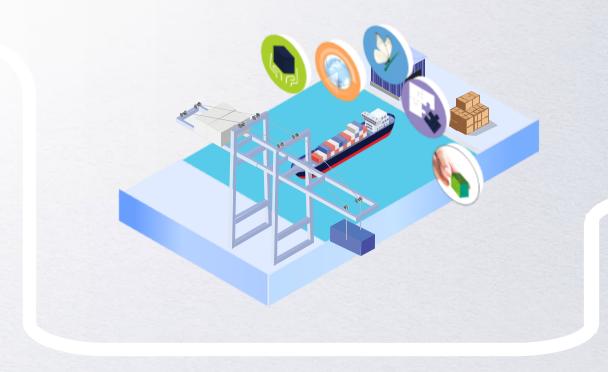
But please note that:

- The containers must be standard containers (20ST/40ST/40HC)
- If the containers has any logistic issues, drop-offs can be refused
- DOC (Drop-Off Charge) in advance rate: KRW 100,000 per container









### **CMA CGM+ Services**



### -CMACGM+ services

Find out more about our value-added services offer and complete your shipping experience.

Easily add complementary value-added services from the CMA CGM+ range to your **SpotOn instant quote**.



#### Cargo care Safeguard, protect

Safeguard, protect and secure your container shipments.



Supply chain agility Optimize every stage of your supply chain.



Environmental services Take control of the carbon footprint of your shipments.



Get business support services from an established commercial partner.



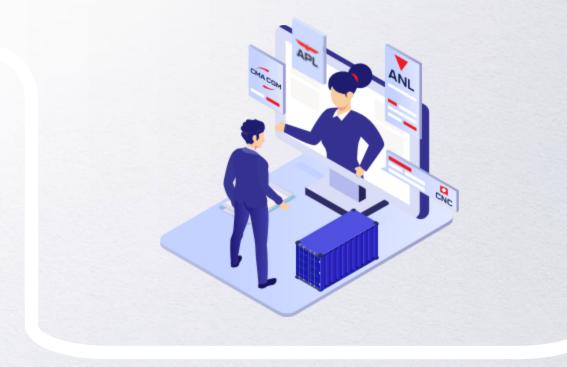
<u>Serenity</u> Get the right coverage to fit your cargo shipment needs.

### Our top selling products in Korea include:









### **Contact us**



### - Contact us

#### Need to reach out to our various departments?

Contacts

### Did not receive a response within the indicated turnaround time?

You can escalate your request with

Korea communication matrix

#### Need to speak to a Customer Service agent?

Access our one-stop solution for all customer queries:

#### My Customer Service

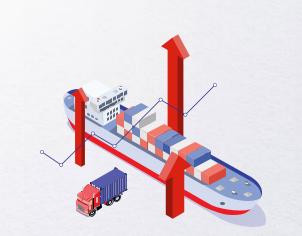
- Interact directly with our Customer Service agents and receive update notifications
- Easily gain an overview on your requests and their respective statuses
- Find answers to a wide range of questions in our Selfcare section

#### Not sure how it works? Find out more

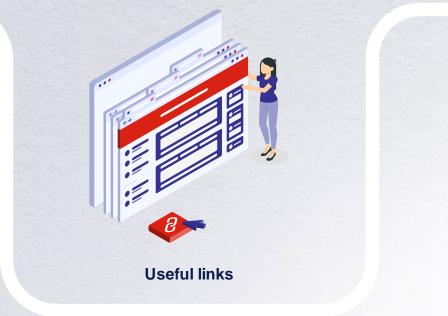
Demo video







Import, export and Demurrage and Detention charges





### Import, export and Demurrage and Detention charges

#### Import and export charges

Refer online at

https://www.cma-cgm.com/local/south-korea/tariffs-local-charges

#### **Demurrage and Detention (D&D) charges and free days** Get more information <u>here</u> or use our D&D calculators:



<u>Need more free time?</u> Choose the bundle that best suits your needs and extend your standard free time conditions up to 28 days.



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### - Useful links

Korea Local Site

CMA-CGM Korea Local Site

eBusiness	Korea
Charges finder	BNCT
Container tracking	DPCT
Demurrage and Detention Tariffs	<u>PNC</u>
Eco-calculator	<u>HPNT</u>
E-Commerce	<u>KIT</u>
Routing finder	<u>SNCT</u>
Voyage finder	

ports

Safety of Life at Sea (SOLAS) /Verified Gross Mass(VGM)

SOLAS - VGM management at CMA CGM



# THANK YOU

