

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.



CMA CGM Malaysia

BETTER WAYS  CMA CGM

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Getting started



Welcome

Introduction to CMA CGM Malaysia



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.

About CMA CGM Group



Global carrier



Oceania specialist



Trusted carrier of the U.S. government



Intra-Asia specialist

Key Figures



present in 160 countries



400 offices



750 warehouses



150,000 employees



584 vessels



serves 420 of the world's commercial ports



operates 257 shipping lines

— Introduction to CMA CGM Malaysia

As a fully-owned subsidiary of CMA CGM Group, we are part of the group's global network with:

[Visit our website](#)

 5 offices

 100+ services

 88 monthly calls

 15 terminals

 14 ports of calls

 25+ years of presence



— 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 CMA CGM account

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

[Register for an account](#)

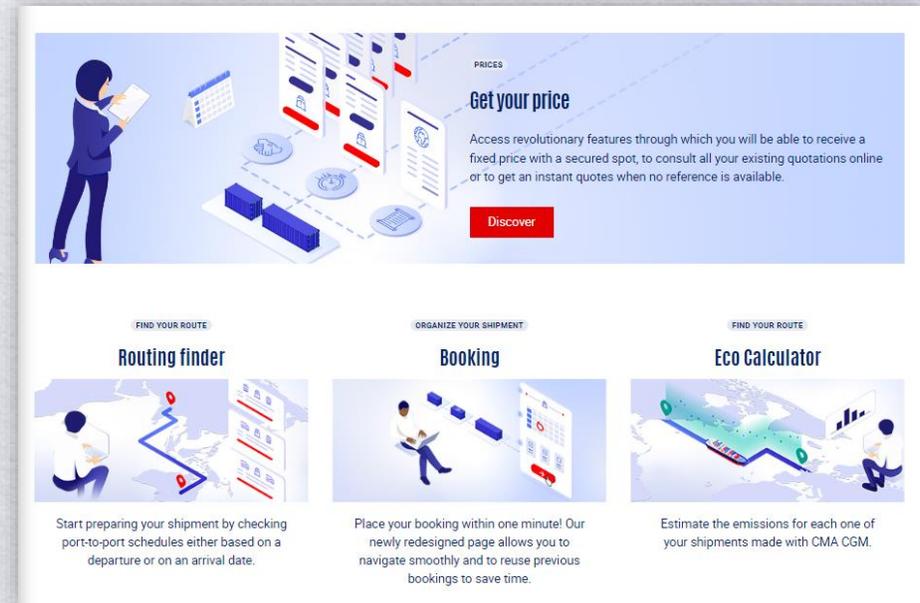
[Video guide](#)

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": Please email ecustomersupport@cma-cgm.com
- "Account not created": Kindly create and upload the necessary documents



Already have an account?

Find out how to reset your password or update your account details.

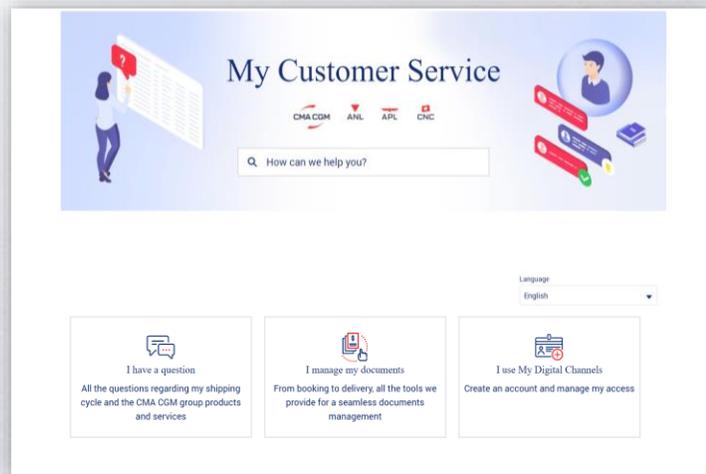
[Reset password](#)

[Update account details](#)

— 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.



[Visit the website](#)

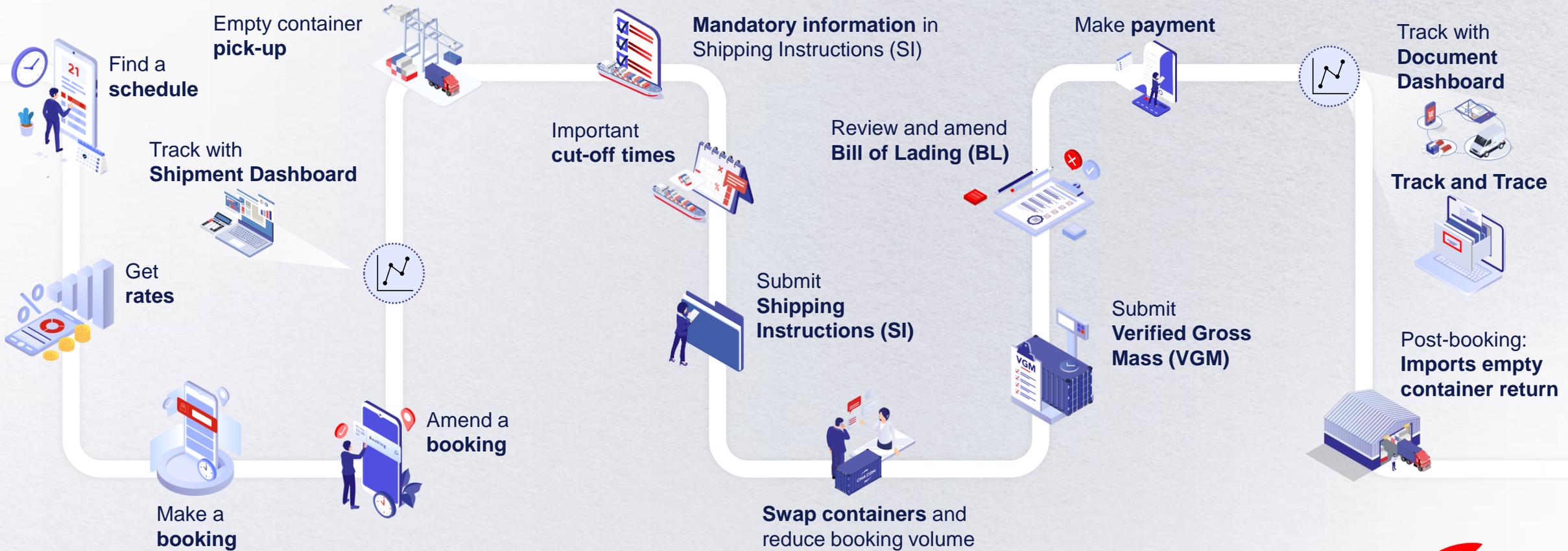
How to access our local website and subscribe to local news

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

[CMA CGM news](#)

Click on [Subscribe](#) in the right-side bar to receive the latest news via email.

Your shipment journey



— 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:

| | | | |
|---|-----------------------|-----------------------|----------------------|
|  | Route | Port | Voyage |
| | Routing finder | Port schedules | Voyage finder |

Schedule results
From **ADELAIDE to AUCKLAND** · Departure from **Friday, 27-JAN-2023** · 3 Weeks · [Modify Search](#)

⚠ No solution has been found for this query. You can find other solutions within the CMA CGM Group. Please find below the solutions of our partners.

| | | |
|---|--|---|
|  APL 3 solutions |  CNC 0 solution |  ANL 2 solutions |
|---|--|---|

Combined search

Looking for solutions under our other carriers?

No matter which carrier site you use, you can always find available solutions.

Not yet on My CMA CGM?

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 SpotOn quote, valid for 24 hours:



Find out more about our:

[Inland prices](#)

[Carrier charges](#)

[Public prices](#)

[Local charges](#)

**Also applicable to APL, ANL and CNC*

Spot On

Route details

Door to door available! [Show me](#)

Place of origin(optional)

Vessel departure from

Port of Loading

Port of Discharge

Place of delivery(optional)

Door-to-door:

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

Service contracts: Validity of rates

Note that your service contract will only cover a booking request if it is covered within the terms of your quotation or contract. Contact your usual sales representation for any amendments to your service contract.

| Service Contract | Booking Request |
|---|--|
| <ul style="list-style-type: none"> • POD: Los Angeles • Destination: Houston • Movement terms: CY/Ramp • Transport mode: CY/Road | <ul style="list-style-type: none"> • POD: Los Angeles • Destination: Houston • Movement terms CY/Ramp • Transport mode: CY/Rail |

E.g. In this illustration, the booking could not be confirmed as the booking request is not made in accordance to the service contract terms on the Transport mode.

— Make a booking

Already have a quote?

Access your existing quotes or contractual rates at:

My Quotations

If you received a quote from your salesperson-in-charge, you can check with them directly on the validity of your contract.



Make a booking

Complete your booking:

Booking

**Also applicable to APL, ANL and CNC*

Booking FAQs

Q: My booking was released to a later sailing. Why?

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, if we are unable to allocate you space on your requested vessel.

Q: Why are there no available sailings for more than 10 weeks?

A: Bookings can only be placed 10 weeks prior to vessel ETA in MY, and bookings on intended vessel with in 10 weeks can be released upon space approval

Q: My standard booking was delayed. Why?

A: Bookings may be delayed if allocation is exhausted and a check for extra space needs to be done, or if your shipment is awaiting approval (e.g. when shipping to OFAC sanctioned destinations, for Freight Collect or if shipping restricted commodities).

01

Enter your:

- Quotation number
- POL
- POD

02

Enter the details of your cargo

03

Select your vessel schedule

04

Add on the CMA CGM+ value-added services that you need

05

Make your booking

06

Get a notification when your booking has been submitted

Turnaround time:

General booking: Your booking will be confirmed in 1 working hour (subject to rate/space/equipment/compliance checks).

*Also applicable to APL, ANL and CNC

— Make a booking for special cargo or dangerous goods

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

Pre-booking acceptance

Special cargo OOG

- Complete the Out Of Gauge (OOG) form with all dimension information
- If stored in Flexi bags, please include relevant remarks with your Flexi application and mandatory documents (e.g. COA, MSDS & LOI). Such requests will be accepted on a conditional basis.

Dangerous Goods (DG)

- Submit a copy of DG Form & MSDS along with Booking request and in case of website down time please send it to: kua.bookings@cma-cgm.com
- All DG is subject to approval from the DG desk, even if the UN does not fall in our prohibited list.

Booking release

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

Turn time (provided all mandatory details are submitted):

CMA CGM vessel - 1 Working day to approve the cargo

Partner vessel - 2 working days to approve the cargo

3PF vessel - 3 working days to approve the cargo

If you would like to check on your booking kindly mail to our booking team at kua.bookings@cma-cgm.com.

Post-booking

Special cargo

- No turnaround time

Dangerous Goods (DG)

- DG Documents to be sent to kua.exportcs@cma-cgm.com and kua.cargoreadiness@cma-cgm.com 48 hours prior to vessel ETA

**Also applicable to APL, ANL and CNC*

— **Make** a booking for special cargo or dangerous goods

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

Why does it sometimes take 3 working days or longer to receive approval/booking confirmation for special cargo booking requests?

Special cargo, like hazardous or out-of-gauge items requires a more intricate validation process, which takes longer.

- For hazardous cargo bookings, to ease the process, we provide booking acknowledgement as the first step, subject to approval. Similar to a booking confirmation, you will receive a message acknowledging your booking and noting that confirmation is subject to approval. Following this, approvals are obtained from our Dangerous Cargo Officers, and the respective vessel or feeder operators in the case of partner vessels. Container pickup is to be done only after an approval message from us.
- For Out-Of-Gauge (OOG) and non containerized shipments, approvals from the vessel operator are similarly required. Besides that, standard checks for vessel allocation and space availability also need to be performed. Your OOG and non-containerized shipment bookings will only be released upon approval, unlike hazardous bookings where in booking acknowledgement is given.

If you do not receive a response within 3 working days, please refer to the [Communication Matrix](#) for further escalation



**Also applicable to APL, ANL and CNC*

— Amend a booking

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

Before the booking is released:

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

After the booking has been released:

Make your changes on My CMA CGM under the Shipment Dashboard.

For special bookings, amendments need to be made more than 5 working days before the vessel ETD.

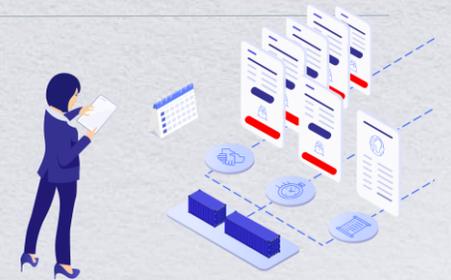
[Amend information](#)

[Step by step guide](#)

Turnaround time after making your request:

General booking: 2 working hours.

Special cargo or dangerous goods booking: 8 working hours.



Updating bookings or containers in the port system

- Containers can be gated-in to port only if the Booking Reference is updated in the respective port system – Westport, Northport, Johor and Penang
- This data is usually automatically transmitted via EDI from Carrier to Port system
- In the event of EDI failure, booking information would not be transmitted, which will prevent containers from being gated-in. We recommend that you check the port system prior to any gate-in arrangements, and in case any details are missed, please reach out to us immediately to manually update the information in the port system. We will ensure that such instances are kept to the minimum.

For missing booking information, [contact us](#) (under “Port system update”).

*Also applicable to APL, ANL and CNC

— 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

Shipment Dashboard | All Export/Import Shipments

[Download Now](#) • [Schedule an extract](#)

Create Booking Change view

Rate your shipment dashboard

All
My Shipments

History : 2 Months

| ↕ Shipment Ref <small>My Ref</small> | ↕ From <small>(Receipt or POL)</small> | ↕ POL <small>ETD</small> | ↕ Export Voyage <small>Vessel</small> | ↕ POD <small>ETA</small> | ↕ Shipment Status | ↕ To do |
|---|---|---|--|--------------------------------------|--------------------|----------------------------|
| ISB1224385 | ISKENDERUN , TR | ISKENDERUN , TR 14-FEB-2023 21:00 | 0NVD2N1MA MYNY | NOUAKCHOTT , MR 03-MAR-2023 07:00 | Booking Processing | ⋮ <input type="checkbox"/> |
| > ISB1218915 | ALIAGA (IZMIR AREA) , TR | ALIAGA (IZMIR AREA) , TR 16-FEB-2023 11:00 | 0HFDPN1MA CMA CGM BARRACUDA | SZCZECIN , PL | Cancelled | ⋮ <input type="checkbox"/> |
| > SIJ0417553 | SINGAPORE , SG | SINGAPORE , SG | | ROTTERDAM , NL | Cancelled | ⋮ <input type="checkbox"/> |
| > SIJ0417536 | SINGAPORE , SG | SINGAPORE , SG | | ROTTERDAM , NL | Cancelled | ⋮ <input type="checkbox"/> |

**Also applicable to APL, ANL and CNC*

— Empty container pickup (For export bookings)

For loading at Port Klang



Depot information

Your depot information is indicated in your booking confirmation for container collection.



Book a pick-up slot

Your haulier will need to book a pick-up slot with the depot and have approval to pick up empties. In the case of rejection, the reason for rejection with alternate dates can be found in the comments.



Rejection during pick-up

If the depot has accepted the Cargomove booking but the haulier had to return without a container, the depot will endorse a rejection on the consignment note. Please advise your haulier to revert with a full screenshot of this on Cargomove, along with the rejection note from depot as hard copy to claim futile trip.



Avoid Demurrage & Detention (D&D) fees

It is recommended to arrange for your empty pick-up based on the latest ETA from the port system. The depot will not control the release of equipment within standard free days.



Contact us

Please refer to the “Empties Pickup” section of our Communication Matrix for the contacts of all the ports

[Find your local contact](#)

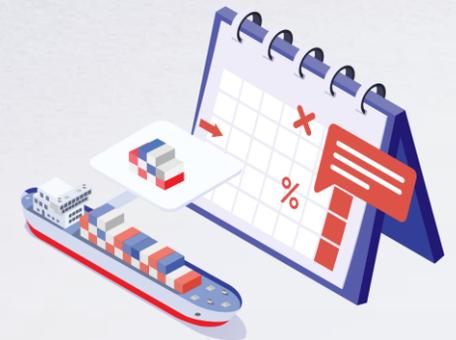
**Also applicable to APL, ANL and CNC*

— **Mandatory** information in Shipping Instructions (SI)

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

Mandatory information required for your shipment:

- Booking number
- Shipper
- Consignee
- Notify
- Receipt (if booking made with Place of receipt and carrier terms from inland ramp or door)
- POL (Port of Loading)
- POD (Port of Discharge)
- FPD (Final place of delivery, if booking made with delivery point and carrier terms at destination is either inland ramp or Door)
- Container number and seal number
- Number of packages
- Cargo description
- 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 Shipper Owned Containers (SOCs), please submit the Container Service Charges (CSC) certification
- For tank, a valid tank certification is needed



**Also applicable to APL, ANL and CNC*

— Important cut-off times

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

| | Destinations | Shipping Instructions (SI) cut-off | Manifest cut-off |
|--------|--|---|---|
| Export | Advance filing destinations: <ul style="list-style-type: none"> • U.S. • Europe • Canada • China • Japan • Mexico | 72 hours prior to ETA at the Port of loading in Malaysia Note: Irrespective of direct loading or bookings involve transshipment port connection, SI to be submitted 72 hours prior to loading at origin Malaysian port. If the ETA - 72 hours cut-off falls over the weekend on Saturday or Sunday, then SI cutoff can be extended till Monday 1200 hours, provided the SI is completed with the correct information. In the event, there is any discrepancy in SI information, the carrier will not be responsible in delay in BL manifest and rollover of shipment | 24 hours prior to ETA at the port of loading prior to POD |
| | Short transit non-advance filing destinations (Intra-Asia destinations) | 48 hours prior ETA at Port of loading Malaysia Note: Due to short transit timelines, Port of destination agents lock the manifest as soon as the vessel sails from port of loading. Upon manifest lock, any amendment to BL is subject to customs penalty and amendment fee from POD. Hence it is critical to provide a complete and correct SI 48 hours prior to ETA | Not applicable |
| | Long transit non-advance filing destinations | 24 hours prior to ETA at the Port of loading Malaysia | Not applicable |

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.

**Also applicable to APL, ANL and CNC*

– Submit Shipping Instructions (SI)

How to submit Shipping Instructions (SI)

- Electronic submission: **Submit online**
- Manual submission: ssc.myexportdocs@cma-cgm.com
- 3rd party submission (e.g., Intra)

When will I get billed with a late SI fee?

| Filing countries | Non-filing countries |
|-----------------------------------|----------------------|
| 24 hours to ETA (filing deadline) | Vessel ETD |

[How to merge or split an SI](#)

[How to update container details](#)

Turnaround time and release

| Bill of Lading (BL) draft turnaround time | Amendment turnaround time | Bill of Lading (BL) release |
|---|---------------------------|--|
| 8 working hours | 3 working hours | 8 working hours upon receipt of payment slip (cash customer) & 8 working hours upon vessel departure, provided BL draft is confirmed (credit customer) |

Export:

- For SI submission, enquiries about certificates, BL amendment and BL release, you may send them to ssc.myexportdocs@cma-cgm.com
- For BL collection, exchange rate and Telex release request, please send them to kua.exportsd@cma-cgm.com
- For invoicing, please send them to ssc.myexportdocs@cma-cgm.com

Re-export:

- For re-export requests, please place 2nd sector booking in advance, fill up the Letter of Indemnity (LOI), arrange for import payment and submit your request to our import team with the relevant documents

**Also applicable to APL, ANL and CNC*

— 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



– Swap containers and reduce booking volume

Swapping containers

Cut-off: 8 hours prior to ETA

Procedure

- a) Before gate-in: request should be made at least 8 hours prior to intended gate-in
- b) After gate-in: containers that are booked within the same vessel & POD can be swapped. For different PODs, we will have to cancel the existing plan and advise you on the next vessel.

Send your request to kua.cargoreadiness@cma-cgm.com and kua.exportcs@cma-cgm.com.



Reduce booking volume

Cut-off: before yard closing time

Procedure

Send your request to kua.cargoreadiness@cma-cgm.com and kua.bookings@cma-cgm.com. Our booking and cargo readiness teams will assist you in the deletion of excess volume in our system and the terminal system, respectively.

**Also applicable to APL, ANL and CNC*

— 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

Mandatory submission needed: 48 hours prior to vessel arrival.

VGM declaration is mandatory for loading as per SOLAS's regulation. Failure to declare or late declarations can lead to rollovers or a late fee.



Electronic submission:

Submit on [our website](#).



Manual submission:

Manually fill up the VGM form and submit to our VGM team at ssc.vgm@cma-cgm.com.

**Also applicable to APL, ANL and CNC*

— Submit Verified Gross Mass (VGM)

VGM declaration procedure

1. Declare in eSOLAS as “Terminal VGM” or “Shipper VGM”



For “Terminal VGM”:

2. Upon gate-in, the terminal will weigh the container, issue a certificate and transmit this information to our system

For “Shipper VGM”:

2. The shipper is responsible to upload the weight value, as per the eSOLAS registered weighing scale.
3. Upon gate-in, the terminal will weigh the container. “Shipper VGM” will be taken as the final VGM if there is less than 5% in variance. If the variance is more than 5%, the weight determined by the terminal will be taken as the final VGM and transmitted to our system.

Note: customers can also determine VGM before gate-in (e.g. via a 3rd party) and submit the information via our website.



Shipping to Canada?

- As per Canada’s terminal requirements, the declared VGM with carrier must not vary more than 5% against the total weight captured during the documentation stage, capped at a maximum of 500 KGM.
- It is highly recommended to declare in eSOLAS as “Shipper VGM”, to ensure that both weight declared at documentation stage and VGM with eSOLAS tally. This minimizes discrepancy between the VGM measured at gate-in and the weight provided in the Shipping Instructions.

[More information](#)

**Also applicable to APL, ANL and CNC*

— Review and amend your Bill of Lading (BL)

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

Review and approve the BL

Access the draft BL here:

Draft BL

Click on the BL's reference number to access the details and on the "Approve" button if all is in order.

Making amendments

Online: click on and click "Modify".

Manual: ssc.myexportdocs@cma-cgm.com.

Turnaround time: 3 working hours.

Any first amendment after receiving the Shipping Instructions (SI) will be subject to MYR 250 per BL



Issuance of BL

Access your BL by booking or reference number here:

Bill of Lading

Web print original BL:

Video guide

Opt for paperless BL:

Register

Find out more

BL issuance

The BL will be automatically issued if there is no confirmation made within 48 hours.

Resubmission and re-issuance

| | Subject to a fee of |
|---|---------------------|
| BL reissuance after OBL or SWB released | MYR 300 per BL |
| Resubmission for ACI | USD 50 per BL |
| Resubmission for AMS/ENS/AFR/CCAM/Mexico/Turkey | USD 40 per BL |
| Resubmission of South Africa | USD 35 per BL |



Save time and MYR 100/BL by opting for web printing your oBL at your own premises, rather than at our agency counter locations.

**Also applicable to APL, ANL and CNC*

— Make payment

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

Access invoice online via Document Dashboard

Timelines to receiving your invoice

| Invoice | Trade | Timeline |
|---------|----------------------------|---|
| Export | Short transits and CNC | Latest by vessel sailing date |
| | Long haul, CMA CGM and ANL | 8 working hours upon vessel sailing |
| Import | Long haul | 2- 3 days prior to vessel ETA at Malaysia |
| | Short haul | 1 day prior to vessel ETA at Malaysia, subject to loading confirmation at the previous load port, and latest by vessel arrival date in Malaysia |

Did not receive your invoice? Reach out:

- ssc.myexportdocs@cma-cgm.com (for export)
- ssc.myimpnoainvoice@cma-cgm.com (for import)

Find out more about our:

 [Late documentation fees](#)

Make a Payment

Pay online

Step by step guide

Turnaround time for Bill of Lading (BL) and Delivery Order (DO) release:

- Via bank transfer: within 8 working hours.
- Via online: within 4 working hours.

For BL and DO release, you can send your payment receipts to the contacts listed [here](#).



Made payment but still not released or rejected?

- Shipment will be on hold if there are invoices that are more than 7 days overdue for payment. Please look out for any past dues on your SOA (Statement of Accounts) from us.

**Also applicable to APL, ANL and CNC*

— Make payment

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

Need to raise an invoice dispute?

| Import shipments to Malaysia | Export shipments from Malaysia | Demurrage & detention (D&D) |
|--|--|--|
| kua.importdocs@cma-cgm.com ssc.myimpnoainvoice@cma-cgm.com | my.invoicedisputes@cma-cgm.com | kua.dnd@cma-cgm.com |

Attach your invoice via email and state the incorrect charges, within 7 calendar days of the invoice issuance date. The dispute will be resolved within 7 days.

When should I make payment once my invoice dispute is resolved? (Credit customer)

- As per the Carrier Standard Credit Terms & Conditions - upon resolution of the dispute, payment, as applicable, shall be made within 24 hours when the original invoice's due date has past or as per the original invoice's due date otherwise.

**Also applicable to APL, ANL and CNC*

— Access your documents

Access your shipment documents online.

Documents not reflected on Document Dashboard?

- Notice of Arrival (NOA) will only be reflected on consignee's account
- Invoices will only be reflected on payer's account
- Documents will only be ready 3 calendar days prior to vessel's arrival date for short haul and 5 calendar days for long haul



Bill of Lading (BL) not reflected on Document Dashboard?

The BL draft is usually published to the My CMA CGM account of the Shipping Instructions (SI) requestor, while the final BL is published to the web account that received the BL draft confirmation. Please always check if the correct web account is used to access the documents.

If the BL draft or final BL is still not found in your web account, please reach out to ssc.myexportdocs@cma-cgm.com to get the document sent to you by email. Additionally, please reach out to us at our Export SD hotline numbers mentioned under the "Export Documentation" section of our [communication matrix](#).

**Also applicable to APL, ANL and CNC*

— 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 [voyage finder](#).

Yet to receive Notice of Arrival (NOA)?

NOA will be shared to you 3 days before the ETA

Want to find out when your vessel will arrive?

Please visit our website's shipment tracking to be informed on the whereabouts of your container.

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: Import empty container return

| Discharge port | Empty return container information | Point-of-contact for queries |
|-----------------|---|--|
| Port Klang | Refer to eDO (e-Delivery Order) in Westport and Northport | kua.logistics@cma-cgm.com |
| Pasir Gudang | Refer to Notice of Arrival | psg.logistics@cma-cgm.com |
| Tanjung Pelepas | Refer to Notice of Arrival | psg.logistics@cma-cgm.com |
| Penang | Refer to PELKON system eDO | pen.logistics@cma-cgm.com |

Add-on services



CMA CGM+ Services

— CMA CGM+ 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 and secure your container shipments.



Environmental services

Take control of the carbon footprint of your shipments.



Serenity

Get the right coverage to fit your cargo shipment needs.



Supply chain agility

Optimize every stage of your supply chain.



Business support

Get business support services from an established commercial partner.

Our top selling products in Malaysia include:



1

[FREETIME extended](#)



2

[SERENITY cargo value guarantee](#)



3

[BILL OF LADING paperless](#)

Get support

LNGPOWERED



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

[Malaysia communication matrix](#)

Need to speak to a Customer Service agent?

Access our one-stop solution for all customer queries:

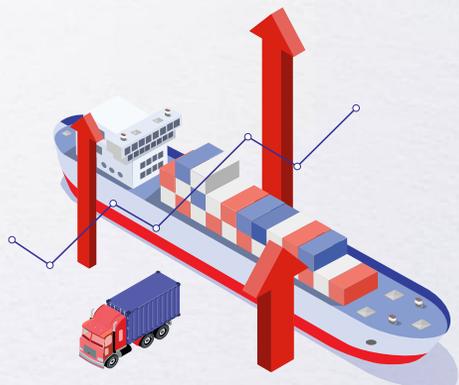
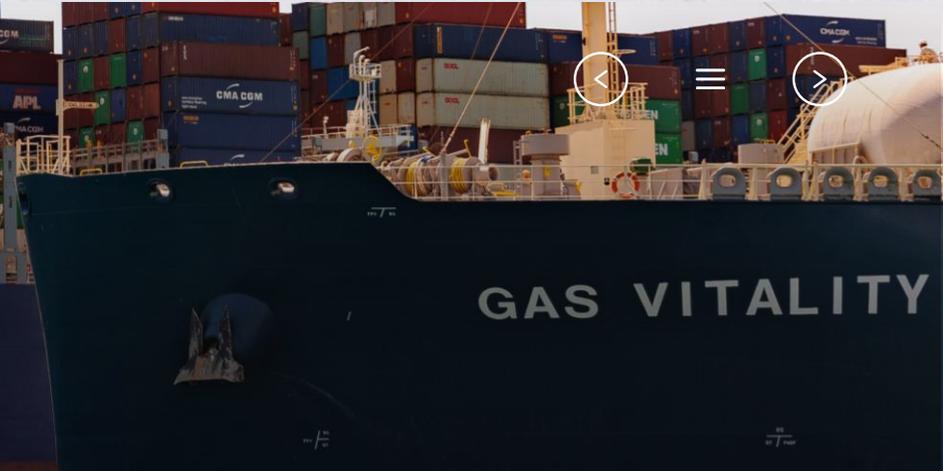
[My Customer Service](#)

- 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](#)

CMA CGM



Import, export and Demurrage and Detention charges



Useful links

— Import, export and Demurrage and Detention charges

Import and export charges

Refer online at

<https://www.cma-cgm.com/local/malaysia/tariffs-local-charges>.

Demurrage and Detention (D&D) charges and free days

Get more information [here](#) or use our D&D calculators:

- CMA CGM
- ANL
- CNC
- APL

Video guide

[Need more free time?](#) Choose the bundle that best suits your needs and extend your standard free time conditions up to 28 days.

— Useful links

eBusiness

[Charges finder](#)

[Container tracking](#)

[Eco-calculator](#)

[My CMA CGM](#)

[Routing finder](#)

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[Communication matrix](#)

[Change of Telephone numbers
effective 3rd Jul, 2023](#)

Verified Gross Mass (VGM)

[VGM Submission for Canada Shipments](#)



THANK YOU