

# CUSTOMER ESSENTIALS

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*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 Taiwan

BETTER WAYS  CMA CGM

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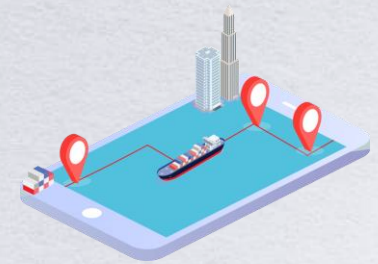
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# Getting started



Welcome

## Introduction to CMA CGM Taiwan



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



155,000 employees



593 vessels



serves 420 of the world's commercial ports



operates 257 shipping lines

# Introduction to CMA CGM Taiwan

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



3 offices



2 direct services



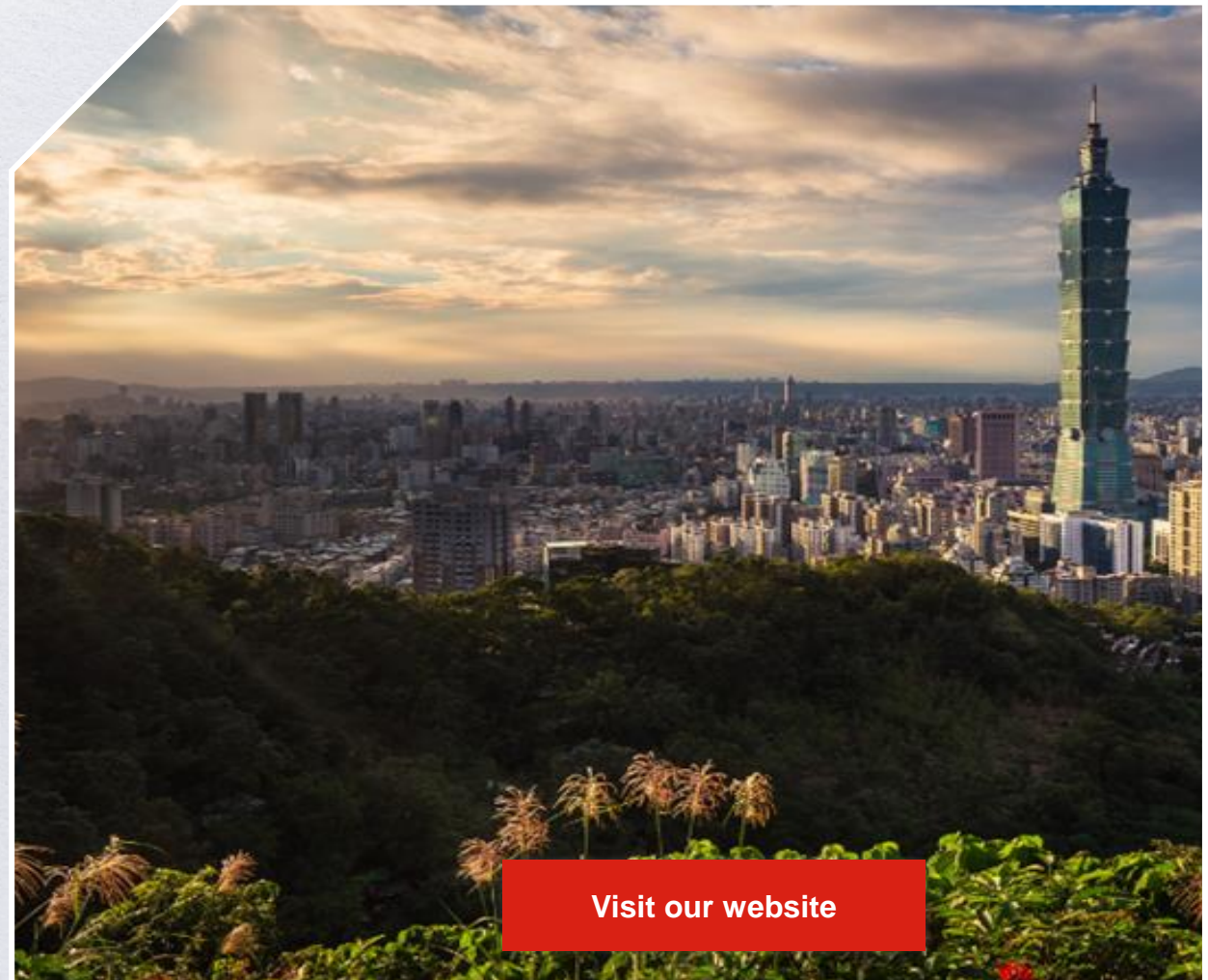
16 feeder services



3 ports of calls



+50 services to worldwide



# — 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](#)

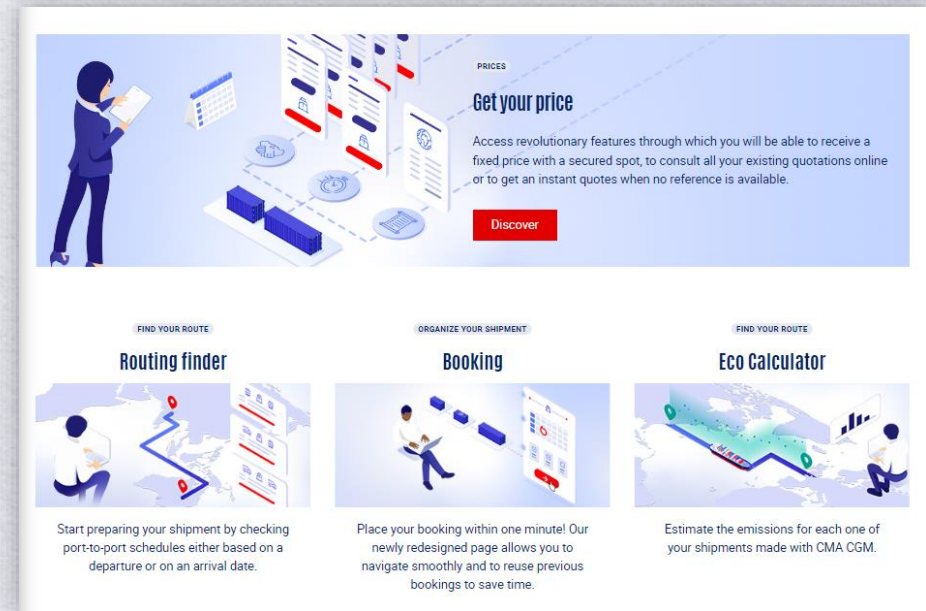
[Video guide](#)

## 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“: You may email [ecustomersupport@cma-cgm.com](mailto:ecustomersupport@cma-cgm.com), or contact customer service(Hyper Link to "Find your customer service slide"
- "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](#)

# — 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**  
**Joseph: Yes please.**



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



# 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.*

## 3 convenient ways to find your schedule

### 03. CMA CGM website

Find the service you need based on a specific:

#### Route

Routing finder

#### Port

Port schedules

#### Voyage

Voyage finder

#### Combined search

Available solutions from all our carriers will be shown in the results.

### 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:

**SpotOn**

**Video guide**

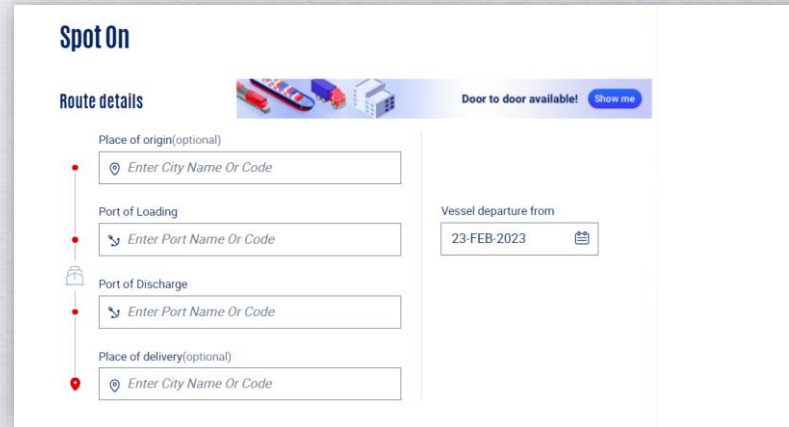
Find out more about our:

 [Carrier charges](#)


 [Local charges](#)

 [Public prices](#)


*\*Also applicable to APL, ANL and CNC*



**Spot On**

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

Place of origin(optional)

Port of Loading  Vessel departure from  
 23-FEB-2023 

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.

*\*Also applicable to APL, ANL and CNC*

# — 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.

## Booking FAQs

You can contact customer service in case you meet any problem during your booking.

**Find FAQs at CMA CGM Taiwan local website**

## Make a booking

Complete your booking:

**Booking**

**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 2 working hours.

*\*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

Send your pre-booking acceptances to [twm.booking@cma-cgm.com](mailto:twm.booking@cma-cgm.com)

### Special cargo

- Complete the Out Of Gauge (OOG) form

### Dangerous Goods (DG)

- Attach a copy of the Material Safety Data Sheet (MSDS) & DG Documents.
- 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 – **2 working days**
- Partner vessel – **3 working days**

You can check your booking via [twm.booking@cma-cgm.com](mailto:twm.booking@cma-cgm.com)



## Post-booking

### Dangerous Goods (DG)

- The shipper is required to mail their final DG documents with container number to our customer service team at the cut-off date, and welcome to approach us thru [tpe.customerservice@cma-cgm.com](mailto:tpe.customerservice@cma-cgm.com)

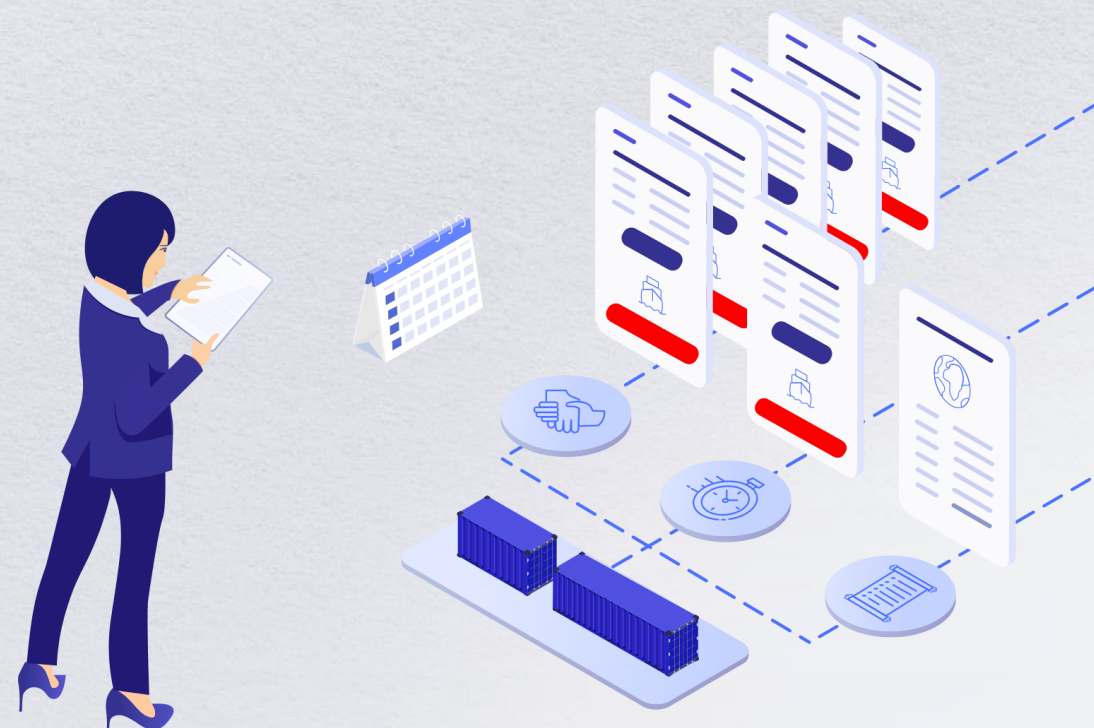
*\*Also applicable to APL, ANL and CNC*

# — Amend a booking

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

## **Making an amendment before or after the booking is released:**

Send your changes to the respective contact in our booking team: [tw.booking@cma-cgm.com](mailto:tw.booking@cma-cgm.com)



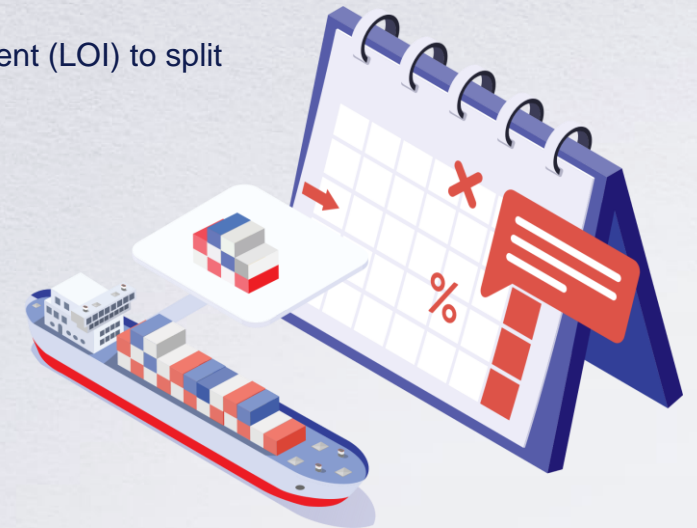
*\*Also applicable to APL, ANL and CNC*

# — **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 order number (S/O Number)
- Shipper (Name, detail address, telephone number, tax ID etc)
- Consignee (Name, detail address, telephone number, tax ID etc)
- Notify (Name, details address, telephone number, tax ID etc)
- POL/Receipt
- POD/FPOD
- Container number and seal number
- Number of packages, package type, Weight & Cube
- Cargo description/Commodity
- Payment terms (prepaid or collect)
- Bill type(negotiable Bill of Lading(BL) or Waybill)
- HS code (6 digits)
- NVOCC Type (POD is or FPOD is United States/Canada/Puerto Rico/Virgin Islands, U.S./Japan)
- Split or combined BL (Submit your letter of intent (LOI) to split one container into multiple Bill of Lading(BL))



*\*Also applicable to APL, ANL and CNC*

# – Submit Shipping Instructions (SI)

## How to submit Shipping Instructions (SI)

- Electronic submission – [Please refer to user guide](#)
- 3<sup>rd</sup> party submission (e.g., Intra)

For urgent enquiries, please reach out to our team at [gbs.tws@cma-cgm.com](mailto:gbs.tws@cma-cgm.com).

## 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	2 working days after vessel sailing

For questions related to SI submission or BL amendment, you can reach out to [gbs.tws@cma-cgm.com](mailto:gbs.tws@cma-cgm.com).

*\*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





*\*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**

As the VGM cut off time differs between schedules, [find your respective cut-off time](#) and submit before the cut-off.



**Electronic submission:** Submit on our carrier websites.



*\*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.*

## Issuance of BL

Access your BL by booking or reference number here:

**Bill of Lading**

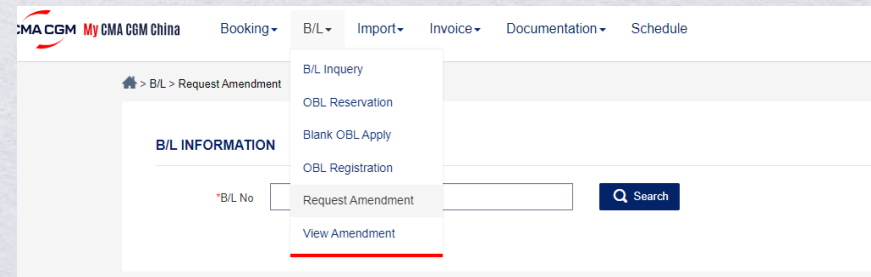
Web print original BL:

**Video guide**

Opt for paperless BL:

**Find out more**

**1. Select "Request Amendment" under the "B/L" menu & Note: you can check for the status of previous requests at "View Amendment"**



**2. Select B/L amendment out of the list of services. Upload the attachment, then submit the request**

CLP special LOI	0 CNY/BL
Split Bill of Lading	400 CNY/BL
Export Bill of Lading Amendment (General amendment requests eg. BL parties, marks, description, cargo information, seal, payment term/place, reefer temp. before vessel departure, OOG dimension, transport mode(rail/road),movements(FCL / LCL) etc.)	400 CNY/BL
Export Bill of Lading-Change of invoice (Payer/Currency/Payment place of surcharge /Charges on BL)/Cancel Tax Invoice	400 CNY/BL
Export Bill of Lading-Change of Service Quotation	400 CNY/BL
Export Bill of Lading-Before vessel departure,Change of Destination/Movement Term(port to door) /Vessel/Hazardous Details	400 CNY/BL

## Making amendments

**Online:** submit your amendments via MY CMA CGM China

**Turnaround time:** 3 working hours

**Surcharges:** The charges of B/L relative services will be showed when you select the service from the list.

# Reserve VAT tax invoice

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

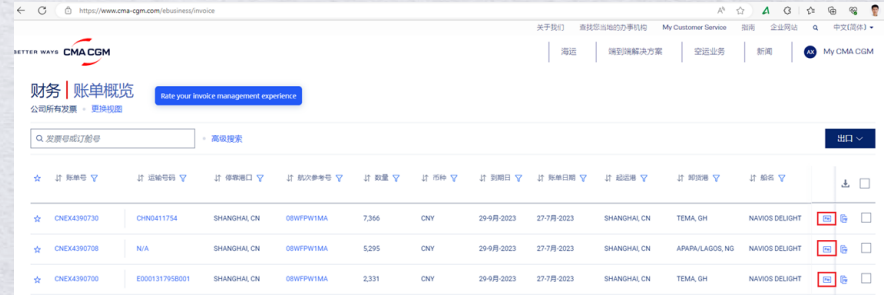
## Access invoice online via Document Dashboard

- A Export invoice**  
*Before ETD+2 working days*
- B Cross-payments**  
*Cross Payments within Great China Scope: Before ETD+2 working days*
- C Import invoice & Notice of Arrival (NOA)**  
*NOA: 2 working days before ETA*  
*Invoice: Please contact your POD import customer service team about invoice reservation or local shipping agent's contact*

### For invoice requests or disputes

You can reach out to [gbs.twnfrtinvc@cma-cgm.com](mailto:gbs.twnfrtinvc@cma-cgm.com). You can expect a response within same day of your email.

*\*Also applicable to APL, ANL and CNC*



**Turnaround time:** Your Bill of Lading (BL) will be released within same day of payment after 2 days vessel departure

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

You can download an invoice on website or provide our respective cashier with your BL number.

	Contact
Taipei	<a href="mailto:tpe.cashier@cma-cgm.com">tpe.cashier@cma-cgm.com</a>
Taichung	<a href="mailto:thg.counter@cma-cgm.com">thg.counter@cma-cgm.com</a>
Kaohsiung	<a href="mailto:bko.counter@cma-cgm.com">bko.counter@cma-cgm.com</a>

*\*Also applicable to APL, ANL and CNC*

# — Make payment (offline)

## Things to note



### Access your invoice

You can access and download your invoice via CMA CGM website.



### Payment preparation

Refer to [Payment Notification](#) for correct payment preparation.



### Telegraphic transfer

To process your offline payment, please send the remittance slip, invoice and Bill of Lading (BL) number to your local

**Account receivable contacts**

*\*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 customer 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](#).

## 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.

*\*Also applicable to APL, ANL and CNC*

# — Post-booking: Container return

Things to note for importers returning empty containers:



## Cleaning of container

Please only return your empty containers after sweeping, washing with water, removing dirt and drying to avoid incurring additional repair and cleaning fees



## Returning depot

Please refer to the Equipment Interchange Receipt (EIR).



## Rejection of container return

In the event that the depot rejects your empty container return, contact us at [tpe.importcs@cma-cgm.com](mailto:tpe.importcs@cma-cgm.com)

**For any enquiries:**  
Reach out to your

**Local contact**

# 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 Taiwan include:



[CUSTOMS CLEARANCE solutions](#)



[SERENITY deductible guarantee](#)



[SMART containers](#)



# LNGPOWERED



## Find your local contact

Booking

Documentation

Invoice

Account receivable-receipt

Container return

*\*Also applicable to APL, ANL and CNC*

# — Booking contacts

**For any of your booking enquiries**

Reach out to the respective booking contact: [twm.booking@cma-cgm.com](mailto:twm.booking@cma-cgm.com)



*\*Also applicable to APL, ANL and CNC*

# — Documentation contacts

## For any of your documentation enquiries

Reach out to the respective documentation contact:: [gbs.tws@cma-cgm.com](mailto:gbs.tws@cma-cgm.com)

*\*Also applicable to APL, ANL and CNC*

# — Invoice contacts

## For your invoice requests and disputes

### Export invoice & Cross payment

Process	Region	Generic mailbox
Taiwan cross payment	Taiwan	<a href="mailto:tpe.crosspayments@cma-cgm.com">tpe.crosspayments@cma-cgm.com</a>
Freight	Taiwan	<a href="mailto:gbs.twnfrtinv@cma-cgm.com">gbs.twnfrtinv@cma-cgm.com</a>
Invoicing	Taipei / Keelung / Taoyuan	<a href="mailto:tpe.cashier@cma-cgm.com">tpe.cashier@cma-cgm.com</a>
invoicing	Taichung	<a href="mailto:thg.counter@cma-cgm.com">thg.counter@cma-cgm.com</a>
Invoicing	Kaohsiung	<a href="mailto:Bko.counter@cma-cgm.com">Bko.counter@cma-cgm.com</a>

### Demurrage & Detention (D&D) invoices

Process	Region	Generic mailbox
D&D invoices	Taiwan	<a href="mailto:tpe.ddsm@cma-cgm.com">tpe.ddsm@cma-cgm.com</a>

### Import invoice & Notice of Arrival (NOA)

Process	Region	Generic mailbox
Invoicing	Taipei / Keelung / Taoyuan/Taichung	<a href="mailto:tpe.cashier@cma-cgm.com">tpe.cashier@cma-cgm.com</a>
Invoicing	Kaohsiung	<a href="mailto:Bko.counter@cma-cgm.com">Bko.counter@cma-cgm.com</a>
Notice of Arrival	Taiwan	<a href="mailto:gbs.cqimport@cma-cgm.com">gbs.cqimport@cma-cgm.com</a>

*\*Also applicable to APL, ANL and CNC*

# — Account receivable-receipt contacts

## For your payment enquiries

After you have made payment, please inform the relevant units based on your B/L release location, per the table below:

	CMA/ANL/CNC*		
	B/L release in Taipei	B/L release in Taichung	B/L release in Kaohsiung
Email	<a href="mailto:gbscq.tw.receipt@cma-cgm.com">gbscq.tw.receipt@cma-cgm.com</a>		
Copy	<a href="mailto:tpe.cashier@cma-cgm.com">tpe.cashier@cma-cgm.com</a>	<a href="mailto:thg.counter@cma-cgm.com">thg.counter@cma-cgm.com</a>	<a href="mailto:bko.counter@cma-cgm.com">bko.counter@cma-cgm.com</a>

	U.S. Government Bill of Lading/ military cargo		
	B/L release in Taipei	B/L release in Taichung	B/L release in Kaohsiung
Email	<a href="mailto:TPE.ELEE@cma-cgm.com">TPE.ELEE@cma-cgm.com</a> ; <a href="mailto:TPE.SHALAN@cma-cgm.com">TPE.SHALAN@cma-cgm.com</a>		

\*For **import** note : except following case, all the payment should pay to CMA CGM office.  
 Taipei(CNC) : Pay at KEL port agent (PROSPERITY ENTERPRISE SHIPPING AGENCY CO., LTD).  
 Taichung (all brand): Pay at TXG port agent (GLORY SHIPPING AGENCY CORP).



*\*Also applicable to APL, ANL and CNC*

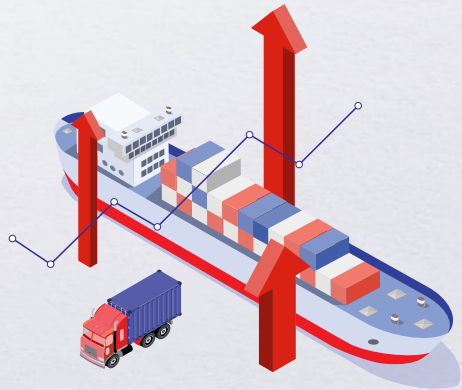
# — Container return contacts

For your post booking and container return enquiries:

Port of Discharge	Contact Email
Keelung	<a href="mailto:tpe.importcs@cma-cgm.com">tpe.importcs@cma-cgm.com</a>
Taichung	
Kaohsiung	
Taipei	



# Additional local information



Import, export and Demurrage and Detention charges



Useful links

# — Import, export and Demurrage and Detention charges

## Import and export charges

Refer online for your respective carrier:

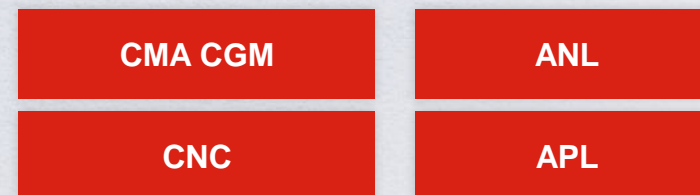


## Demurrage and Detention (D&D) charges and free days

Refer online for your respective carrier:



Or use our D&D calculators:



[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](#)

[Demurrage and Detention \(D&D\) tariffs](#)

[Eco-calculator](#)

[My CMA CGM China](#)

[My CMA CGM](#)

[Routing finder](#)

[Voyage finder](#)

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

[SOLAS – VGM management at CMA CGM](#)



**THANK YOU**