

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 Bangladesh

BETTER WAYS  CMA CGM

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Getting started



Welcome

Introduction to CMA CGM Bangladesh



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 Bangladesh

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

[Visit our website](#)

 3 offices

 35 services

 32 monthly calls

 5 weekly calls

 2 ports of calls

 2 intermodal points



— 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](#)

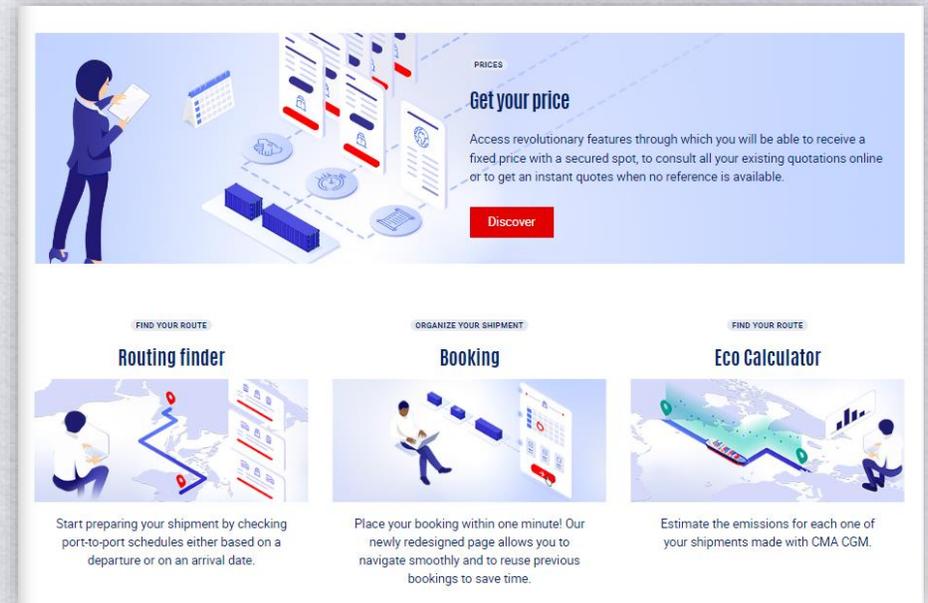
[Video guide](#)

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": Kindly 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.

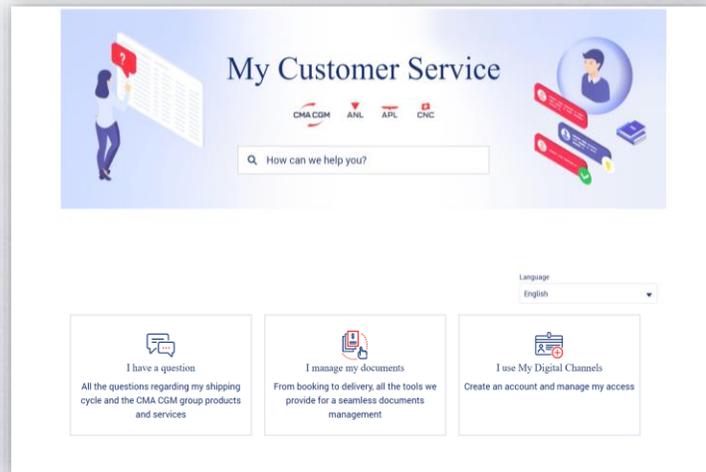
[Reset password](#)

[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](#)

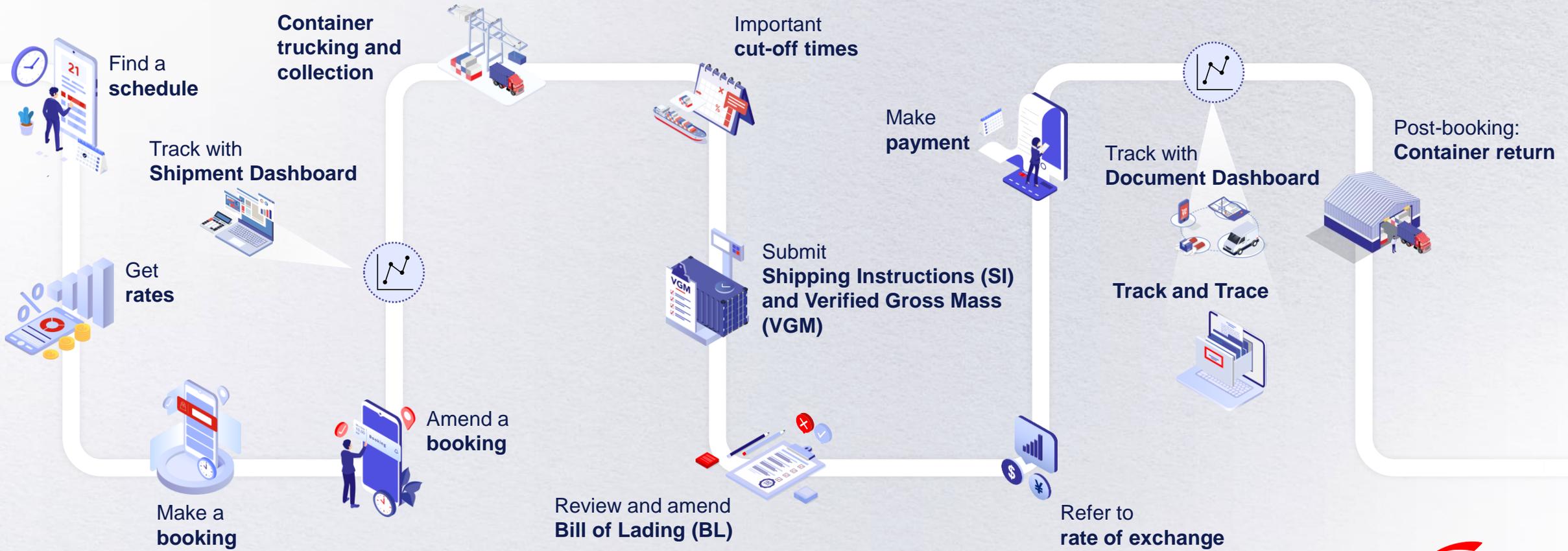
[ANL news](#)

[CNC 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
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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:

SpotOn

Video guide

Find out more about our:

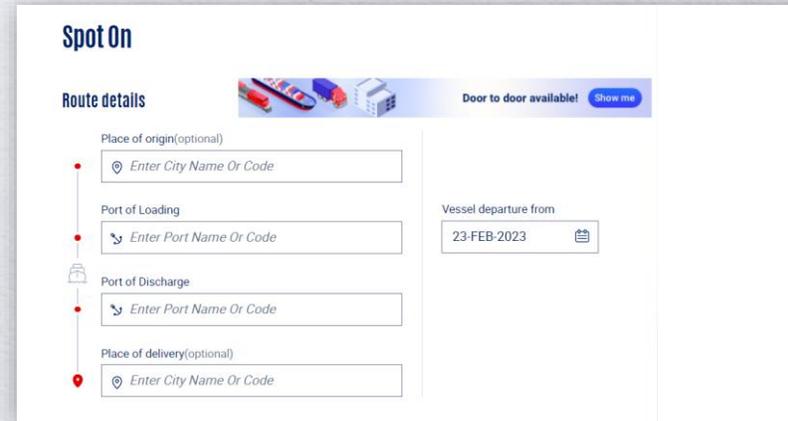
 [Inland prices](#)

 [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)

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

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.

Make a booking

Complete your booking:

Booking

01

Enter your:
• Quotation number
• POL
• POD

02

Select your vessel schedule

03

Enter the details of your cargo

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 (subject to rate/space/equipment/no other compliance issue).

**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

- Complete the Out Of Gauge (OOG) form

Dangerous Goods (DG)

- Attach a copy of the Material Safety Data Sheet (MSDS) and send it to dkh.exportcs@cma-cgm.com. 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 with our booking team at dkh.booking@cma-cgm.com.



Post-booking

Special cargo

- No turnaround time

Dangerous Goods (DG)

- The shipper is required to mail their final PM4 document with container number to dkh.exportcs@cma-cgm.com, 2 working days prior to vessel ETA latest by 2pm

**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 the booking is released:

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

Turnaround time after making your request:

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

Making an amendment after the booking has been released:

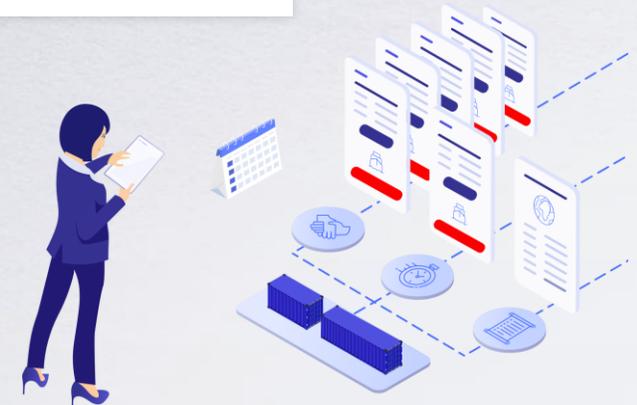
Make your changes on My CMA CGM under the Shipment Dashboard.
For special bookings, amendments need to be made more than 5 working days before the vessel ETD.

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.



*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 <small>Status</small>	↕ To do	<input type="checkbox"/>
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*

— Container trucking and collection

When collecting your empty container from the depot:



Depot information

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



Engage external haulier

You will need to engage an external haulier to assist in the container pick-up for stuffing.



Enquire about equipment

Send your enquiries or claims on damaged container replacements (with photos) to chi.log@cma-cgm.com. Receive a response in 2 working hours.

When gating in:



Vessel berthing location

After stuffing your container with your haulier, they can retrieve the vessel berthing location from the [CPA website](#).

**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.

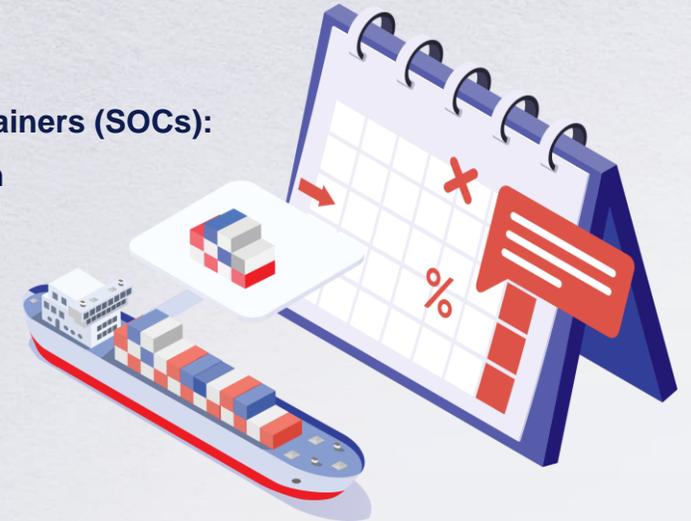
Mandatory information required for your shipment:

- Booking number
- Shipper
- Consignee
- Party to notify
- POL/Receipt
- POD
- 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 stuffing period for Shipper Owned Containers (SOCs):

- Container Service Charges (CSC) certification
- Valid tank certification (for tank)



**Also applicable to APL, ANL and CNC*

— Important cut-off times

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

Export	Manifest filing applies for*		Shipping Instructions (SI) cut-off	Manifest cut-off
	<ul style="list-style-type: none"> • Canada filing: Advanced Cargo Information (ACI) • US filing: Advanced Manifest System (AMS) • Japan filing: Japan Advance Filing Rules (AFR) • Mexico filing: Asociacion Mexicana des Agentes Navieros A.C (AMANAC) • China filing: China Custom Advance Manifest (CCAM) • Europe filing: Entry Summary (ENS) 	In general	Sailing date of feeder vessel from origin POL	48 hours prior ETA at transshipment port
<ul style="list-style-type: none"> • Long haul services 		1 day prior to ETD	Per various PODs regulatory timelines	

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**
- 3rd party submission (e.g., Intra)

When will I get billed with a late SI fee?

SI cut off

Sailing date of Feeder Vessel from origin POL

[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	3 hours after vessel departure

Export:

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



**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: Prior to feeder vessel (FVSL) sailing day

As part of regulations mandated by the Ministry of Shipping of Bangladesh.



Electronic submission:

Submit on [our website](#).



Manual submission:

Manually fill up the VGM form and submit to our VGM team at dkh.exportcs@cma-cgm.com. A fee will be charged to the shipper at USD\$ 25 per container.

*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

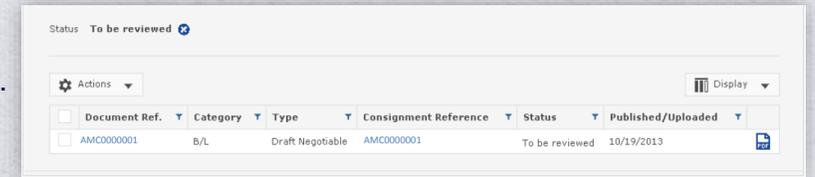
Online: click on  Actions and click "Modify".

Turnaround time : 3 working hours.

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

Turnaround time: 3 working hours.

Any amendment made more than 3 days after the ATD will be subject to a USD \$50 fee.



Issuance of BL

Access your BL by booking or reference number here:

Bill of Lading

Web print original BL:

Video guide

Find out more

BL issuance

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

Refiling

	Subject to a fee of
Refiling for ENS/AMS/ACI/AFR fee	USD \$50 per BL

**Also applicable to APL, ANL and CNC*

— Rate of exchange

Rate of Exchange | Search

Voyage Reference ⓘ

Rate of exchange at

Import
Export

Port

Payment Location ⓘ

Payment currency (Optional) ⓘ

Choose a Currency
▼

Search

<https://www.cma-cgm.com/core-services>

Rate of exchange

Cross check your invoice against the rate of exchange

Interested to know the rate of exchange used in your invoice calculation?

Simply enter your voyage reference and port information. Rate of exchange information will be uploaded 5 days before the vessel departure date for exports and 10 days before the vessel arrival date for import shipments.

You can retrieve your voyage reference number from your [shipment dashboard](#), under Export Voyage.

Shipment Dashboard | All Export/Import Shipments

Create Booking
Change view

Download Now • Schedule an extract

All My Shipments

History : 2 Months ▼

Shipment Ref My Ref	Subscribed services	From (Receipt or POL)	POL ETD	Export Voyage Vessel	POD ETA	Shipment Status	To do
> GTD0794629	0	LAEM CHABANG , TH	LAEM CHABANG , TH 24-JUL-2023 00:00	0QDDSN1NC TS BANGKOK	TOKYO , JP 05-AUG-2023 08:30	Booked	Submit SI
> GTD0794617	0	LAEM CHABANG , TH	LAEM CHABANG , TH 23-AUG-2023 03:00	0QIFON1NC CNC VENUS	KAOHSIUNG , TAIWAN , CHINA 30-AUG-2023 00:00	Booked	Submit SI

*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

A Export invoice
Publish in website 2 days after ETD BDCGP
Invoice request: dkh.exportsd@cma-cgm.com
Invoice dispute: bd.invoicedisputes@cma-cgm.com

B Import invoice & Notice of Arrival (NOA)
Invoice request chi.importsd@cma-cgm.com
Invoice dispute: bd.invoicedisputes@cma-cgm.com

You can expect a response in 7 days.

Make a Payment

Step by step guide

Want to make payment but have not received an invoice?

Provide us with your BL number at

	Email contact
Exports	dkh.exportsd@cma-cgm.com
Imports	chi.importsd@cma-cgm.com

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

**Also applicable to APL, ANL and CNC*

— Make payment (offline)

Things to note



Payment preparation

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



BFTN transfer

Please send the remittance slip, invoice and Bill of Lading (BL) number to dkh.finance@cma-cgm.com



Payment by Payorder

Calendar days since vessel departure	BL late payment/late pick-up fee
11 to 15 days	1500 BDT/BL per calendar day
16 days onwards	1000 BDT/BL per calendar day

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

*Also applicable to APL, ANL and CNC

— 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 dkh.exportsd@cma-cgm.com, and we will revert with another Acknowledgement of Receipt (AOR).



Documents | Dashboard Rate your document management experience

Search a Booking & B/L Ref. Actions

Filters ×

- Export / Import ▾
- Category ▾
- B/L Status ▾
- B/L Type ▾
- US/CA NoA Type ▾
- Invoice Status ▾
- Invoice Domain ▾

DOCUMENT REF. SHIPMENT REF. MY REF. CATEGORY TYPE STATUS DATE ▾

ISB1218915	ISB1218915	Booking Confirmation	16-JAN-2023		<input type="checkbox"/>
B-ISB1218915-0160	ISB1218915	Customer Document Booking Request	16-JAN-2023		<input type="checkbox"/>

Rows per page: 10 ▾ Previous 1 Next Showing 1 to 2 of 2

Document information Freight information Upload document Download document

Document dashboard

**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



BL not reflected on Document Dashboard?

- For negotiable BL:
 1. Surrender your Original Bill of Lading (OBL) by dropping an email to dkh.exportsd@cma-cgm.com with the reason for surrendering and ensuring that the back of the OBL is endorsed
 2. Check if the Telex Message or OBL was received
 3. Provide us with your BL number at dkh.exportsd@cma-cgm.com so that we can check why the BL is held back
- For Sea Waybill :
 1. Provide us with your BL number at ssc.bdexportdocs@cma-cgm.com so that we can check why the BL is held back

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

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

Please provide us with your BL number via chi.importsd@cma-cgm.com.

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

If there are any delays, the revised NOA will be shared to you 3 working days before the new ETA.

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.

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

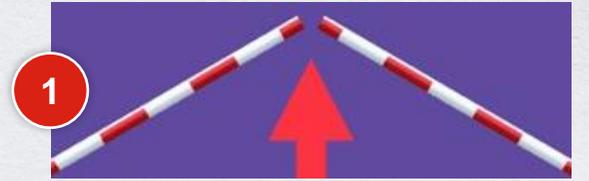
Optimize every stage of your supply chain.



Business support

Get business support services from an established commercial partner.

Our top selling products in Bangladesh include:



[CUSTOMS CLEARANCE solutions](#)



[SERENITY deductible guarantee](#)



[SMART containers](#)

LNGPOWERED

Get support



Where to find your information



Contact us

— Where to find your information: My CMA CGM

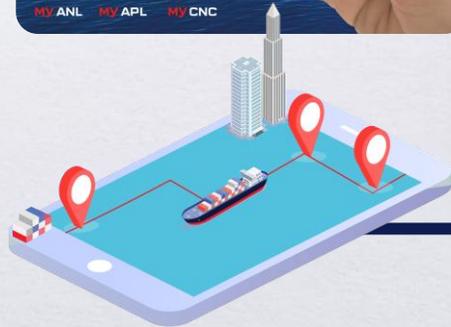


Shipment tracking, via your My CMA CGM account:

- Arrival status of Feeder vessel
- Feeder vessel's sailing confirmation (turn on notification bell to get instant updates)
- Main Vessel loading confirmation
- Loading status on Rail or Barge
- BL status (Seaway Bill or Telex Release)
- Berthing schedule of Feeder vessel
- Discharge information
- Main Vessel ETD from transshipment port

Demurrage and Detention (D&D) and charges, via your My CMA CGM account:

- Free time (14 days or 21 days)
- D&D slab and charges
- Freight charge (prepaid or collect)
- Freight invoice for FOB shipment
- Local/DO charge



Booking status or confirmation data

D&D and charges

— Where to find your information: Others

Data available via ASYCUDA world system:

- Manifest status

Data available via shipper at POL

- Amendment request

Data available via port website:

- Berthing schedule of Feeder vessel
- Discharge information
- Loading status on Rail or Barge

Data available via Customer Service email:

- Freight invoice for FOB shipment
- Status change charge for LCL shipment
- DTHC or pending charges
- LOI or bank guarantee format to RLS cargo in absence of OBL
- Chassis delivery security amount
- Outstanding amount for releasing LOI/Guarantee



— 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

[Bangladesh communication matrix](#)

Need to speak to a Customer Service agent?

Access our one-stop solution for all customer queries:

[My Customer Service](#)

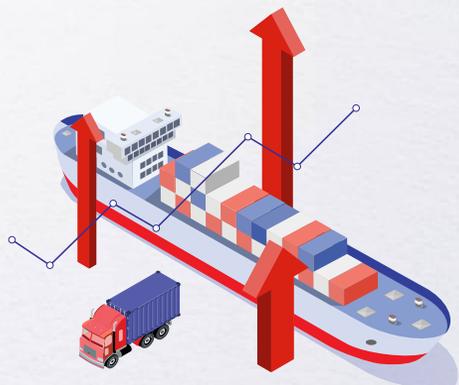
- Interact directly with our Customer Service agents and receive update notifications
- Easily gain an overview on your requests and their respective statuses
- Find answers to a wide range of questions in our Selfcare section

Not sure how it works? Find out more

[Demo video](#)

CMA CGM

GAS VITALITY



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/bangladesh/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](#)

[Voyage finder](#)

Bangladesh Port

[Chittagong Port Authority](#)

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

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



THANK YOU