

# 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 Philippines

BETTER WAYS  CMA CGM

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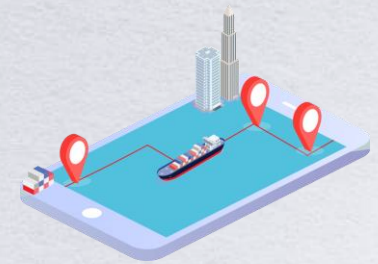
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# Getting started



Welcome

## Introduction to CMA CGM Philippines



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 Philippines


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

[Visit our website](#)

 5 offices

 13 weekly calls

 12 maritime services

 8 ports of calls

 14 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": Kindly call customer service at 632 8479 5055. You may also email [ecustomersupport@cma-cgm.com](mailto:ecustomersupport@cma-cgm.com) and cc [phl.customercare@cma-cgm.com](mailto:phl.customercare@cma-cgm.com) & [phl.importcs@cma-cgm.com](mailto:phl.importcs@cma-cgm.com)
- "Account not created": Kindly create and upload the necessary documents

**PRICES**  
**Get your price**  
Access revolutionary features through which you will be able to receive a fixed price with a secured spot, to consult all your existing quotations online or to get an instant quotes when no reference is available.  
[Discover](#)

**FIND YOUR ROUTE**  
**Routing finder**  
Start preparing your shipment by checking port-to-port schedules either based on a departure or on an arrival date.

**ORGANIZE YOUR SHIPMENT**  
**Booking**  
Place your booking within one minute! Our newly redesigned page allows you to navigate smoothly and to reuse previous bookings to save time.

**FIND YOUR ROUTE**  
**Eco Calculator**  
Estimate the emissions for each one of your shipments made with CMA CGM.

## Already have an account?

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

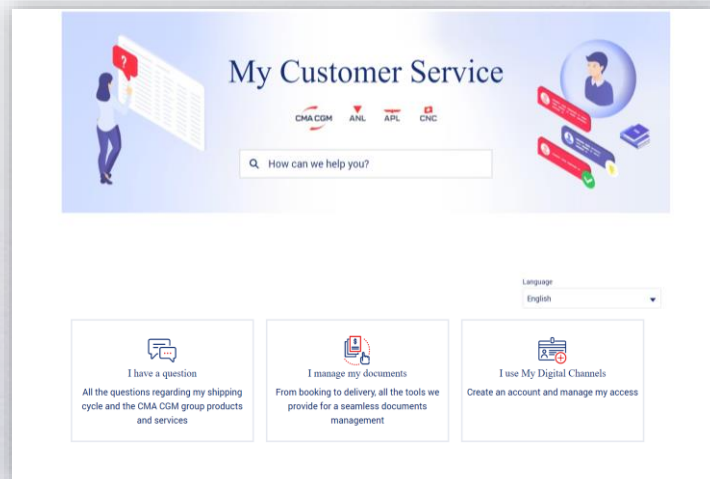
[Reset password](#)

[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:

	<b>Route</b>	<b>Port</b>	<b>Voyage</b>
	<b>Routing finder</b>	<b>Port schedules</b>	<b>Voyage finder</b>

**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.

 <b>APL</b> 3 solutions	 <b>CNC</b> 0 solution	 <b>ANL</b> 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:

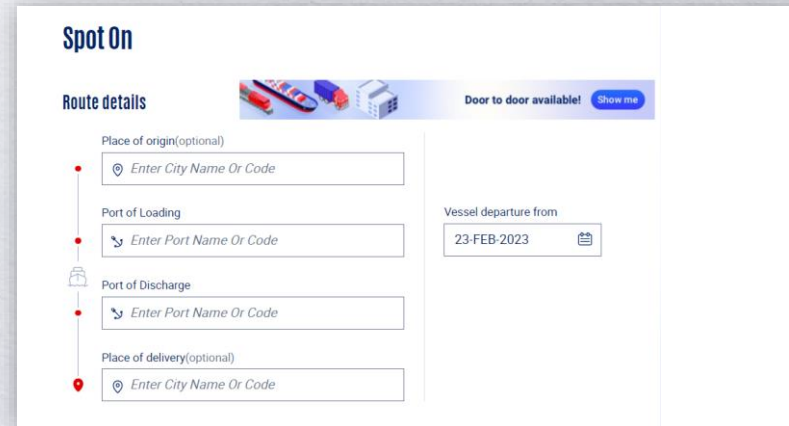
 [Inland prices](#)

 [Carrier charges](#)

 [Public prices](#)

 [Local charges](#)

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



The screenshot shows the 'Spot On' quote form. At the top, it says 'Spot On' and 'Route details'. Below this, there are four input fields for 'Place of origin(optional)', 'Port of Loading', 'Port of Discharge', and 'Place of delivery(optional)', each with a placeholder 'Enter City Name Or Code'. To the right of the 'Port of Loading' field, there is a 'Vessel departure from' field with the value '23-FEB-2023' and a calendar icon. A blue button labeled 'Door to door available! Show me' is located at the top right of the form area.

## 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.



## Make a booking

Complete your booking:

**Booking**

## 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.

### Q: Manila North Terminal does not appear when I am trying to get a schedule. Why?

A: Due to schedule limitation, when your service calls both Manila North and South Terminal, our bookers will automatically move your shipment to Manila North as loading port. If you wish to be maintained at the South terminal, please mention it in the comment section.

### Q: Why am I unable to finalize my booking with the spot quotation request that I retrieved on your website?

A: SpotOn quotes are valid for booking within 24 hours. If no booking is placed during this period, the quotation reference is deactivated automatically.

**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 1 working hour (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)

- Please upload a copy of the Material Safety Data Sheet (MSDS) and initial DG Declaration (DGD) after booking creation
- 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 – **3-5 working days**

You can check your booking with our booking team at [phl.booking@cma-cgm.com](mailto:phl.booking@cma-cgm.com).

For breakbulk, please place a manual booking through our VIP & Specialized Cargo experts at [phl.customercare@cma-cgm.com](mailto:phl.customercare@cma-cgm.com).

## Post-booking

### Special cargo

- No turnaround time

### Dangerous Goods (DG)

- The shipper is required to email their MSDS and final DGD with container number to [phl.cargoreadiness@cma-cgm.com](mailto:phl.cargoreadiness@cma-cgm.com), 3 working days prior to vessel ETD latest by 10am

*\*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 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 hauler

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



## Enquire about equipment

Send your enquiries or claims on damaged container replacements (with photos) to:  
MNL/BTG - [phl.logistics-mnl@cma-cgm.com](mailto:phl.logistics-mnl@cma-cgm.com)  
SFS - [phl.logistics-sfs@cma-cgm.com](mailto:phl.logistics-sfs@cma-cgm.com)  
CEB - [phl.logistics-ceb@cma-cgm.com](mailto:phl.logistics-ceb@cma-cgm.com)  
DVO - [phl.logistics-dvo@cma-cgm.com](mailto:phl.logistics-dvo@cma-cgm.com)  
CGY - [phl.logistics-cgy@cma-cgm.com](mailto:phl.logistics-cgy@cma-cgm.com)  
GES - [phl.logistics-ges@cma-cgm.com](mailto:phl.logistics-ges@cma-cgm.com)

Receive a response in 2 working hours\*.



## Book a pick-up slot

Your hauler can book a slot to collect the container using the depot system. Remaining depots not mentioned will be honoring the Booking Confirmation and Authority to Withdraw (ATW) provided to depot.

ECG - <https://yarda.app/cyap/book>.

\*for access keys, email [jcabanero@yarda.app](mailto:jcabanero@yarda.app) & [frifol@yarda.app](mailto:frifol@yarda.app).

NCT Caloocan - [www.webeir.net](http://www.webeir.net)

LGICT - email [PHL.lgictedo@cma-cgm.com](mailto:PHL.lgictedo@cma-cgm.com) for the EDO

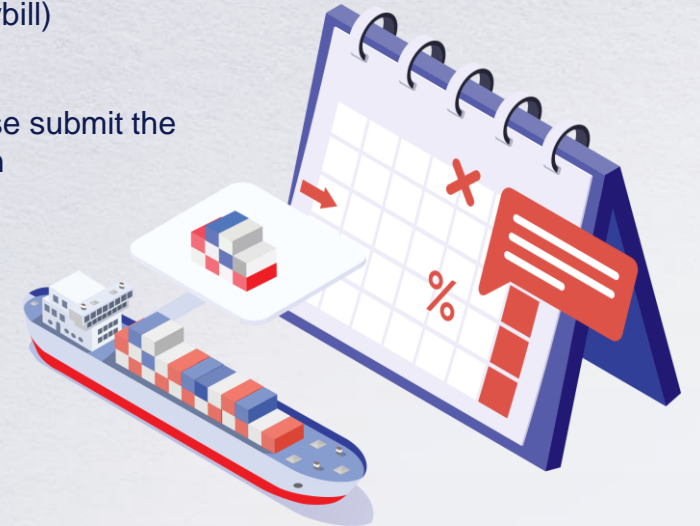
*\*Also applicable to APL, ANL and CNC*

# — **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
- Notify Party
- 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 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.*

Export	Manifest filing applies for*	Shipping Instructions (SI) cut-off
	<ul style="list-style-type: none"> <li>• Canada filing: Advanced Cargo Information (ACI)</li> <li>• US filing: Advanced Manifest System (AMS)</li> <li>• Japan filing: Japan Advance Filing Rules (AFR)</li> <li>• China filing: China Custom Advance Manifest (CCAM)</li> </ul>	General
Japan and China		48 hours prior to vessel ETA 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.

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

# — Submit Shipping Instructions (SI)

## How to submit Shipping Instructions (SI)

- Electronic submission:
  - GHCXXXXXXXX – [www.cma-cgm.com](http://www.cma-cgm.com)
  - CPCXXXXXXXX – [www.cnc-ebusiness.com](http://www.cnc-ebusiness.com)
  - ANLXXXXXXXX – [www.anl.com.au](http://www.anl.com.au)
- 3<sup>rd</sup> party submission (e.g., Intra, Cargo Smart of GT Nexus)

## When will I get billed with late SI Fee?

When the vessel has sailed and is past the cut-off. A late fee of USD40/BL will be charged.

[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	4-5 hours after vessel departure

### Export:

- For SI submission, enquiries about certificates, BL amendment and BL release, you may send them to [ssc.phexportdocs@cma-cgm.com](mailto:ssc.phexportdocs@cma-cgm.com)
- For BL collection and Telex release request, please send them to [phl.exportsd@cma-cgm.com](mailto:phl.exportsd@cma-cgm.com)
- For invoicing and exchange rate, please send them to [phl.invoice@cma-cgm.com](mailto:phl.invoice@cma-cgm.com)

### Re-Export:

- For re-export requests, please clear your import/re-export with customs including the payment of all charges and submit your relevant documents to [phl.importcs@cma-cgm.com](mailto:phl.importcs@cma-cgm.com)
- Please place a new booking online and send the reference to [phl.cargoreadiness@cma-cgm.com](mailto:phl.cargoreadiness@cma-cgm.com) with a request to link your container(s)
- Settle all export related charges and submit a new SI to [phl.exportsd@cma-cgm.com](mailto:phl.exportsd@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**

**Note:** Shutout fees may be imposed by the terminal if the measured weight (weight taken upon arrival at the terminal) differs by more than 1,500 KG from the Shippers Declared VGM during pre-advice. **Only containers which have settled their shutout fees will be included in the loading plan of the vessel.**

Philippines Ports Authority affirms that all weighbridge operators inside the port are the official source of information for VGM of packed containers.

*Source: MGT-2016-034 -PPA ADMIN ORDER NO 04-2016-SUPPLEMENTAL POLICY ON MANDATORY WEIGHING OF CONTAINERS AND RORO VEHICLES*



\*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

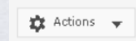
Access the draft BL here:

**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.phexportdocs@cma-cgm.com](mailto:ssc.phexportdocs@cma-cgm.com)

**Turnaround time:** 24 working hours.

Status: To be reviewed

Document Ref.	Category	Type	Consignment Reference	Status	Published/Uploaded
AMC000001	B/L	Draft Negotiable	AMC000001	To be reviewed	10/19/2013

## 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**

## BL Amendment cut off:

**CMA and ANL** – Requests for amendment can be made 3 days after vessel ATD, without incurring any additional charges.

**CNC** - Requests for amendment can be made 10AM the following day after vessel ATD, without incurring any additional charges.

*Note: additional charges include USD50 for each BL and eLO*

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

# — Invoice follow up

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

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- A** **Export invoice request**  
[phl.invoice@cma-cgm.com](mailto:phl.invoice@cma-cgm.com)  
Sent within 2 days after ETD from PH ports
  
- B** **Import invoice request**  
[phl.invoice@cma-cgm.com](mailto:phl.invoice@cma-cgm.com)  
Sent 1-2 working days prior to ETA at PH ports

- C** **Invoice dispute**  
[ph.invoicedisputes@cma-cgm.com](mailto:ph.invoicedisputes@cma-cgm.com)  
You can expect a response & resolution in 7 calendar days

*\*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. Ensure correct bank account is used to avoid bank cross payment penalties.



### Telegraphic transfer

Please upload the remittance slip, invoice to MyCS. Any bank charges will be for the account of the remitter.



### Cheque payment

For payment by cheque, please make sure to provide the following details: bank, check number, validation of depository bank. You must upload this to MyCS.



### Cash payment

Amount of cash deposit must be equal to the amount due in the invoice. A clear copy of the deposit slip must be uploaded to MyCS.



### Corporate accounts only

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

- For non-credit customers, payment of invoice should be made within 7 working days from invoice call date to avoid Late Payment Fee of USD 150.
- Submit BIR 2301 - Expanded Withholding Tax (EWT) to MyCS together with your payment documents.





*\*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 1-2 calendar days prior to vessel's arrival date.



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

- For Negotiable BL:  
Surrender your Original Bill of Lading (OBL) to the address below and make sure that the back of your OBL is duly endorsed

### **CMA CGM Philippines, Inc.**

8th Floor East Tower

8912 ASEAN Avenue Building along Asean Avenue corner  
Abueva Street, Aseana City, Paranaque City

- For Telex enquiries:  
Send an email to [phl.importcs@cma-cgm.com](mailto:phl.importcs@cma-cgm.com)

**Turnaround time:** You can expect a response within 2-3 working hours.

*\*Also applicable to CMA, 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 [phl.importcs@cma-cgm.com](mailto:phl.importcs@cma-cgm.com) so that we can check on LARA.

**Turnaround time:** You can expect a response within 2-3 working hours.

If there are any delays, the revised NOA will be shared to you 1-2 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.

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

# — Import: Container return

## Returning of empty containers for importers

Each import container **discharged at Philippine ports (Manila, Subic, Batangas, Cebu, Cagayan De Oro, Davao & General Santos)** has a pre-designated location to facilitate quicker delivery of empty containers.

Below are the basic steps for easy reference:

### 01

Identify the designated location of the empty container.

You can check the location either:

- 1) Using the **shipment tracking tool**
- 2) Referring to the **Delivery Order (DO) issued**

### 02

Do a self-check on the last free time date (LFD)

Always provide a copy of the Delivery Order (DO) to your nominated trucker **with the expiry date that covers the return date.**

### 03

Refer to the guidelines available for each location

**Guide for empty return**

### 04

Ensure that the container is clear of any excess packaging materials and DG stickers.

### 05

Should there be additional charges that are incurred by but not limited to mis-delivery, misdeclaration, un-removed stickers, it will be charged to your account.

## Matchbox service

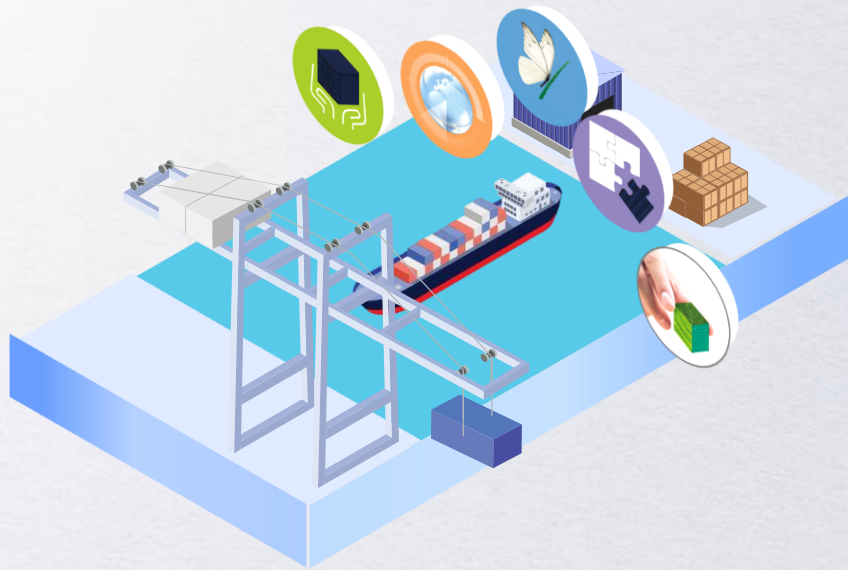
If you have containers that you are importing and exporting at the same time, please consider using our Matchbox service.

Save costs and increase productivity through the reuse or exchange of containers. Speak to your CMA CGM Customer Service, Sales or Logistics contact for more information.

Matchbox platform is convenient and available 24/7:

<https://www.matchboxexchange.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 Philippines include:



1

[CLIMACTIVE controlled atmosphere](#)



2

[SERENITY cargo value guarantee](#)



3

[FREETIME extended](#)

Get support

# LNGPOWERED



Contact us

# — Contact us

Need to reach out to our various departments?

[Contacts](#)

Need to speak to a Customer Service agent?

Access our one-stop solution for all customer queries:

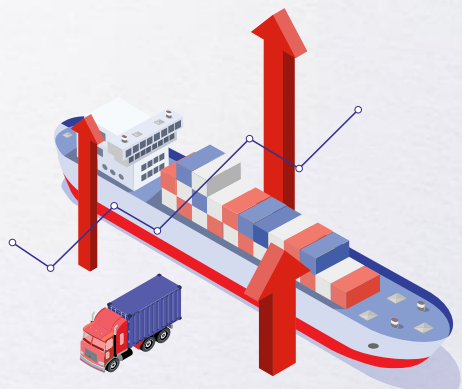
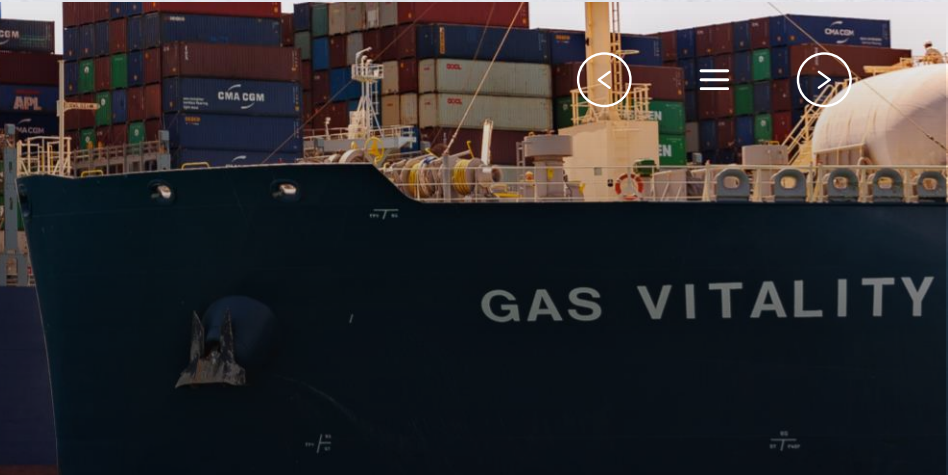
[My Customer Service](#)

- 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

Local Charges

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

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

CMA CGM

Video guide

ANL

CNC

APL

[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

[Account Registration](#)

[Container tracking](#)

[D&D calculator](#)

[My Customer Service](#)

[Routing finder](#)

[Voyage finder](#)

[Charges finder](#)

[Vessel Arrival Details](#)

## Forms & Process Guide

[Container Guarantee Form](#)

[Container Guarantee Form \(Cebu\)](#)

[Empty Return Pre-advise Template](#)

[Guide in using MyCS](#)

[Guide in using MyCS for Credit Customers](#)

[Guide in using Invoice Dashboard](#)

[Guide in raising Disputed Invoices](#)

[Guide for Refund Request](#)

[Late Payment Fee Application](#)

[Requirement for OOG Import to Manila North Terminal](#)

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

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



**THANK YOU**