

# 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 Japan

BETTER WAYS  CMA CGM

# Content

## Getting started

- Welcome
- Introduction to CMA CGM Japan
- Start your journey with CMA CGM

## Your shipment journey

- Find a schedule
- Get rates
- Make a booking
- Make a booking for special cargo or dangerous goods
- Amend a booking
- Get an overview of your shipments
- Container trucking
- Optional: Early gate-in
- Important cut-off times
- Submit Shipping Instructions (SI) and Verified Gross Mass (VGM)
- Review and amend Bill of Lading (BL)
- Make payment
- Access your documents
- Track your shipments
- Container return

## Add-on services

- CMA CGM+ services

## Get support

- Contact us

## Additional local information

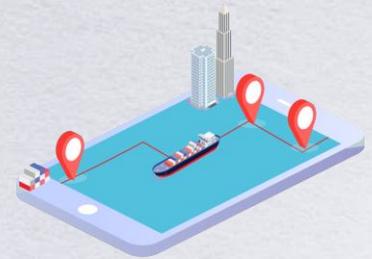
- Import, export and Demurrage and Detention (D&D) charges
- Useful links

# Getting started



Welcome

## Introduction to CMA CGM Japan



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 Japan

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

[Visit our website](#)

 4 offices

 1 terminal

 19 weekly services

 16 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](#)

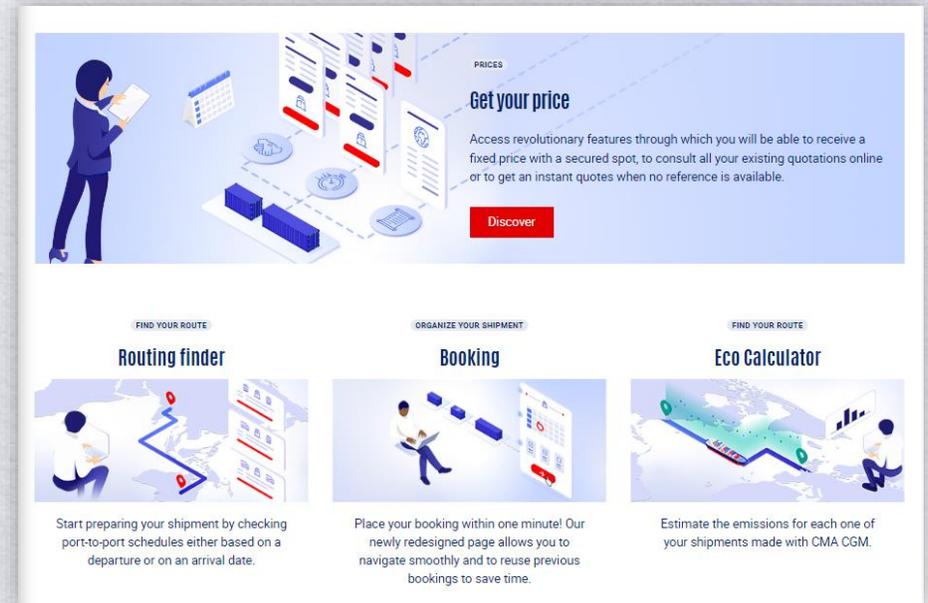
[Video guide](#)

## 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": You may email [ecustomersupport@cma-cgm.com](mailto:ecustomersupport@cma-cgm.com) (English only)
- "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.

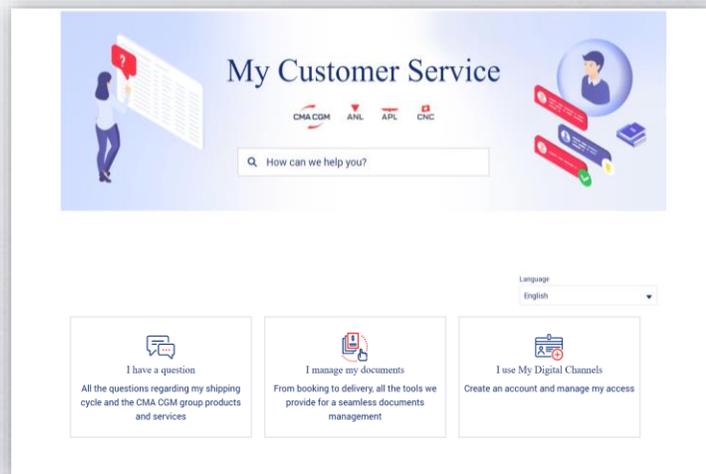
[Reset password](#)

[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

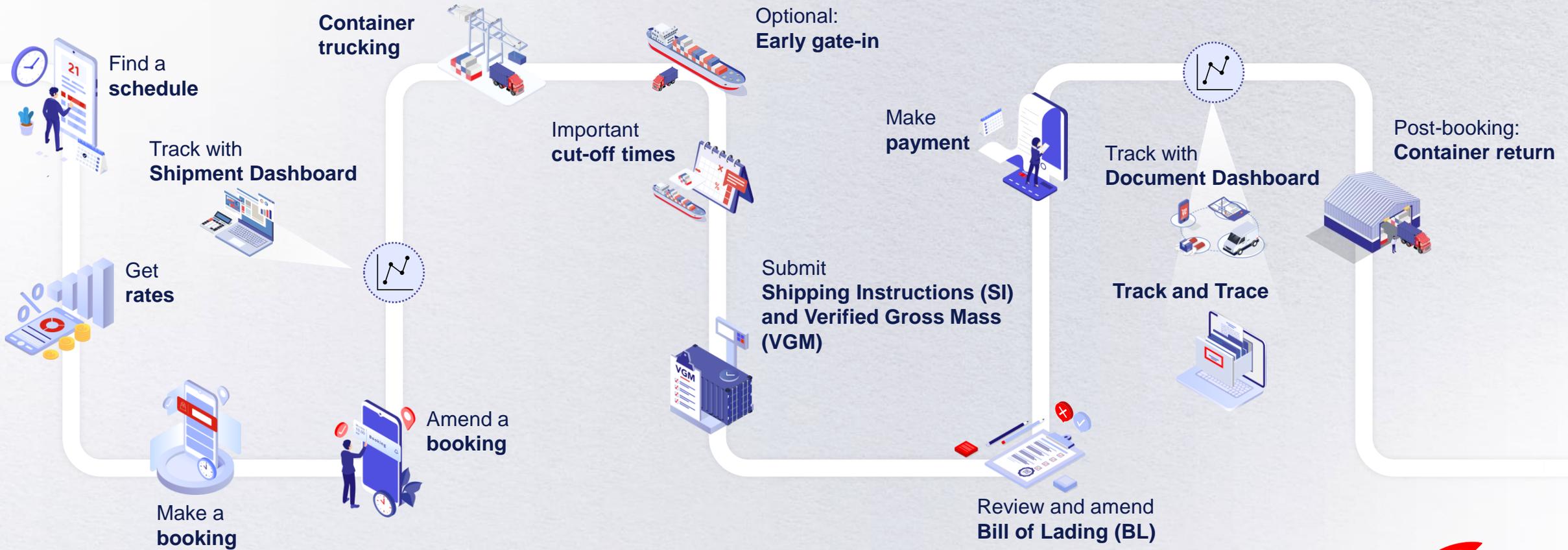
Stay up to date with the latest news, customized to your preferences.

[CMA CGM news](#)

[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
---	--	---

## 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:

 [Local charges](#)

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

### SpotOn can be used to

- Check space on board our CMA CGM, ANL, APL or CNC services
- Generate a quote for dry (non-hazardous), Non-Operating Reefer (NOR), reefer and Shipper-Owned Containers (SOC) of different sizes
- Check door-to-door rates, when your origin port differs from your loading or discharging port
  - Eg: Port of Receipt: Tomakomai, Port of Loading: Yokohama

### Your instant quote includes

- Your full rate, including local charges
- Priority access to empty equipment and vessel loading, once your booking is confirmed
- A reserved rate for 24 hours, that can be [extended to 72 hours](#)

### Other remarks

- Regardless of the payment term (Prepaid or Collect), [cancellation and amendment fee](#) will be invoiced to booking party. These fees are accepted only by bank transfer to the account of CMA CGM agencies at origin port.
- Import and cross-trade bookings require the contact details of shipper or forwarder at origin.



\*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.

### Q: Why are there no available sailings for the next 6 weeks?

A: Bookings can only be placed 8 weeks prior to vessel ETA Japan, which are full at your time of enquiry.

## 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.

**Special booking:** Your booking will be confirmed in 8 working hours, with all mandatory details filled.

\*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

Please send your request to your nearest CMA CGM customer care office:

[tyo.customercare@cma-cgm.com](mailto:tyo.customercare@cma-cgm.com)  
[ngo.customerservice@cma-cgm.com](mailto:ngo.customerservice@cma-cgm.com)  
[osk.customerservice@cma-cgm.com](mailto:osk.customerservice@cma-cgm.com)

## Out-of-Gauge (OOG) cargo

- Please provide the dimensions (L x W x H in cm), weight (in kg) and lashing plan

## Dangerous Goods (DG)

- Attach a copy of the Material Safety Data Sheet (MSDS)
- 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 – **3 working days**
- Partner vessel – **3 working days**
- 3PF vessel – **3 working days**

You can check your booking with our booking team:

[jpn.booking@cma-cgm.com](mailto:jpn.booking@cma-cgm.com) (CMA/ANL)  
[jpn.cnc.bkg@cma-cgm.com](mailto:jpn.cnc.bkg@cma-cgm.com) (CNC)

## Post-booking

- Any amendments will follow the same processing time as a standard booking
- As loading approval will take time, particularly for partner carriers, please inform your changes as early as possible

*\*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 [jpn.booking@cma-cgm.com](mailto:jpn.booking@cma-cgm.com) (CMA/ANL) [jpn.cnc.bkg@cma-cgm.com](mailto:jpn.cnc.bkg@cma-cgm.com) (CNC)

## Turnaround time after making your request:

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



**Requests for volume increase:** Requests will be subjected to the availability of space on board.

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

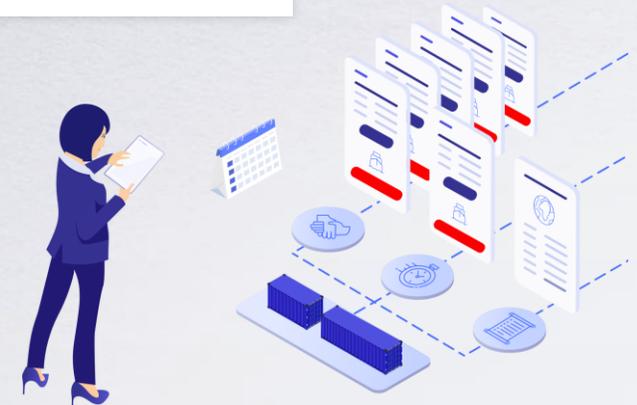
Make your changes on My CMA CGM under the Shipment Dashboard.  
For special bookings, amendments need to be made more than 3 working days before the vessel ETD.

**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	☐
ISB1224385	ISKENDERUN , TR	ISKENDERUN , TR 14-FEB-2023 21:00	0NVD2N1MA MYNY	NOUAKCHOTT , MR 03-MAR-2023 07:00	Booking Processing	⋮	☐
> ISB1218915	ALIAGA (IZMIR AREA) , TR	ALIAGA (IZMIR AREA) , TR 16-FEB-2023 11:00	0HFDPN1MA CMA CGM BARRACUDA	SZCZECIN , PL	Cancelled	⋮	☐
> SIJ0417553	SINGAPORE , SG	SINGAPORE , SG		ROTTERDAM , NL	Cancelled	⋮	☐
> SIJ0417536	SINGAPORE , SG	SINGAPORE , SG		ROTTERDAM , NL	Cancelled	⋮	☐

\*Also applicable to APL, ANL and CNC

# — Container trucking: External haulier service

When collecting your empty container from the depot:



### Depot information

Your depot information is indicated in your booking confirmation for container collection. To change your pick-up location, please inform the booking desk in advance. Our [full list of depots](#) can be found here.



### Engage external haulier

You will need to engage an external haulier to assist in the container pick-up for stuffing. Your haulier can book a slot to collect the container using the depot system.



### Gate-in information

You can retrieve the ① vessel berthing location for container gate-in and ②CY Open Cut Date from the [Toyo Shingo Site](#).

The screenshot shows the 'Voyage Detail' page for CMA CGM Puccini (9HA3374). The page includes a list of ports on the left and a table of voyage details on the right. Two items are highlighted with red boxes and numbered 1 and 2.

Voyage Detail		Last Update: 04/24 14:07		
本船 Vessel	CMA CGM PUCCINI (9HA3374)			
運航者 Operator	ANL			
Voyage	0AKE2N / 0AKEDS			
サービス Service	A3N			
港 Port	横浜 (YOKOHAMA)			
Original ETA-ETD Arrival	2023/04/29(SAT) - 2023/04/30(SUN)			
入港時間 Arrival	2023/04/29			
着岸時間 Berthing	2023/04/29			
出港時間 Discharge	2023/04/30			
ターミナル Terminal	ATS 本牧D4ターミナル ①			
換算レート Exchange Rate	輸入 (IMPORT)	CMA CGM	ANL	CNC
	輸出 (EXPORT)			
最終確定換算レートに関しましては、Invoice をご確認ください。				
備考 Remark	OPEN CUT LIST - Apr.21 (2023/04/21) ②			
変更案内 Notice				

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

# — Container trucking: CEVA Logistics

*CEVA Logistics, part of the CMA CGM Group, is a third-party logistics provider that offers a range of services in contract logistics and freight management.*

## Ground & rail



- Container trucking services are offered through our sister company, CEVA Logistics
- Railway service available between Asia to Europe
- Customs and delivery service available in Niigata, Tomakomai and Tohoku area

## Meet your other supply chain needs with [CEVA Logistics](#).



**Air freight services**



**Value added services**



**Contract logistics**



**Trucking and delivery**



**Supply chain management solutions**

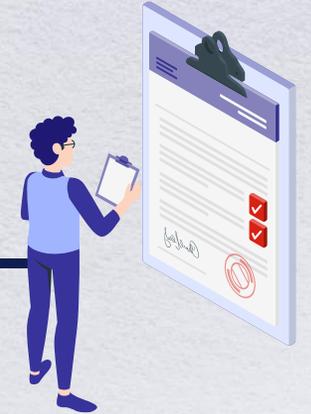
*\*Also applicable to APL, ANL and CNC*

# — Container trucking: Optional early gate-in

After container stuffing, you have the option to have your containers gated in earlier than the Container Yard (CY) open day. Please note that the container yard open term for CMA CGM Group differs from that of partner carriers.

## Procedure

1. Please mail your request to your local customer service office ([tyo.customerservice@cma-cgm.com](mailto:tyo.customerservice@cma-cgm.com), [ngo.customerservice@cma-cgm.com](mailto:ngo.customerservice@cma-cgm.com), [osk.customerservice@cma-cgm.com](mailto:osk.customerservice@cma-cgm.com)) with your booking number, requested date of gate-in and quantity
2. A notice of acceptance will be sent by email once we have received confirmation from the container yard. Your charge will be claimed after vessel departure.



**Turnaround time:** Dependent on response from container yard, which is usually within the same day.



**Typical charges:** Charges will be dependent on container type and size. Detention & Demurrage (D&D), and lift on-off charges are expected.

Find out more about our

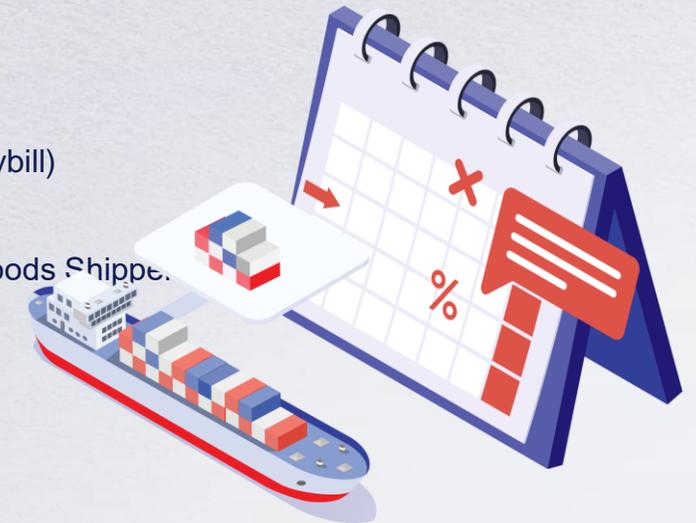
Local services

*\*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.*

- Booking number
- Shipper (name, detailed address, telephone number, tax ID etc)
- Consignee (name, detailed address, telephone number, tax ID etc)
- Notify party (name, detailed address, telephone number, tax ID etc)
- POL/Receipt
- POD/Delivery
- Container number and seal number
- Number of packages (including inner packages)
- Cargo description
- 6-digit HS code
- NVOCC type for POD or FPOD that is the U.S., Canada, Puerto Rico and the Virgin Islands
- Gross, volume and tare weight for Shipper Owned Containers (SOCs) (breakdown per container)
- Payment terms (prepaid or collect)
- Place of payment
- Place of issue
- Bill type (negotiable Bill of Lading (BL) or Waybill)
- Split or combined BL
- For Dangerous Goods (DG), a Dangerous Goods Shipper Declaration (DGD) is required
- Any other sheets



*\*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
	In general	Within AM CY CUT day
	To China or transhipping via China	Within AM the day before CY CUT day

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)

- Via NACCS ACL:

Carrier	Standard Carrier Alpha Code (SCAC)
CMA CGM	CMDU
ANL	ANNU
APL	APLU
CNC	42NY

- Manual submission: [JPNEWSI@cma-cgm.com](mailto:JPNEWSI@cma-cgm.com)
- 3<sup>rd</sup> party submission (e.g., Intra)

### Supporting documents:

- Please submit your supporting documents together with your SI, such as your Dangerous Goods Shipper's Declaration (DGD), sheets or Automated Manifest System (AMS) House BL 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	Differs between different voyages

## Certificate Queries

You can send your certificate queries to us via this [application form](#).

## More useful information:

[Exchange rates](#)

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

# — **Submit Shipping Instructions (SI)**

## **Merging an SI via NACCS or manual submission**

Please submit 1 SI number with the mention of another booking number in your remarks.

E.g. Combine TYOXXXXXXXX into TYOXXXXXXXX

## **Splitting an SI via NACCS or manual submission**

1. Please send your SI with branch number (e.g. TYOXXXXXXXX-01, TYOXXXXXXXX-02)
2. Input the total number of transmissions
3. Submit your Letter of Intent (LOI) to split one container into multiple Bill of Lading (BL).

**For manual submissions, submit your excel SI to [jpnewsi@cma-cgm.com](mailto:jpnewsi@cma-cgm.com).**



**Have other documentation requests? Reach out to your nearest office**

Tokyo: [tyo.exportsd@cma-cgm.com](mailto:tyo.exportsd@cma-cgm.com) | Nagoya: [ngo.customerservice@cma-cgm.com](mailto:ngo.customerservice@cma-cgm.com) | Osaka: [osk.customerservice@cma-cgm.com](mailto:osk.customerservice@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, address 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 (including packaging and dunnage) + tare weight of container**

Submission is required during container gate-in as part of SOLAS's regulations and requirements.



*\*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

**Manual:** <https://ws.formzu.net/fgen/S361294/>

**Turnaround time:** 3 working hours.

Any first amendment after vessel sailing will be subject to JPY 5,390.

## 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](#)

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

# — Make payment

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

## Obtain your documents online

**Access invoice online via Document Dashboard**

## Obtain your documents manually

If you would like to obtain your invoice or Notice of Arrival (NOA) outside of our online portal, you can [get more information online](#) or email [tyo.importsd@cma-cgm.com](mailto:tyo.importsd@cma-cgm.com).

The arrival notice and invoice will be sent 1 working day prior to vessel arrival for short haul and 2 working days prior to vessel arrival for long haul.

## Need to raise an invoice or NOA dispute?

Attach the invoice via email, state clearly the incorrect charges and send it to

[jp.invoicedisputes@cma-cgm.com](mailto:jp.invoicedisputes@cma-cgm.com).

**Turnaround time:** You can expect a response in 7 days.

## Cargo Release Process

Please send us a copy of your NOA with the consignee's stamp/signature and payment slip [here](#)

Once we have confirmed your payment, we will send instructions for the release of your cargo through NACCS (Japan Customs system)

\*Also applicable to APL, ANL and CNC

# — Make payment (offline)

## Counter operating hours

Monday – Friday: 1000 to 1600 hours

Lunch: 1200 to 1300 hours

	For CMA CGM and ANL invoices		For CNC invoices		For APL invoices	
Bank name	HSBC Tokyo					
Currency	JPY	USD	JPY	USD	JPY	USD
Beneficiary name	シーエムエーシーエーエムジャパン(カ)	CMA CGM & ANL Securities B.V.	シーエヌシーエーエムエーシーエーエム	CNC CMA CGM	エーピーエルシーエムエーシーエーエム	APL CMA CGM
SWIFT code	HSBCJPJT					
Bank code	`0411					
Branch code	`009					
AC Type	Saving	Saving	Current	Current	Current	Current
Bank Account Number	`0387535	009-053273-031	`0387531	009-038753-006	`0387533	009-038753-008
Bank address	HSBC building, 11-1, 3Chome, Nihonbashi, Chuo-ku, Tokyo					
Web (Export)	<a href="https://ws.formzu.net/fgen/S7492372/">https://ws.formzu.net/fgen/S7492372/</a>					
Web (Import)	<a href="https://ws.formzu.net/fgen/S72039100/">https://ws.formzu.net/fgen/S72039100/</a>					

*\*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.



### Telegraphic transfer

Please upload your remittance slip, invoice and Bill of Lading (BL) number [here](#) (for imports) [here](#) (for exports).



### Other payment methods

Payment via cheque and cash will not be accepted.



### Corporate accounts only

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



### Refund of payment

In the event where payment is made to the wrong brand account, the fund is refundable at the customer's expense and after confirmation of a 2<sup>nd</sup> payment to the correct bank account.



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

# — Access your documents

*Access your shipment documents online.*

## Documents not reflected on Document Dashboard?

- Invoices will only be reflected on payer's account
- Documents will only be ready 1 working day prior to vessel's arrival date for short haul and 2 working days for long haul

## Have an issue about your BL, Sea Waybill or Telex Release?

[Submit an enquiry](#)



*\*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 [jp.cma-importcs@cma-cgm.com](mailto:jp.cma-importcs@cma-cgm.com) so that we can check.

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

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

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

*\*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) provided by the terminal.



### Change returning depot

To request for a change of location to return empty container, contact us at [jp.cma-importcs@cma-cgm.com](mailto:jp.cma-importcs@cma-cgm.com). This will be subjected to a fee.



### Rejection of container return

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

1



ACT WITH CMA CGM+ ENVIRONMENTAL SERVICES

[Biofuel+](#)

2



CMA CGM+ CARGO CARE

[CLIMACTIVE controlled atmosphere](#)

3



CMA CGM+ SUPPLY CHAIN AGILITY

[FREETIME extended](#)

Get support

# LNGPOWERED



Contact us

# — Contact us

**Need to reach out to your nearest CMA CGM branch?**

[Branch & contacts](#)

**Have a question about your shipping journey?**

[Customer Care contacts](#)

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

Access our one-stop solution for all customer queries:

[My Customer Service](#)

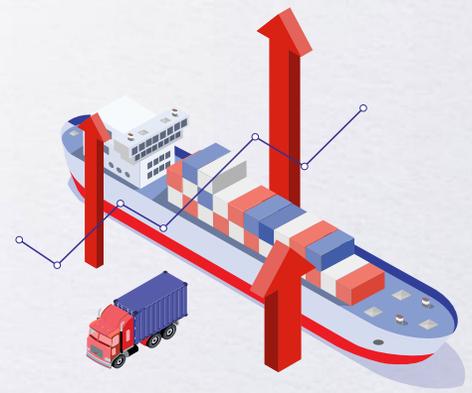
- Interact directly with our Customer Service agents and receive update notifications
- Easily gain an overview on your requests and their respective statuses
- Find answers to a wide range of questions in our Selfcare section

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

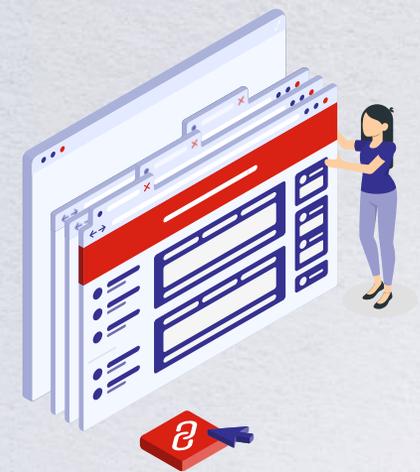
[Demo video](#)

# CMA CGM

GAS VITALITY



Import, export and Demurrage and Detention charges



Useful links

# — Import, export and Demurrage and Detention charges

## Import and export charges

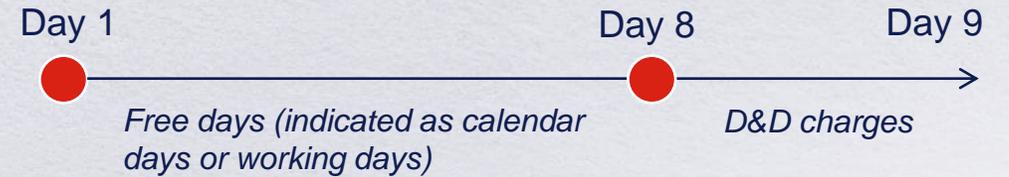
Refer online at

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

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

After the indicated freetime, demurrage and detention charges will be incurred. Please find the specific calculation method and charges [here](#).

Example: Dry container returns



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

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



[Video guide](#)

# — Useful links

## eBusiness

[eBusinessの手引き](#)

[Charges finder](#)

[Container tracking](#)

[Eco-calculator](#)

[My CMA CGM](#)

[Routing finder](#)

[Voyage finder](#)

[E-Commerce](#)

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

## Video Guides

[Register for an account](#)

[My Dashboard](#)

[SpotOn](#)

[Notification](#)

[eLOI Upload](#)

[Original Bill of Lading \(OBL\) Print](#)



**THANK YOU**