

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 CAMBODIA

BETTER WAYS  CMA CGM

Content

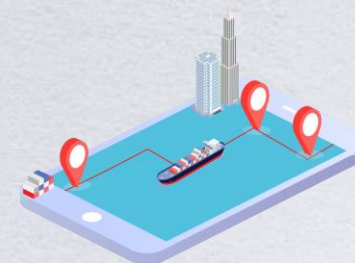
| Getting started | Your shipment journey | Add-on services | Get support | Additional local information |
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Getting started



Welcome

Introduction to CGM CGM Cambodia



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 Cambodia

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

[Visit our website](#)



2 offices



2 terminal



24 monthly calls



6 weekly calls



2 ports of calls



10 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.

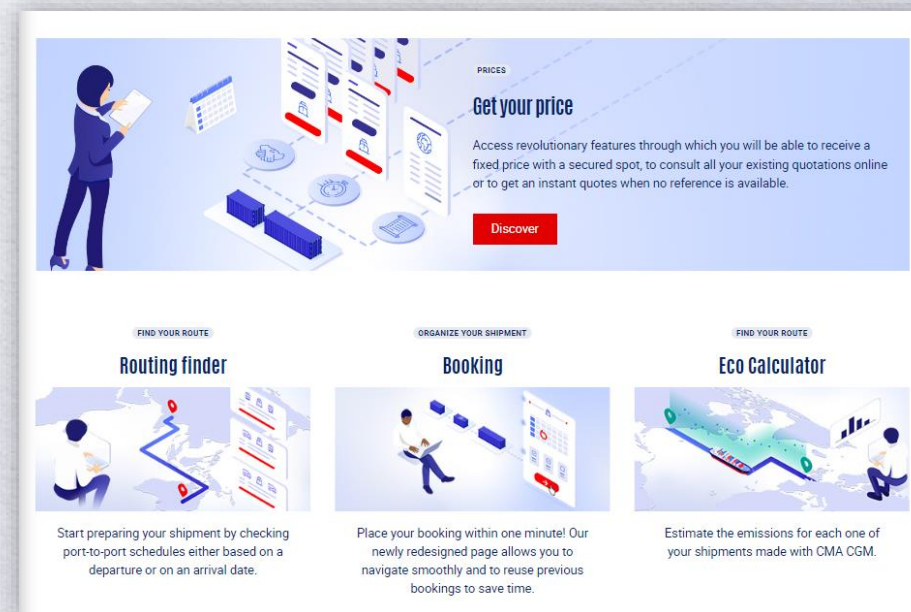
[Register for an account](#)[Video guide](#)

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 Direct Line: (+855 99 901 128)
- You may also email : pnh.customerservice@cma-cgm.com
- "Account not created": Kindly create and upload the necessary documents



Already have an account?

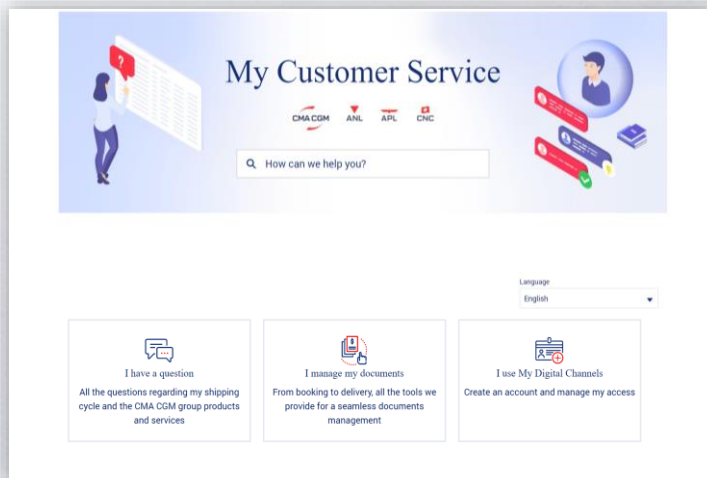
Find out how to reset your password or update your account details.

[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.

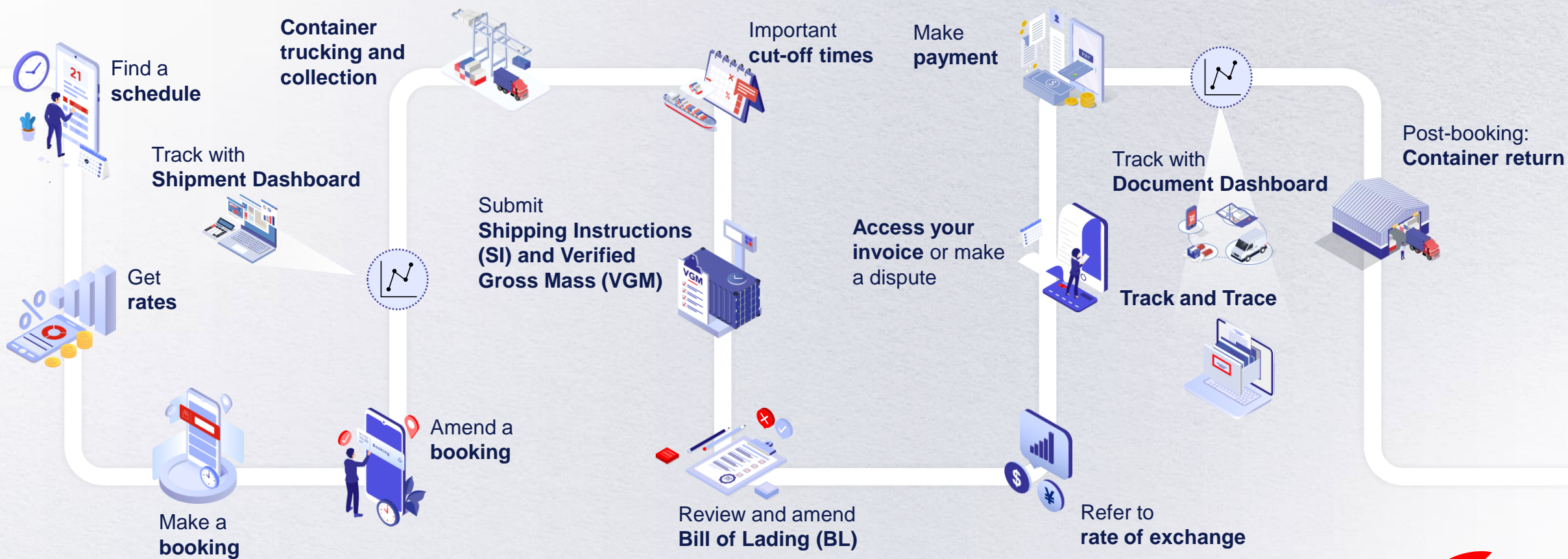
[CMA CGM news](#)

[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
Routing finder


Port
Port schedules


Voyage
Voyage finder

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

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

 **APL**
3 solutions

 **CNC**
0 solution

 **ANL**
2 solutions

Combined search

Looking for solutions under our other carriers?

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

Not yet on My CMA CGM?

You can also explore our shipping schedules without a My CMA CGM account on our respective carrier sites.



Simply enter your desired POL and POD to view them.

Find out the list of services offered by our carriers:



— Get rates

Generate a quote that includes our ocean freight rate and other applicable charges for your ocean or multimodal shipment requirements.

Start with an instant quote with SpotOn

Be informed upfront on the cost of your unique deliveries (including door-to-door options), and reserve space on board with a [SpotOn](#) quote, valid for 24 hours:

[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' interface for generating a quote. It features a 'Route details' section with a vertical timeline of steps: 'Place of origin(optional)', 'Port of Loading', 'Port of Discharge', and 'Place of delivery(optional)'. Each step has a corresponding input field with a location pin icon and the placeholder text 'Enter City Name Or Code'. To the right of the timeline, there is a 'Vessel departure from' section with a date input field showing '23-FEB-2023' and a calendar icon. At the top right of the interface, there is a blue button labeled 'Door to door available!' and a 'Show me' button. An illustration of a cargo ship and a warehouse is also visible.

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: Why am I unable to book with my Service Quotation (SQ) number?

A: You may have inputted an invalid route (POL or POD / FPOD / Inland) or invalid date.

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

A: There might be no available space on board. Therefore, will be placed on the next earliest available vessel.

Q: Why are there no available sailings for the next 5 weeks?

A: Bookings can be placed 5 weeks* prior to the ETD, which are full at your time of enquiry.

**subject to changes*

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 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)

- Attach a copy of the Material Safety Data Sheet (MSDS) and send it to pnh.booking@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 pnh.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 pnh.customerservice@cma-cgm.com, at least 3 working days prior to the vessel ETD, 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 pnh.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:

Please send your amendment request to our Booking Desk:
pnh.booking@cma-cgm.com.

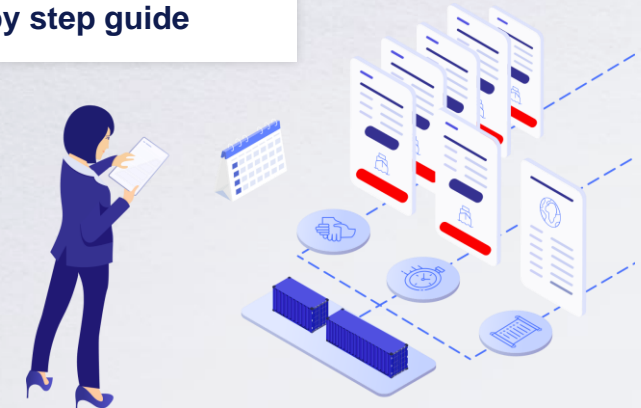
For special bookings, amendments need to be made more than 5 working days before the vessel ETD.

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

Q Search, reference, port, status...

History : 2 Months

| <div>↕ Shipment Ref</div> <div>My Ref</div> | <div>↕ From</div> <div>(Receipt or POL)</div> | <div>↕ POL</div> <div>ETD</div> | <div>↕ Export Voyage</div> <div>Vessel</div> | <div>↕ POD</div> <div>ETA</div> | <div>↕ Shipment</div> <div>Status</div> | <div>↕ To do</div> | |
|---|---|--|--|--|---|--------------------|-------------|
| > <a>CBC0235132 | PHNOM PENH , KH | PHNOM PENH , KH 15-JUL-2023 14:00 | 6525PS GLS 16 | LOS ANGELES, CA , US 11-AUG-2023 07:00 | Booked | <a>Submit SI | <div></div> |
| > <a>CBC0235125 | SIHANOUKVILLE , KH | SIHANOUKVILLE , KH 09-JUL-2023 00:06 | 0UV2KS1MA YANTRA BHUM | ROTTERDAM , NL 03-AUG-2023 18:00 | Booked | <a>Submit SI | <div></div> |
| > <a>CBC0235104 | PHNOM PENH , KH | PHNOM PENH , KH 02-JUL-2023 10:00 | 6445PS GLS 07 | HALIFAX, NS , CA 11-AUG-2023 18:00 | Booked | <a>Submit SI | <div></div> |
| > <a>CBC0235054 | PHNOM PENH , KH | PHNOM PENH , KH 02-JUL-2023 10:00 | 6445PS GLS 07 | LOS ANGELES, CA , US 04-AUG-2023 07:00 | Booked | <a>Submit SI | <div></div> |
| > <a>CBC0235066 | PHNOM PENH , KH | PHNOM PENH , KH 02-JUL-2023 10:00 | 6445PS GLS 07 | LOS ANGELES, CA , US 04-AUG-2023 07:00 | Booked | <a>Submit SI | <div></div> |

**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 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 pnh.ops@cma-cgm.com.

Receive a response in 4 working hours.



Book door to door service

For arrangement MT container deliver to warehouse, please email us at pnh.ops@cma-cgm.com 1 day before stuffing (before noon).



Vessel berthing location

After stuffing your container with your haulier, they can reference the vessel berthing location for container gate-in to the POL on Booking confirmation/ port system.

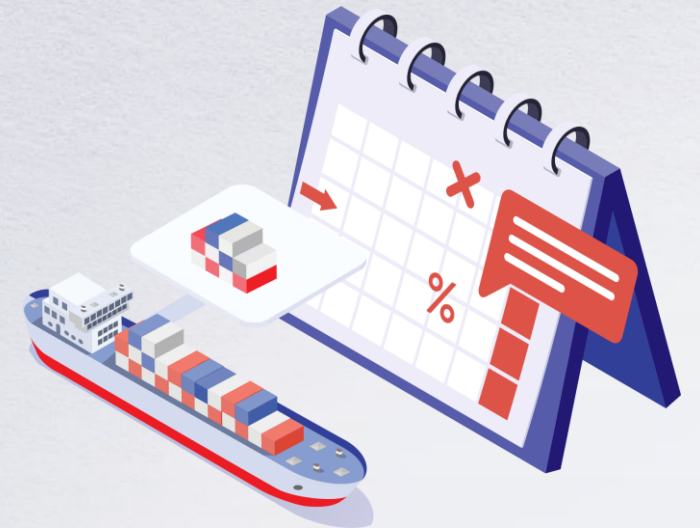
**Also applicable to APL, ANL and CNC*

— **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
- FPOD if any
- Container number and seal number
- Number of packages
- Cargo description / HS code & HS break-down details if any / Waiver number....



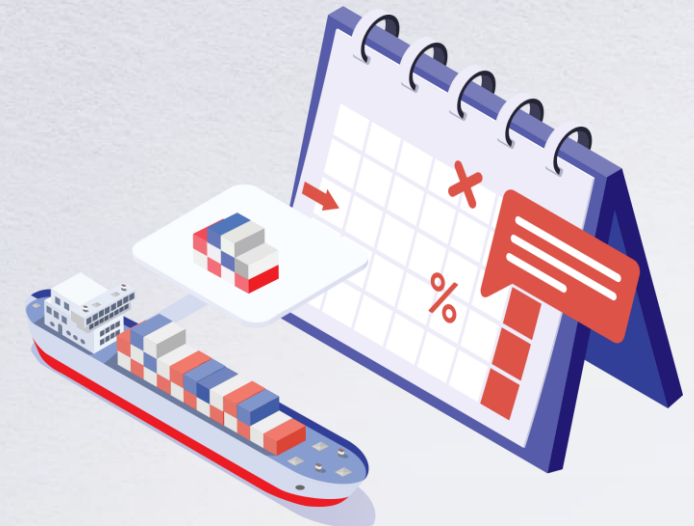
**Also applicable to APL, ANL and CNC*

— **Mandatory** information in shipping instruction

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

Mandatory information required for your shipment:

- Gross, volume and tare weight for Shipper Owned Containers (SOCs) (breakdown per container)
- Payment terms (prepaid or collect)
- Place of payment
- Bill type (OBL, Telex or Waybill)
- Split, combined or Partload BL
- HBL number & SCAC code if HBL issued & filed by customer
- For Shipper Owned Containers (SOCs), please submit the Container Service Charges (CSC) certification
- For tank, a valid tank certification is needed
- Any special notes for BL creation at SI remarks



**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 cut-off times | Booking acceptance | Thursday/ 12:00 before ETD |
| | Booking amendment/Cancellation | Thursday/ 12:00 before ETD |
| | Container submission | Friday / 14:00 before ETD |
| | CY and clearance documents | CY: Monday / 07:00 before ETD Documentation copy: Saturday / 08:00 before ETD Original documentation: Saturday /17:00 before ETD |
| | Shipping Instructions (SI) and Verified Gross Mass (VGM) | Saturday / 12:00 before ETD |
| | Draft BL amendment | Monday / 12:00 |

By submitting your SI before the deadline, you can ensure timely loading of your container on the vessel, avoid potential penalties and enjoy a smooth shipping process.

**Also applicable to APL, ANL and CNC*

— Submit Shipping Instructions (SI)

How to submit Shipping Instructions (SI)

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

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, Telex release request, you may send them to ssc.khdocumentation@cma-cgm.com
- For invoicing, please send them to pnh.customerservice@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

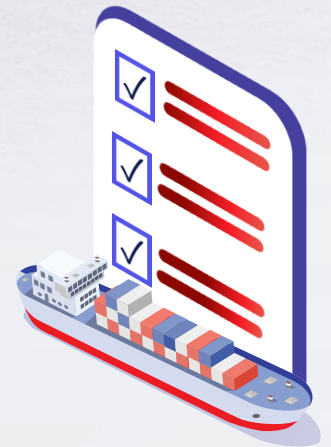
For new parties with whom a CMA CGM group Bill of Lading (BL) was not issued previously, kindly submit **any** of these documents:

- 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: 24 hours prior to vessel arrival.



Electronic submission:

Submit on [our website](#).



Manual submission:

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



**Also applicable to APL, ANL and CNC*

— Review and amend your Bill of Lading (BL)

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


Review and approve the BL

Access the draft BL here:

Draft BL

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

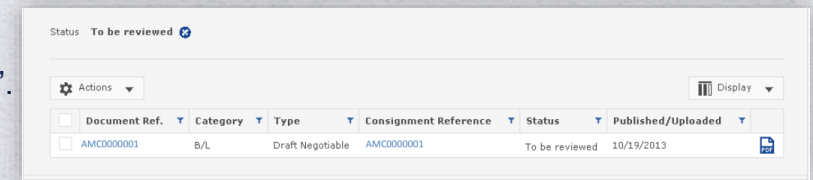
Making amendments

Online: click on  and click "Modify".

Turnaround time : 3 working hours.

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

Turnaround time: 5 working hours.



| Document Ref. | Category | Type | Consignment Reference | Status | Published/Uploaded |
|---------------|----------|------------------|-----------------------|----------------|--------------------|
| AMC0000001 | B/L | Draft Negotiable | AMC0000001 | 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 issuance

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

**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 details 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 | 00DDSN1NC 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 | 00IFON1NC CNC VENUS | KAHSHIUNG , TAIWAN , CHINA 30-AUG-2023 00:00 | Booked | Submit SI |

**Also applicable to APL, ANL and CNC*

— Access your invoice or make a dispute

Request for your invoice, access your invoice or make a dispute.

- A Export invoice**
Sent on ETD
Invoice request: pnh.customerservice@cma-cgm.com
Invoice dispute: kh.invoicedisputes@cma-cgm.com
The payer will be defaulted to the booking party. If the payer is another party, please notify [our invoice team](#) more than 3 days before ETD.
- B Local cross payment**
Freight collect: 5 days before ETA POD
Freight prepaid: ETD at POL
Invoice request: pnh.customerservice@cma-cgm.com
Invoice dispute: kh.invoicedisputes@cma-cgm.com
- C Import invoice & Notice of Arrival (NOA)**
Sent 2 working days before ETA
Invoice dispute: kh.invoicedisputes@cma-cgm.com
You can expect a response in 7 days

The payer will be defaulted to the consignee. If the payer is another party, please notify [our invoice team](#) more than 3 days before ETA.

Access invoice online via BKAV portal

Things to note

- After an invoice is issued, any further revisions will be subjected to an invoice cancellation fee of USD15/shipment.
- All invoice disputes must be raised within 3 days from the invoice date. Any revisions made after that will be subject to the cancellation fee. Put your email subject as [Carrier] + [Invoice number] (e.g. CMA CGM + KHXXXXXX).

**Also applicable to APL, ANL and CNC*

— Make payment

Get more information on our payment guidelines.

Make a Payment

Step by step guide

A late payment fee of USD30 will be charged per BL per week, starting from 7 days after the invoice issue date.

Credit customers should refer to their credit agreement.

Turnaround time: After payment, your Bill of Lading (BL) will be released within 4 working hours.

Payment FAQs

Want to make payment but have not received an invoice?

Provide us with your BL number at pnh.customerservice@cma-cgm.com

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

Made payment but BL still not released?

Please check with ssc.khdocumentation@cma-cgm.com for BL release

**Also applicable to APL, ANL and CNC*

— Make payment (offline)



Payment preparation

- ✓ Please refer to the bank details stated on our invoices and ensure that payment is made to the right account
- ✓ Please make payment 24 hours before picking OBL/ picking DO/ Extending DO/ Returning Empty Container



Telegraphic transfer

- ✓ On payment description, please clearly indicate the Bill of Lading number, Booking number and/or Invoice number
- ✓ For payment queries, please email us at PNH.DSATT@cma-cgm.com; PNH.KBOL@cma-cgm.com



Cheque payment

Please make the deposit to the bank account details stated on our invoices and send the bank deposit slip to

For payment queries, please email us at PNH.DSATT@cma-cgm.com; PNH.KBOL@cma-cgm.com

Turnaround time: After payment, your payment confirmation will be facilitated within 4 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 pnh.customerservice@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

B-ISB1218915-0160

ISB1218915

Customer Document
Booking Request

16-JAN-2023

Rows per page: 10

Previous1Next

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 1 calendar day prior or on the vessel's arrival date



BL not reflected on Document Dashboard?

- For negotiable BL:
 1. Surrender your Original Bill of Lading (OBL) by dropping an email to ssc.khdocumentation@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 ssc.khdocumentation@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.khdocumentation@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 pnh.importcs@cma-cgm.com so that we can check on LARA and Portnet.

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.

— Post-booking: Container return

Returning of empty containers for importers

Lists of depots is as per below:

A

TENG LAY IMP EXP & TRANSPORT CO LTD

Win Win Blvd Phum
Chumpu Voan 2,
Sangkat Chom Chao
3, Khan Pou
SenChey Phnom
Penh, Cambodia

24/7days

B

RETOP CONTAINER SERVICE KH CO LTD

Kork Khsach village
Pleung Chesrotes
commune Khan
Senchey, Phnom
Penh, Cambodia

24/7days

C

So Ngoun Depot

Veng Sreng Street,
Sangkat Chom Choa,
Khan
Dangkor, Phnom
Penh, Cambodia.

24/7days

D

LYC PNH depot

Village Slang
Commune Pong Tek,
Khan Dangkor,
Phnom Penh,
Cambodia

24/7days

E

LYC SIH depot

Thoeun Village, Bet
Trang commune,
Prey Nop District,
Sihanouk Ville
Province , Behind
provincial
commercial zone,
Cambodia

24/7days

**Also applicable to APL, ANL and CNC*

Where is the returning depot for my empty container?

Please refer to the assigned depot
mentioned on the Arrival Notice
(NOA).

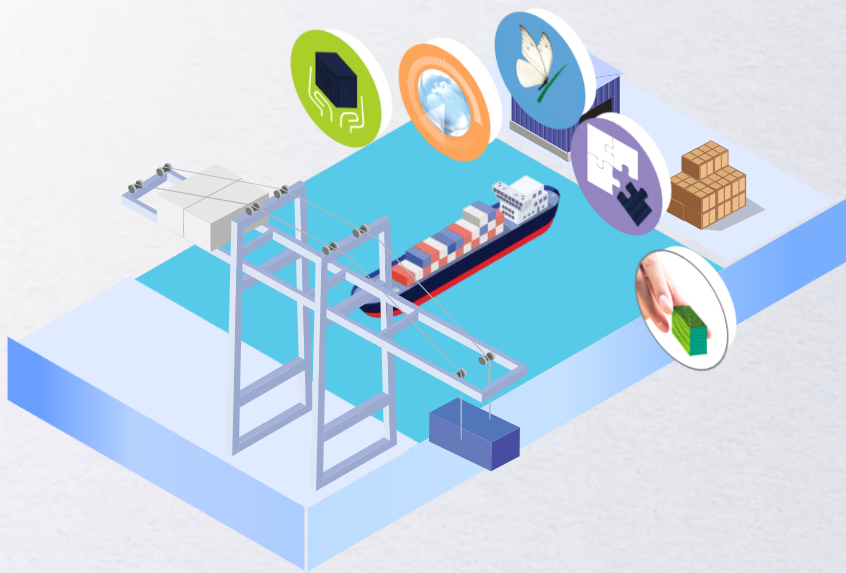
SmartLog service

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

Smartlog platform is convenient and
available 24/7:
<https://cos.stx.vn/>

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 Cambodia include:



1

[FREETIME extended](#)



2

[CONTAINER GRADE Selection](#)



3

[EXPRESS Release](#)

Get support



Contact us

— Contact us

Need to reach out to our various departments?

Contacts

Did not receive a response within the indicated turnaround time?

You can escalate your request with

Cambodia communication matrix

Need to speak to a Customer Service agent?

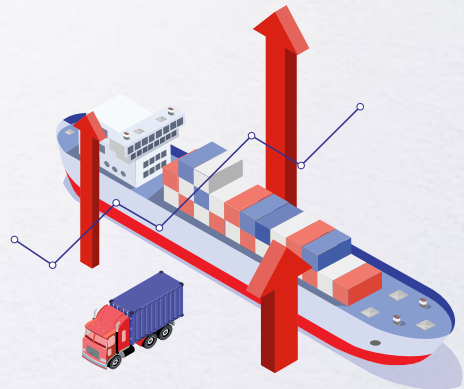
Access our one-stop solution for all customer queries:

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



Import, export and Demurrage and Detention charges



Useful links

— Import, export and Demurrage and Detention charges

Import and export charges

Refer online at [CMA CGM | Local Charges \(cma-cgm.com\)](https://www.cma-cgm.com/LocalCharges)

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](#)

Cambodia ports

[Phnom Penh](#)

[Sihanoukville](#)

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

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



THANK YOU