

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 Hong Kong

BETTER WAYS  CMA CGM

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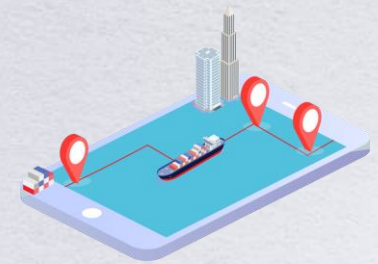
- Import, export and Demurrage and Detention (D&D) charges
- Useful links

Getting started



Welcome

Introduction to CMA CGM
Hong Kong



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 Hong Kong


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

[Visit our website](#)

 1 office

 45 weekly calls

 35 maritime services

 1 port of calls

 24 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](#)

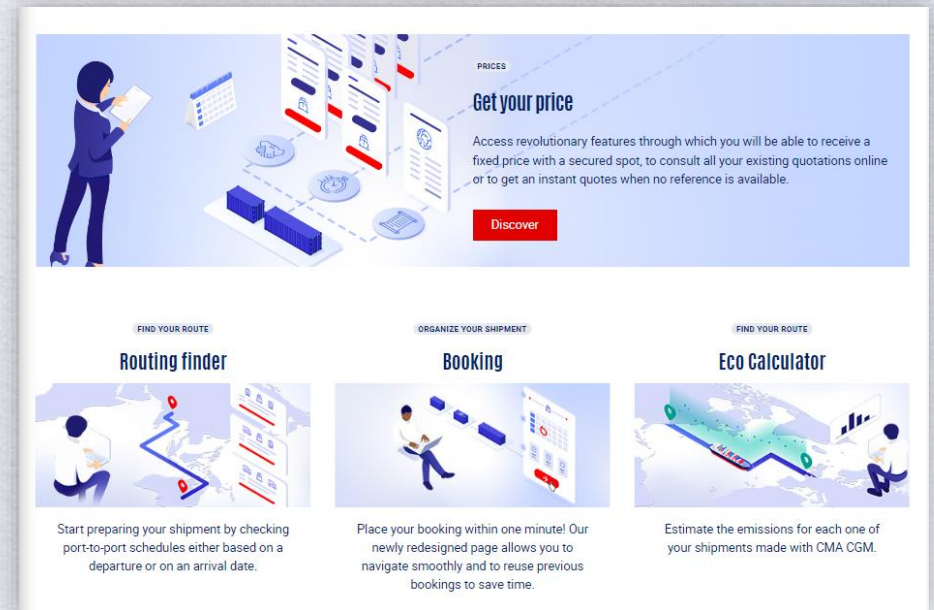
[Video guide](#)

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 email ecustomersupport@cma-cgm.com
- You may also email "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.

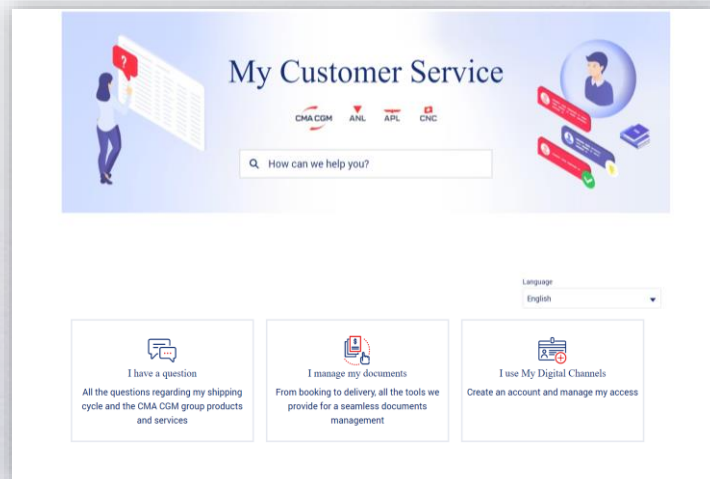
[Reset password](#)

[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

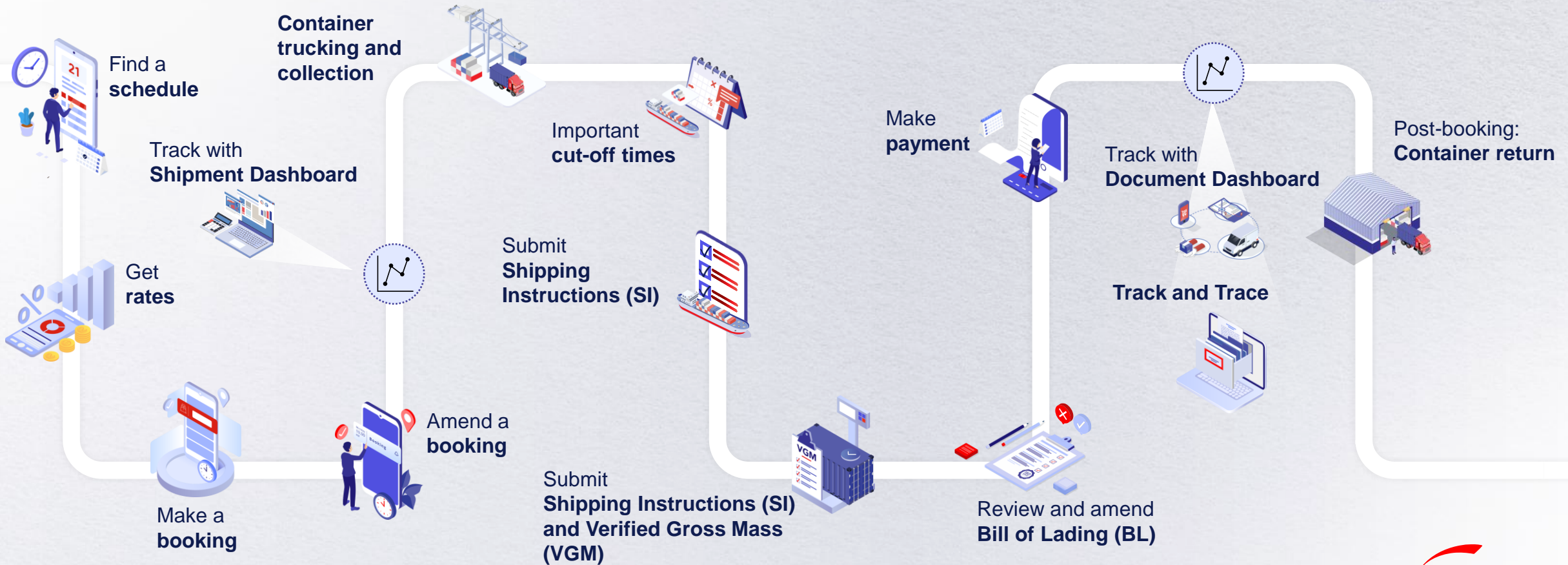
Stay up to date with the latest news, customized to your preferences.

[CMA CGM news](#)

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:

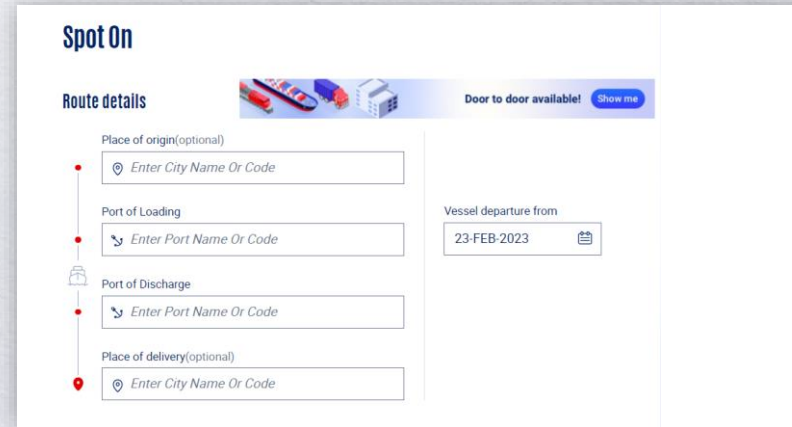
 [Inland prices](#)

 [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.

Q: What is DCD matching for booking release?

A: It is the validation of the quotation number against the booking parties at booking stage. So please provide correct and complete information including full name/address/contact phone number/email address, etc.) about the consignee/shipper/notify party/payer at booking stage.

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 DG document and send it to gsc.specialbkg_schk@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 gsc.specialbkg_schk@cma-cgm.com.



Post-booking

Special cargo

- No freetime is offered

Dangerous Goods (DG)

- Pls send MSDS and final IMO form, with container number, company chop and signature, to us within office hours once the empty pick up is complete. The trucker should also bring along the IMO form when delivering the laden container to the terminal.

**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:

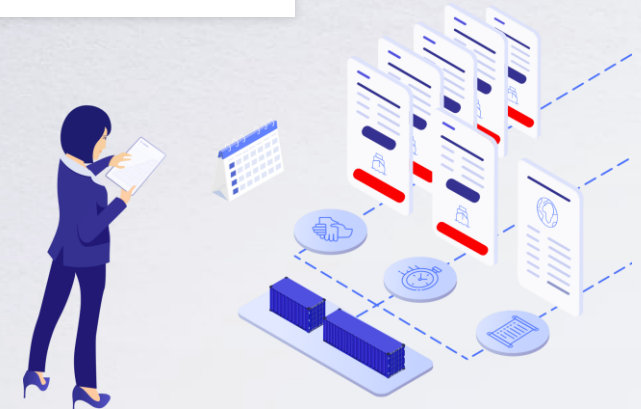
Send your changes to our booking team at hka.bookings@cma-cgm.com

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



*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

↕ 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 Status	↕ To do
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 Equipment Interchange Receipt (EIR) after you have processed EIR printing at PHY.



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 our Customer Care team.

Find your local contact

When gating in:



Vessel berthing location

After stuffing your container with your haulier, they can retrieve the vessel berthing location for container gate-in from EIR.

**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

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



Air freight services



Value added services



Contract logistics



Trucking and delivery



Supply chain management solutions

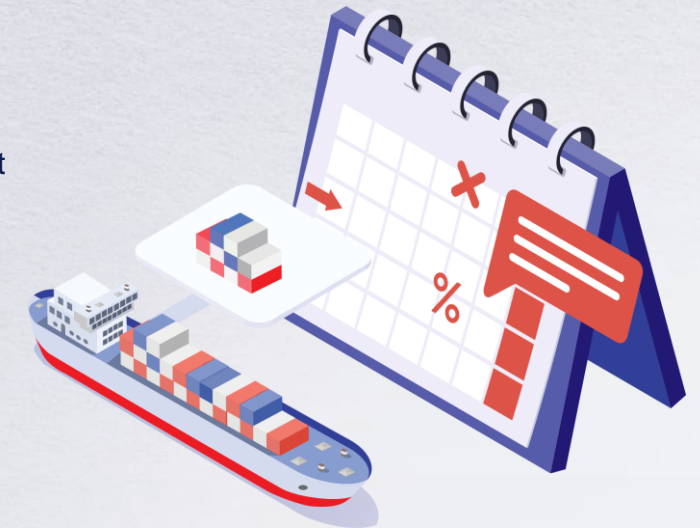
**Also applicable to APL, ANL and CNC*

— **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
- POL/Receipt
- POD/Final POD
- Container number and seal number
- Number of packages, package type, weight and cube
- HS code
- Cargo commodity name and 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



¹Payer: Eligible payer shall be relevant to BL parties being the Booking Party, Deciding Party, Shipper or Consignee. We only accept payment from the eligible payer.

*Also applicable to APL, ANL and CNC

— Important cut-off times

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

Schedules

Line Services Schedules and Transit Time

In this section you can find our updated export schedules connecting worldwide regional ports.

Africa

Service	Description	Last Update
06 ASAF	HE* China to Rome, Yokohama, Laredo, Libreville, Soaba	15 August 2023
03 WALK	HE* South China to Colombo, Adigen, Trapani	15 August 2023
05 TEU (BATUTA)	HE* Harbin to Genoa, Moscow, Baku, Noumea	15 August 2023
07 ASEA	HE* Shaoxing to PORT VICTORIA, MALE, DAR ES SALAAM	15 August 2023
08 ASEA 2	HE* Shaoxing to MOMBASA, MOGADISHU, ZANZIBAR, TANZA	15 August 2023

ASAF SERVICE

ORIGIN	DESTINATION	DATE	TIME	STATUS	REMARKS
YOKOHAMA	YOKOHAMA	15/08/2023	08:00	ON	ASAF SERVICE
YOKOHAMA	YOKOHAMA	15/08/2023	08:00	ON	ASAF SERVICE
YOKOHAMA	YOKOHAMA	15/08/2023	08:00	ON	ASAF SERVICE

Find your cut-off time for each line service

Local schedules

Updates will be provided in your booking confirmation and EIR.

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?

A late SI fee may be charged if the document is not submitted before the [indicated cut-off time](#).

[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	2 working days after vessel sailing

Export:

- For SI submission, enquiries about certificates, you may send them to gbs.cnhkdoc@cma-cgm.com
- For SI amendment, email gbs.schkamend@cma-cgm.com
- For invoicing matters, please send them to gbs.schkfrtinv@cma-cgm.com

**Also applicable to APL, ANL and CNC*

— Submit Verified Gross Mass (VGM)

VGM Declaration

Submit your instructions to prepare the Bill of Lading (BL) draft and declare the VGM of your shipment.

VGM = weight of cargo + tare weight of container

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



Electronic submission:

Submit on [our website](#).



*Also applicable to APL, ANL and CNC

— Review and amend your Bill of Lading (BL)

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

Issuance of BL

Access your BL by booking or reference number here:



Web print original BL:

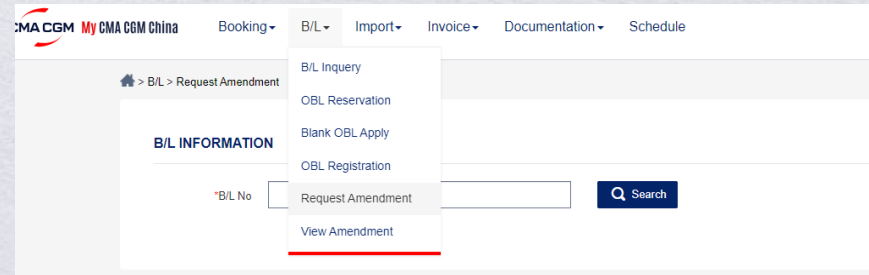
Video guide

Opt for paperless BL:

Find out more



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



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

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

Making amendments

Online: submit your amendments via [MY CMA CGM China](#)

Turnaround time: 3 working hours

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

**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**
Sent 2 days after ATD
Invoice request: gbs.schkfrtinvcma-cgm.com
Payment collection confirmation: kuf.hkpayconfirmcma-cgm.com

- B Local cross payment**
Sent 2 days after ATD
Invoice request: hka.crosspaymentscma-cgm.com

- C Import invoice & Notice of Arrival (NOA)**
Import invoice is sent 1 working day after ETA
Arrival notice is sent 2 working days before ETA
Invoice dispute: hka.importcscma-cgm.com

Make a Payment

Step by step guide

Turnaround time: After payment, your Bill of Lading (BL) will be released within 2 working hours.

Want to make payment but have not received an invoice?

Provide us with your BL number at gbs.schkfrtinvcma-cgm.com

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

Made payment but BL still not released?

Check if the payment is made by a corporate account, as personal accounts will not be accepted.

**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. Only payment from the eligible payer is accepted.



Telegraphic transfer

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



Corporate accounts only

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



Payment settlement

Please make your payment within 10 days of invoice issuance for exports and within 7 days for cross payments, to avoid a late payment fee.

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



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 2 calendar days prior to vessel's arrival date for short haul and 3 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 hka.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 hka.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 hka.exportsd@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 customer notifications

Receive the latest status alerts for your different needs, whether you want to be alerted when documents, e.g., Bill of Lading (BL), are available or want to flag out specific container statuses, e.g., container not gated in.

[Video guide](#)

Shipped On Board (SOB) date

SOB dates are available after vessel sail off. You can also refer to the estimated dates via [voyage finder](#).

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 hka.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 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.

**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 eRO.



Rejection of container return

In the event that the depot rejects your empty container return, contact hka.equipment@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

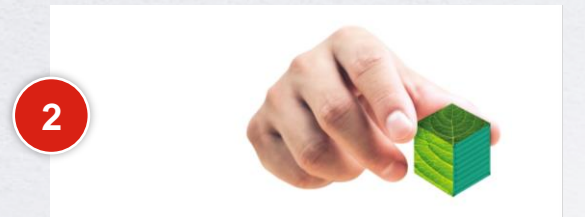
Get business support services from an established commercial partner.

Our top selling products in Hong Kong include:



1

[SEAPRIORITY go](#)



2

[ACT for CMA CGM+](#)



3

[FREETIME extended](#)

Get support

LNGPOWERED



Contact us

**Also applicable to APL, ANL and CNC*

— Contact us

For your service enquiries:

Trade lane	Contact Email
非危资料审核(MSDS)	MSDS_PRDFJHK@cma-cgm.com
Application for SOC/DG/OOG/BBK/FX/ Special stowage except battery	GSC.SPECIALBKG_SCHK@cma-cgm.com
Booking enquiry or amendment	hka.bookings@cma-cgm.com
BL enquiry or Late SI Application	GBS.CNHKDOC@cma-cgm.com
AMS/ACI enquiry	GBS.CQMNFT@cma-cgm.com
BL amendment	GBS.SCHKAMEND@cma-cgm.com
Indirect SWB & oBL publish on web	GBS.SCWEBRELEASE@CMA-CGM.COM
Invoice enquiry	GBS.SCHKFRTINV@CMA-CGM.COM
Submit bank slip	kuf.hkpayconfirm@cma-cgm.com
Counter, Telex Release	hka.exportcsd@cma-cgm.com

To reach your customer care representative:

Trade lane	Contact Email
Europe	hka.eurcsd@cma-cgm.com
West Med, East Med, Adriatic	hka.medcsd@cma-cgm.com
Transpacific	hka.usacsd@cma-cgm.com
Latin America	hka.latamcsd@cma-cgm.com
Africa	hka.africacsd@cma-cgm.com
Middle East, India & Pakistan	hka.cimexcsd@cma-cgm.com
Intra Asia (CNC)	hka.intraasiacsd@cma-cgm.com
Australia / New Zealand	hka.austcsd@cma-cgm.com
Import	hka.importcs@cma-cgm.com

Need to speak to a Customer Service agent?

Access our one-stop solution for all customer queries:

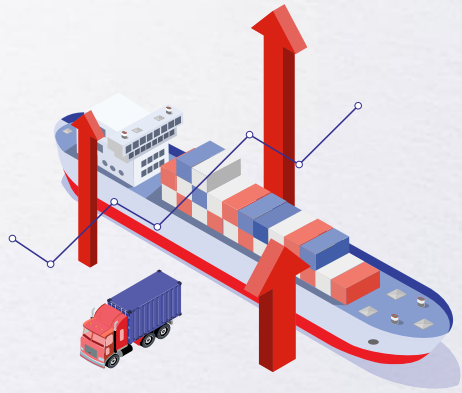
My Customer Service



Additional local information



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/hong-kong/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

Online tools

[Charges finder](#)

[Container tracking](#)

[Eco-calculator](#)

[EIR printing](#)

[My CMA CGM](#)

[My CMA CGM China](#)

[Routing finder](#)

[Voyage finder](#)

Hong Kong ports

[HIT port](#)

[One port](#)

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

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



THANK YOU