# 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.







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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.







### - Introduction to CMA CGM Hong Kong





### - 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 <u>ecustomersupport@cmacgm.com</u>
- You may also email "Account not created": Kindly create and upload the necessary documents





### - 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.



#### How to access our local website and subscribe to local news

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





Home

### Your shipment journey



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### - 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:



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 <u>SpotOn</u> quote, valid for 24 hours:



e details	Door to door available! Show me
Place of origin(optional)	
Port of Loading	Vessel departure from
𝔝 Enter Port Name Or Code	23-FEB-2023
Port of Discharge	
🍤 Enter Port Name Or Code	
Place of delivery(optional)	
Enter City Name Or Code	

#### Door-to-door:

You can include your Place of Origin and Place of Delivery at the point of quote.



### - 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-incharge, 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	02	03	04	05	06
Enter your: • Quotation number • POL • POD	Select your vessel schedule	Enter the details of your cargo	Add on the CMA CGM+ value- added services that you need	Make your booking	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).



### - 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 <u>gsc.specialbkg\_schk@cmacgm.com</u>
- 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)**

 PIs 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.



### - 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 <u>hka.bookings@cma-cgm.com</u>

#### 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



### - 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**

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A	My Shipments	Q Search, r	eference, port, status	•	History : 2 Month	is V		
	↓ <b>↑ Shipment Ref</b> My Ref	↓↑ From (Receipt or POL)	\$\$ <b>POL</b> \$\$ ETD	↓↑ Export Voyage Vessel	↓ <b>↑ POD</b> TA	↓↑ Shipment Status	7	
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	ISB1218915	ALIAGA (IZMIR AREA) , TR	<b>ALIAGA (IZMIR AREA) , TR</b> 16-FEB-2023 11:00	<b>OHFDPN1MA</b> CMA CGM BARRACUDA	SZCZECIN , PL	Cancelled	:	
	SIJ0417553	SINGAPORE , SG	SINGAPORE , SG		ROTTERDAM , NL	Cancelled	:	
	SIJ0417536	SINGAPORE, SG	SINGAPORE , SG		ROTTERDAM , NL	Cancelled	:	



### Container trucking and collection

When collecting your empty container from the depot:



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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





Vessel berthing location After stuffing your container with your haulier, they can retrieve the vessel berthing location for container gatein from EIR.



# - 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.



- 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



# - 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

<sup>1</sup>Payer: 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.

- 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





### – Important cut-off times

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

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#### 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.



### - Submit Shipping Instructions (SI)

#### How to submit Shipping Instructions (SI)

- Electronic submission:
- Submit online
- 3<sup>rd</sup> party submission (e.g., Inttra)

#### 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 <u>indicated cut-off time</u>.

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 <u>gbs.cnhkamend@cma-cgm.com</u>
- For invoicing matters, please send them to <u>gbs.cnhktwfrtinv@cma-cgm.com</u>



# - 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, <u>find your respective</u> <u>cut-off time</u> and submit before the cut-off.







### - 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:



#### **Making amendments**

**Online:** submit your amendments via <u>MY CMA CGM China</u> **Turnaround time:** 3 working hours **Surcharges**: The charges of B/L relative services will be showed when you select the service from the list. **1. Select "Request Amendment" under the "B/L" menu &** *Note: you can check for the status of previous requests at* "View Amendment"

:MACGM My CMA CGM China Booking -	B/L Import Invoice Documentation Schedule
★ > B/L > Request Amendment	B/L Inquery
B/L INFORMATION	Blank OBL Apply
	OBL Registration
BILINO	View Amendment

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

۲	CLP special LOI	0 CNY/BL
۲	Split Bill of Lading	400 CNY/BL
۲	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(rali/road),movements(FCL / LCL) etc.)	400 CNY/BL
۲	Export Bill of Lading-Change of invoice (Payer/Currency/Payment place of surcharge /Charges on BL)/Cancel Tax Invoice	400 CNY/BL
۲	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



### - Make payment

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

#### Access invoice online via Document Dashboard



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#### Export invoice

Sent 2 days after ATD Invoice request: <u>gbs.cnhktwfrtinv@cma-cgm.com</u> Payment collection confirmation: kuf.hkpayconfirm@cma-cgm.com

Local cross payment Sent 2 days after ATD Invoice request: hka.crosspayments@cma-cgm.com

#### 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: <u>hkg.service@cma-cgm.com</u>

#### 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 <u>gbs.cnhktwfrtinv@cma-cgm.com</u> **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.



### 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@cmacgm.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.



### – 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

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### – 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 <u>hkg.service@cma-cgm.com</u> 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 <a href="https://www.nkg.service@cma-cgm.com">https://www.nkg.service@cma-cgm.com</a> so that we can check why the BL is held back
- For Sea Waybill :
  - 1. Provide us with your BL number at <u>hkg.service@cma-cgm.com</u> so that we can check why the BL is held back

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



### - 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 <u>hkg.service@cma-cgm.com</u> 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.



### -Post-booking: Container return

Things to note for importers returning empty containers:







**Returning depot** Please refer to the eRO.



Rejection of container return In the event that the depot rejects your empty container return, contact <u>hka.equipment@cmacgm.com</u>







### **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.



Supply chain agility Optimize every stage of your supply chain.





Get business support services from an established commercial partner.



<u>Serenity</u> Get the right coverage to fit your cargo shipment needs.

#### Our top selling products in Hong Kong include:



SEAPRIORITY go





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### **Contact us**



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### **Contact us**

#### For your service enquiries:

Service Centre	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 / amendment BL Enquiry / LATE SI Application AMS/ACI Enquiry B/L amendment	hka.bookings@cma-cgm.com gbs.cnhkdoc@cma-cgm.com gbs.cqmnft@cma-cgm.com gbs.chhkamend@cma-cgm.com
Indirect SWB & OBL publish on WEB	gbs.scwebrelease@cma-cgm.com
Invoice Enquiry	gbs.cnhktwfrtinv@cma-cgm.com
Submit Bank Slip	kuf.hkpayconfirm@cma-cgm.com

#### To reach your customer care representative:

Customer Care Centre	Contact Email
Customer Care	hkg.service@cma-cgm.com
Cargo Readiness (for late come application and IMO form submission)	hka.cargoreadiness@cma-cgm.com

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

Access our one-stop solution for all customer queries:

My Customer Service







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### Additional local information

CMACGM

CMACGM

CMACGM

CMACGM

APL

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Import, export and Demurrage and Detention charges



CMA COM



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### 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 <u>here</u> or use our D&D calculators:



<u>Need more free time?</u> Choose the bundle that best suits your needs and extend your standard free time conditions up to 28 days.



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### - 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

