

# 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 China

BETTER WAYS  CMA CGM

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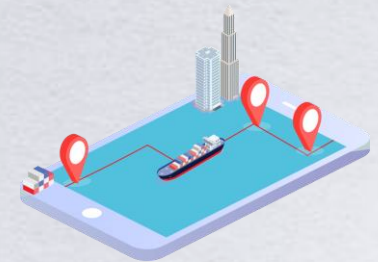


# Getting started



Welcome

Introduction to CMA CGM  
China



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



155,000 employees



593 vessels



serves 420 of the world's commercial ports




operates 257 shipping lines

# Introduction to CMA CGM China


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

 43 offices

 90+ services




 290+ weekly calls

 13 ports of calls

 30 years of presence

[Visit our website](#)

## Legend

-  Branch office
-  Commercial office
-  Incl. WFH





# — 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**

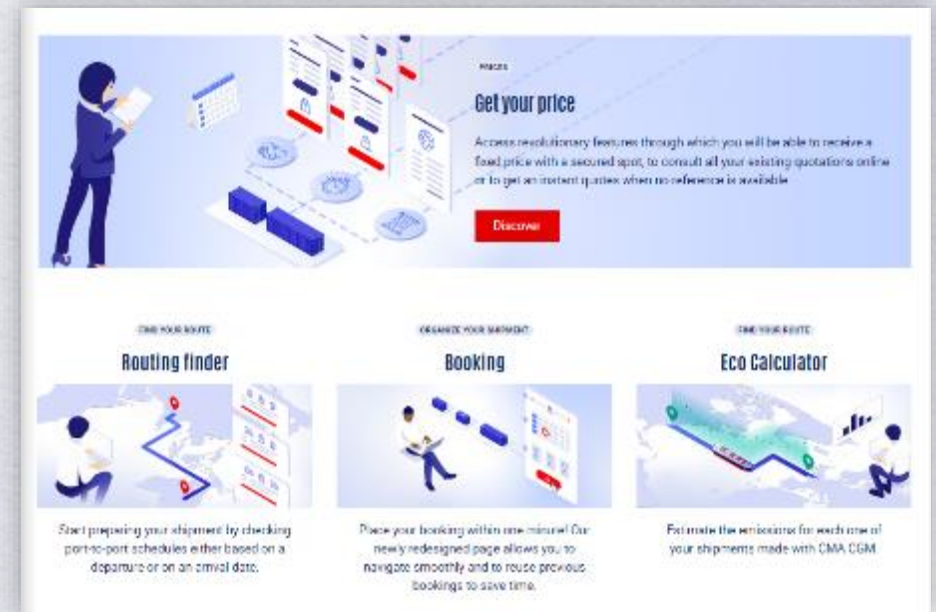
**How to register**

## 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), or [contact customer service](#).
- "Account not created": Kindly create and upload the necessary documents



## Already have an account?

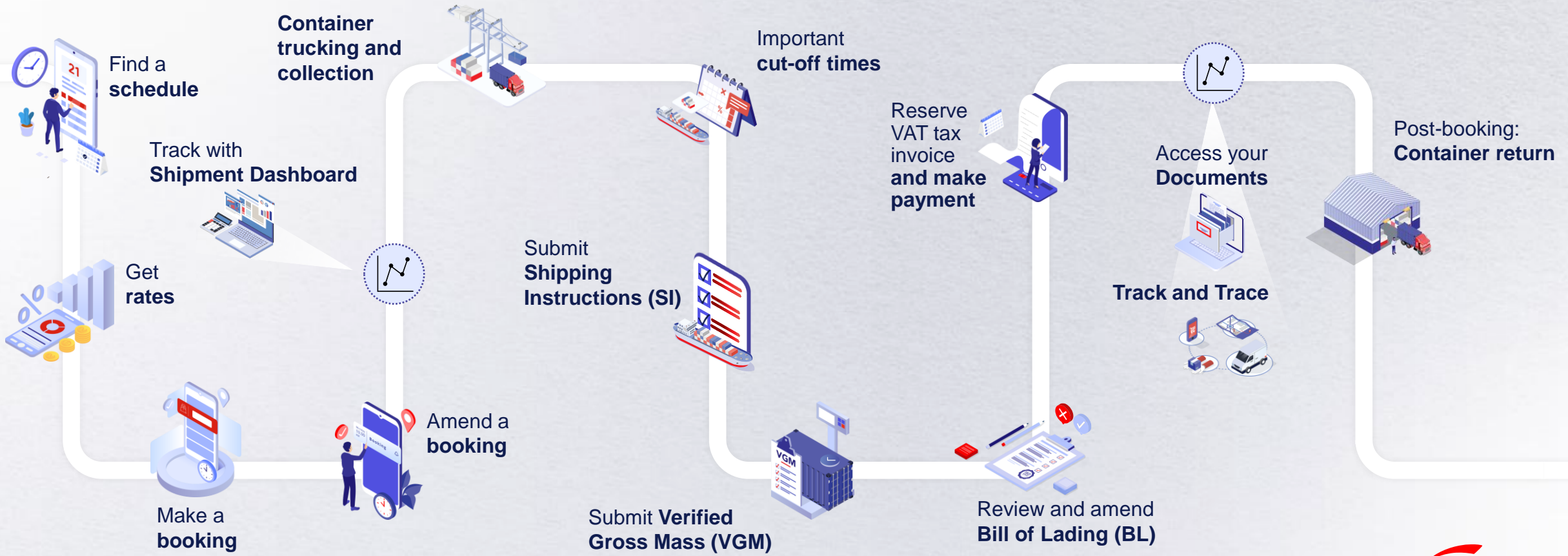
Find out how to reset your password or update your account details.

**Reset password**

**Update account details**



# Your shipment journey



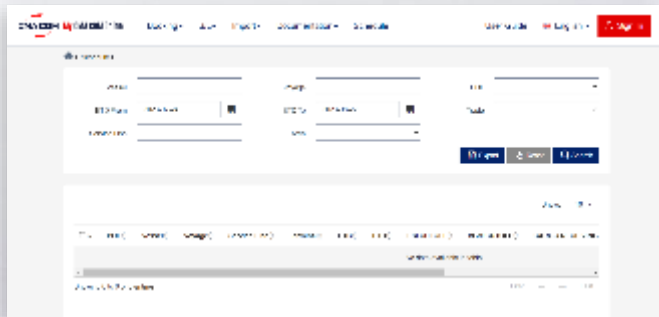


# — Find a schedule

Based on your sailing date, commodity type, POL and POD, find a suitable service based on your shipping requirements.

## 3 convenient ways to find your schedule

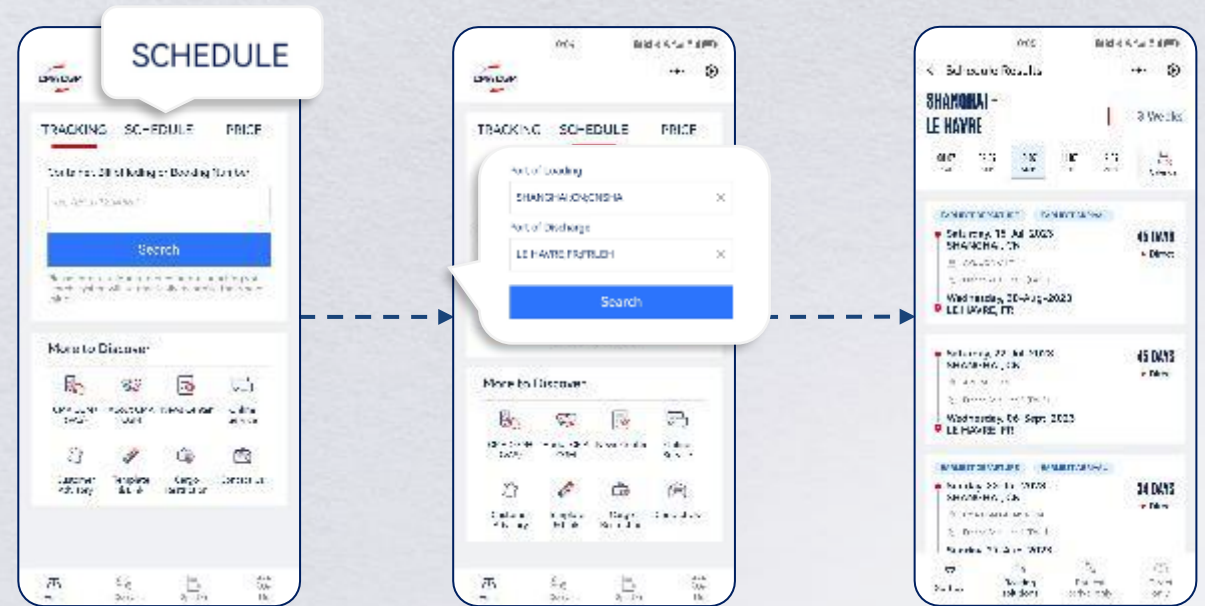
### 01. My CMA CGM China



- Search based on specific services, trades, destinations or dates
- Conveniently export your results

Schedule search

### 02. Wechat



1. Click on 'Schedule'

2. Input search criteria

3. Get results



# — Find a schedule

Based on your sailing date, commodity type, POL and POD, find a suitable service based on your shipping requirements.

## 3 convenient ways to find your schedule

### 03. CMA CGM website

Find the service you need based on a specific:

#### Route

Routing finder

#### Port

Port schedules

#### Voyage

Voyage finder

#### Combined search

Available solutions from all our carriers will be shown in the results.

### 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**

**Guidance**

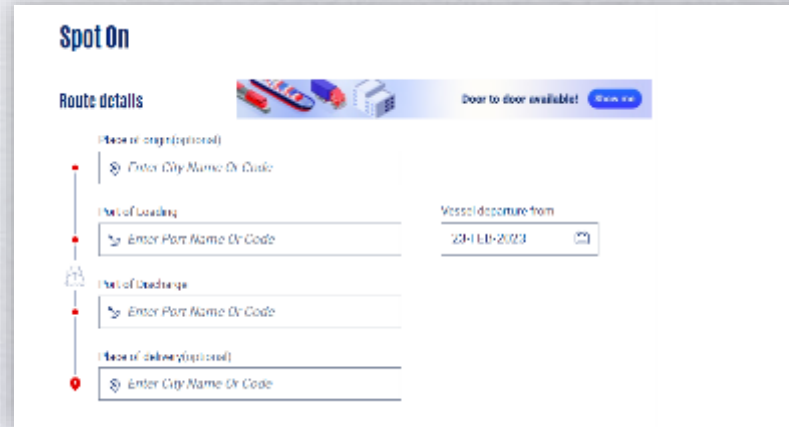
### Find out more about our:

 [Carrier charges](#)

 [DD Tariff](#)

 [Public prices](#)

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



## 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

You can download regular Booking FAQs from My CMA CGM China or WeChat. Meanwhile, you can also contact customer service in case you meet any problem during your booking.

**Find more FAQs on My CMA CGM China or WeChat**

## Make a booking

Complete your booking:

**Booking**

**01**

Enter your:  
• Quotation number  
• POL  
• POD

**02**

Enter the details of your cargo

**03**

Select your vessel schedule

**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 is targeted to be confirmed in 2 working hours, if booking information/documents are provided in full and accurately.

*\*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) & [Declaration of Dangerous Goods](#)
- All DG is subject to approval from the Dangerous Cargo office, even if the UN number does not fall in our prohibited list
- Additional documents may be required for specific commodities. Find out more under cargo restrictions on our [WeChat Mini-program](#).

## 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 via:

[My CMA CGM China](#)

[Booking team email](#)

## Post-booking

### Dangerous Goods (DG)

- The shipper is required to mail their final DG documents with container number to our customer service team, at least 2 working days prior to vessel ETA

[Contact us via WeChat](#)



\*Also applicable to APL, ANL and CNC

# — Amend a booking

**Making an amendment before or after the booking is released:**

Send your changes to the respective contact in our booking team:

*If you have missed out any information on your booking request, you can request for changes.*

航线/Line	联系邮箱/Contact Email
澳线订舱组--Oceania Booking Team	<a href="mailto:anlbkg_cn@cma-cgm.com">anlbkg_cn@cma-cgm.com</a>
非洲线订舱组--Africa Booking Team	<a href="mailto:afrbkg_cn@cma-cgm.com">afrbkg_cn@cma-cgm.com</a>
亚洲线订舱组--Intra Asia Booking Team	<a href="mailto:cncbkg_cn@cma-cgm.com">cncbkg_cn@cma-cgm.com</a>
拉美订舱组--South America Booking Team	<a href="mailto:ltambkg_cn@cma-cgm.com">ltambkg_cn@cma-cgm.com</a>
北美订舱组--North America Booking Team	<a href="mailto:tpbkg_cn@cma-cgm.com">tpbkg_cn@cma-cgm.com</a>
欧线订舱组--Europe Booking Team	<a href="mailto:eurbkg_cn@cma-cgm.com">eurbkg_cn@cma-cgm.com</a>
地中海和北非订舱组--Mediterranean and North Africa Booking Team	<a href="mailto:medbkg_cn@cma-cgm.com">medbkg_cn@cma-cgm.com</a>
中东、红海、印巴订舱组--Red Sea/ Middle East/ INPA Booking Team	<a href="mailto:meginpabkg_cn@cma-cgm.com">meginpabkg_cn@cma-cgm.com</a>
扬子订舱组--Yangtze Booking Team	<a href="mailto:gsc.bkg_yz@cma-cgm.com">gsc.bkg_yz@cma-cgm.com</a>
香港订舱组--Hongkong Booking Team	<a href="mailto:hka.bookings@cma-cgm.com">hka.bookings@cma-cgm.com</a>
特殊货物北中国订舱组--North China & Ningbo Special Booking Team	<a href="mailto:gsc.specialbkg_nc@cma-cgm.com">gsc.specialbkg_nc@cma-cgm.com</a>
特殊货物中中国订舱组--Shanghai & Yangtze Special Booking Team	<a href="mailto:gsc.specialbkg_cc@cma-cgm.com">gsc.specialbkg_cc@cma-cgm.com</a>
特殊货物南中国订舱组--South China & Hongkong Special Booking Team	<a href="mailto:gsc.specialbkg_schk@cma-cgm.com">gsc.specialbkg_schk@cma-cgm.com</a>
MSDS 非危险品深圳审核组--Shenzhen Non-dangerous Goods Audit Team	<a href="mailto:MSDS_SNZ@cma-cgm.com">MSDS_SNZ@cma-cgm.com</a>
MSDS 非危险品南中国(除深圳外)审核组--Hongkong, PRD and Fujian Non-dangerous Goods Audit Team	<a href="mailto:MSDS_PRDFJHK@cma-cgm.com">MSDS_PRDFJHK@cma-cgm.com</a>
MSDS 非危险品中中国审核组--Centra China Non-dangerous Goods China Audit Team	<a href="mailto:MSDS_CC@cma-cgm.com">MSDS_CC@cma-cgm.com</a>
MSDS 非危险品北中国审核组--North China Non-dangerous Goods China Audit Team	<a href="mailto:MSDS_NC@cma-cgm.com">MSDS_NC@cma-cgm.com</a>



\*Also applicable to APL, ANL and CNC

# — Get an overview of your shipments

## Shipment Dashboard

Gain an overview of all your shipment or container information, perform searches on different data fields (e.g., POL) and trigger a data extract on schedule:

Shipment view

### Shipment Dashboard | All Export/Import Shipments

[Download Now](#) · [Schedule an extract](#)

Create Booking
Change view
Rate your shipment dashboard

All **My Shipments**

History 2 Months

⇅ Shipment Ref <small>My Ref</small>	⇅ From <small>(Receipt or POL)</small>	⇅ POL <small>ETD</small>	⇅ Export Voyage <small>Vessel</small>	⇅ POD <small>ETA</small>	⇅ Shipment <small>Status</small>	⇅ To do	<input type="checkbox"/>
ISB1224385	ISKENDERUN , TR	ISKENDERUN , TR 14-FEB-2023 21:00	0NVD2N1MA MYNY	NOUAKCHOTT , MR 03-MAR-2023 07:00	Booking Processing		⋮ <input type="checkbox"/>
> ISB1218915	ALIAGA (IZMIR AREA) , TR	ALIAGA (IZMIR AREA) , TR 16-FEB-2023 11:00	0HFDPN1MA CMA CGM BARRACUDA	SZCZECIN , PL	Cancelled		⋮ <input type="checkbox"/>
> SIJ0417553	SINGAPORE , SG	SINGAPORE , SG		ROTTERDAM , NL	Cancelled		⋮ <input type="checkbox"/>
> SIJ0417536	SINGAPORE , SG	SINGAPORE , SG		ROTTERDAM , NL	Cancelled		⋮ <input type="checkbox"/>



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

# — Container trucking and collection

When collecting your empty container from the depot:



### Depot information

Your depot information is indicated in your Equipment Interchange Receipt (EIR).



### 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 customer service



### Book a pick-up slot

Your haulier can book a slot to collect the container using the Easipass system (North and Central China) or Peng Hai Yun (South China). For any enquiries, contact customer service.



### Vessel berthing location

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

Contact us

*\*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

# — Important cut-off times

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

## Check your cut off times on My CMA CGM China

Simply key in your ETD dates and other shipment information (e.g. trade, POL). The cut off times for each schedule will be reflected.

Alternatively, you can contact your [local customer care representative](#).

The screenshot shows the 'My CMA CGM China' interface with a table of cut-off times. A callout box highlights the following data:

ESI CUT OFF	VGM CUT OFF	CARGO RECEIVING DATE	CY CUT OFF	CV CUT OFF
TUE 15:00	08:00 (前12小时)		08:00 (前12小时)	ETB-12小时
THU 15:00	08:00 (前12小时)	ETB-12 HRS 以实际公布为准	08:00 (前12小时)	ETB-12 HRS
2023年09月15日 15:00	08:00 (前12小时)	以实际公布为准	08:00 (前12小时)	ETB-12 HRS
2023年09月17日 17:00	08:00 (前12小时)	以实际公布为准	08:00 (前12小时)	ETB-12小时
2023年09月17日 17:00	08:00 (前12小时)	以实际公布为准	08:00 (前12小时)	ETB-12小时

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.

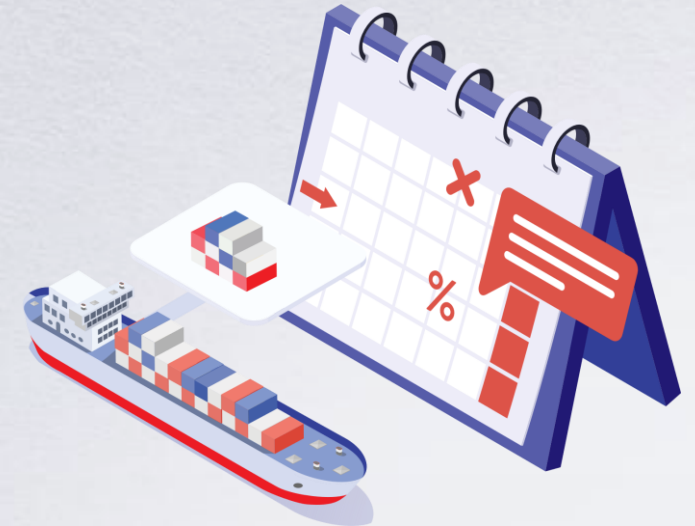
*\*Also applicable to APL, ANL and CNC*

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

*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 & cube
- HS code
- Cargo commodity name & description
- Payment terms (prepaid or collect)
- Bill type (negotiable Bill of Lading (BL) or Waybill)
- Split or combined BL



\*Also applicable to APL, ANL and CNC

# — Submit Shipping Instructions (SI)

## How to submit Shipping Instructions (SI)

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

For urgent enquiries, you can [submit manually to your local customer service](#).

## When will I get billed with a late SI fee?

A fee will be charged when your SI is submitted later than the [cut-off indicated](#) for your schedule.

## More resources

[Find more FAQs](#)

## 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

For questions related to SI submission or BL amendment, you can reach out to your [local office documentation contact](#).



*\*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**

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](#).



**3<sup>rd</sup> party submission**  
(eg. Intra)

\*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:

Bill of Lading

Web print original BL:

Video guide

Opt for paperless BL:

Find out more

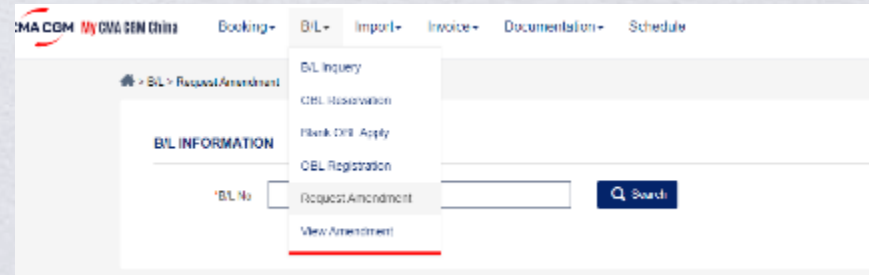
## Making amendments

**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.

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

Export Bill of Lading Amendment (General amendment requests eg. BL parties, marks, description, cargo information, seal, payment, term/blank, vessel/dep. before vessel departure, COG & manifest, transport mode/trail/trail movements (TOL/LCL), etc.)	400 CNY/BL
Export Bill of Lading-Charge of Invoice (Payee/Currency/Fax/Email/ place of surcharge /Charges on BL/Cancel Tax Invoice)	400 CNY/BL
Export Bill of Lading-Charge of Service Quotation	400 CNY/BL
Export Bill of Lading-Before vessel departure/Change of Destination/ Movement Term/In to door/ Vessel/Hazardous Details	400 CNY/BL



\*Also applicable to APL, ANL and CNC

# Reserve VAT tax invoice and make online payment

## Access invoice online

- A Export invoice**  
*Before ETD+2 working days*
- B Cross-payments**  
*Cross Payments within Great China Scope: Before ETD+2 working days*
- C Import invoice & Notice of Arrival (NOA)**  
*NOA: 2 working days before ETA*  
*Invoice: Please contact your POD import customer service team about invoice reservation or local shipping agent's contact*

## For invoice requests or disputes

You can reach out to [your regional contact](#). You can expect a response within same day of your email.

## Use the [self-service functions online](#) for:

1. Tax invoices
2. Making online payment (click the pay icon in blue)
3. Receive auto-payment confirmation

发票号	运单号	船名	起运港	航程	币种	开票日期	到期日期	船名	目的地	开票人	操作
CHEK19C70	CHG11794	SHANGHAI, CH	QINFPATMS	TSM	CNY	13/4月 2023	17/3月 2023	SHANGHAI, CH	YISHU, CH	NAISSER ELIYHT	支付
CHEK19C70	110	SHANGHAI, CH	QINFPATMS	S39	CNY	13/4月 2023	17/3月 2023	SHANGHAI, CH	AMRILJAGIE, NE	NAISSER ELIYHT	支付
CHEK19C70	120011790001	SHANGHAI, CH	QINFPATMS	S39	CNY	13/4月 2023	17/3月 2023	SHANGHAI, CH	YISHU, CH	NAISSER ELIYHT	支付

**Turnaround time:** Your Bill of Lading (BL) will be released within same day of payment after 2 days vessel departure

## Want to make payment but have not received an invoice?

Provide us with your BL number to [your regional contact](#).

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

# — Make payment (offline)

## Things to note



### Access your invoice

You can access your invoice via the [charge center](#), and your tax invoice from the [Fapiao center](#).



### Payment preparation

Refer to bank beneficiary name and account details on the invoice for correct payment preparation.



### Telegraphic transfer

To process your offline payment, please send the remittance slip, invoice and Bill of Lading (BL) number to your local

**Account receivable contacts**



### Corporate accounts only

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

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

# — Access your documents

*Access your shipment documents online.*

## Manage your Bill of Lading (BL) on My CMA CGM China



**Visit the site**

- Make a BL status enquiry
- Reserve a slot for oBL pickup at counter
- Apply for blank oBL
- Reserve a slot for oBL (Registration of oBL)
- Request and check the status of your BL amendments

## Manage other documents with the 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

**Document dashboard**



*\*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](#).

## 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).

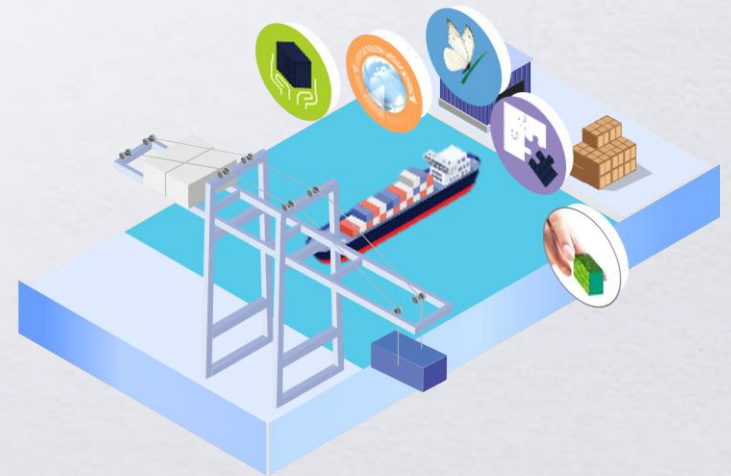


## Rejection of container return

In the event that the depot rejects your empty container return, contact your

**Local contact**

# 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 China include:

1



[FREETIME extended](#)

2



[Environmental services range](#)

3



[Serenity range](#)

# LNGPOWERED



## Find your local contact

Booking

Payment

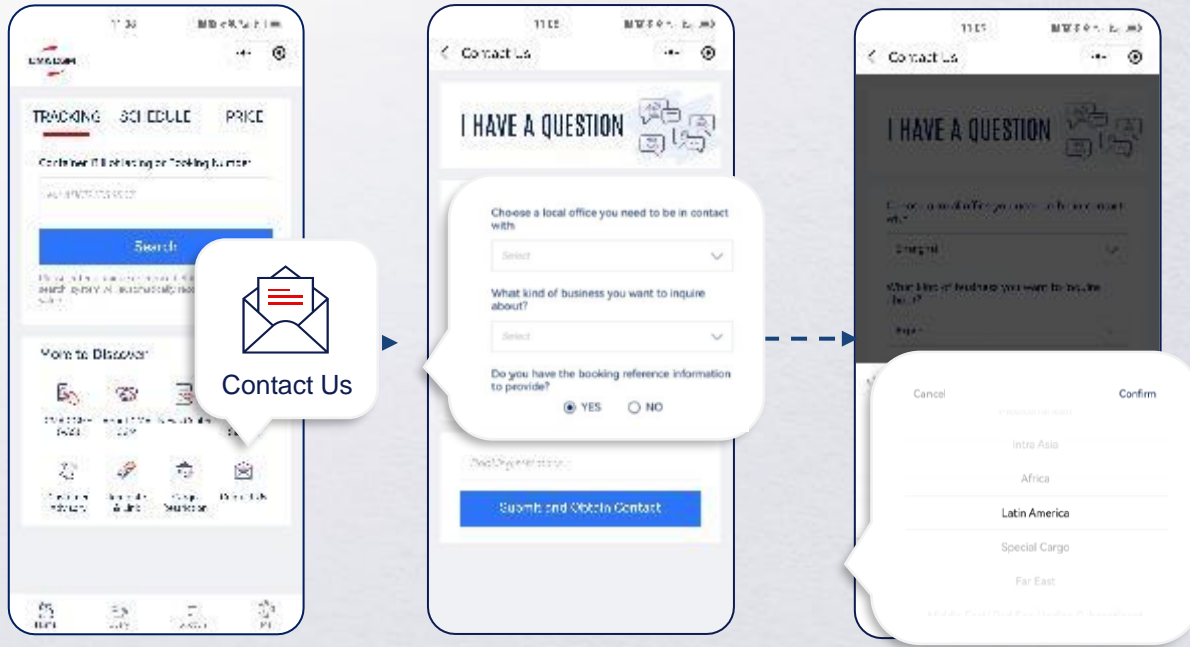
Documentation

Customer service

Invoice



# — Find your local contact



1. On Wechat, click on the “Contact Us” icon.

2. Select Office & Business Type

3. Select your trade (if booking reference is not available)

## Customer service queries

Whether you have a question on our shipping cycle or our products and services, our local customer service is available to assist you. Simply follow these steps to find your local point-of-contact.

## Follow CMA CGM China WeChat





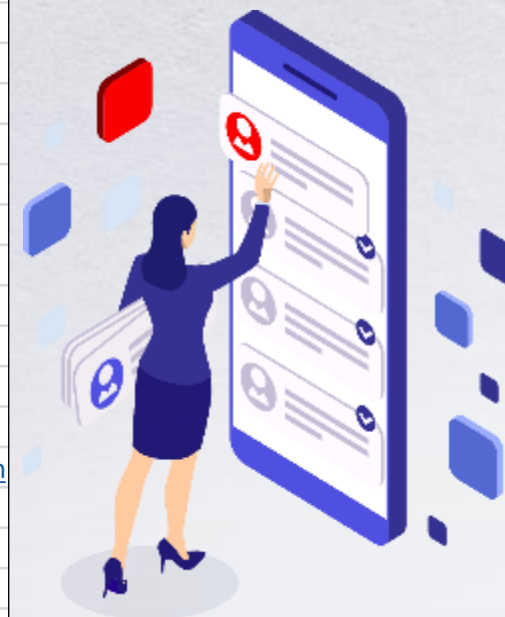
*\*Also applicable to APL, ANL and CNC*

# — Booking contacts

For any of your booking enquiries

Reach out to the respective booking contact:

航线/Line	联系邮箱/Contact Email
澳线订舱组--Oceania Booking Team	<a href="mailto:anlbkg_cn@cma-cgm.com">anlbkg_cn@cma-cgm.com</a>
非洲线订舱组--Africa Booking Team	<a href="mailto:afrbkg_cn@cma-cgm.com">afrbkg_cn@cma-cgm.com</a>
亚洲线订舱组--Intra Asia Booking Team	<a href="mailto:cncbkg_cn@cma-cgm.com">cncbkg_cn@cma-cgm.com</a>
拉美订舱组--South America Booking Team	<a href="mailto:ltambkg_cn@cma-cgm.com">ltambkg_cn@cma-cgm.com</a>
北美订舱组--North America Booking Team	<a href="mailto:tpbkg_cn@cma-cgm.com">tpbkg_cn@cma-cgm.com</a>
欧线订舱组--Europe Booking Team	<a href="mailto:eurbkg_cn@cma-cgm.com">eurbkg_cn@cma-cgm.com</a>
地中海和北非订舱组--Mediterranean and North Africa Booking Team	<a href="mailto:medbkg_cn@cma-cgm.com">medbkg_cn@cma-cgm.com</a>
中东、红海、印巴订舱组--Red Sea/ Middle East/ INPA Booking Team	<a href="mailto:meginpabkg_cn@cma-cgm.com">meginpabkg_cn@cma-cgm.com</a>
扬子订舱组--Yangtze Booking Team	<a href="mailto:gsc.bkg_yz@cma-cgm.com">gsc.bkg_yz@cma-cgm.com</a>
香港订舱组--Hongkong Booking Team	<a href="mailto:hka.bookings@cma-cgm.com">hka.bookings@cma-cgm.com</a>
特殊货物北中国订舱组--North China & Ningbo Special Booking Team	<a href="mailto:gsc.specialbkg_nc@cma-cgm.com">gsc.specialbkg_nc@cma-cgm.com</a>
特殊货物中中国订舱组--Shanghai & Yangtze Special Booking Team	<a href="mailto:gsc.specialbkg_cc@cma-cgm.com">gsc.specialbkg_cc@cma-cgm.com</a>
特殊货物南中国订舱组--South China & Hongkong Special Booking Team	<a href="mailto:gsc.specialbkg_schk@cma-cgm.com">gsc.specialbkg_schk@cma-cgm.com</a>
MSDS 非危险品深圳审核组--Shenzhen Non-dangerous Goods Audit Team	<a href="mailto:MSDS_SNZ@cma-cgm.com">MSDS_SNZ@cma-cgm.com</a>
MSDS 非危险品南中国(除深圳外)审核组--Hongkong, PRD and Fujian Non-dangerous Goods Audit Team	<a href="mailto:MSDS_PRDFJHK@cma-cgm.com">MSDS_PRDFJHK@cma-cgm.com</a>
MSDS 非危险品中中国审核组--Centra China Non-dangerous Goods China Audit Team	<a href="mailto:MSDS_CC@cma-cgm.com">MSDS_CC@cma-cgm.com</a>
MSDS 非危险品北中国审核组--North China Non-dangerous Goods China Audit Team	<a href="mailto:MSDS_NC@cma-cgm.com">MSDS_NC@cma-cgm.com</a>



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

# — Documentation contacts

<b>Enquiries about new Shipping Instructions(SI) submission</b>	<b>联系邮箱/Contact Email</b>
New SI for Mainland China & Hong Kong	<a href="mailto:gbs.cnhkdoc@cma-cgm.com">gbs.cnhkdoc@cma-cgm.com</a>
New SI for EXX service	<a href="mailto:exxdoc@cma-cgm.com">exxdoc@cma-cgm.com</a>
New SI for Coastal services	<a href="mailto:china.expdoc@coastal.com">china.expdoc@coastal.com</a>

<b>Enquiries about Bill of Lading (BL) Amendment</b>	<b>联系邮箱/Contact Email</b>
For South China & Hong Kong	<a href="mailto:gbs.schkamend@cma-cgm.com">gbs.schkamend@cma-cgm.com</a>
Central & North China	<a href="mailto:gsc.nccamend@cma-cgm.com">gsc.nccamend@cma-cgm.com</a>
For EXX service	<a href="mailto:exxdoc@cma-cgm.com">exxdoc@cma-cgm.com</a>
For Coastal services	<a href="mailto:china.expdoc@coastal.com.tw">china.expdoc@coastal.com.tw</a>

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

# — Invoice contacts

## For your invoice requests and disputes

### Export invoice & Cross payment

Process	Region	Generic mailbox
China cross payment	China	<a href="mailto:chn.crosspayments@cma-cgm.com">chn.crosspayments@cma-cgm.com</a>
Freight & invoicing	Central China & North China	<a href="mailto:gbs.ccncfrtinvc@cma-cgm.com">gbs.ccncfrtinvc@cma-cgm.com</a>
Freight & invoicing	South China	<a href="mailto:gbs.schkfrtinvc@cma-cgm.com">gbs.schkfrtinvc@cma-cgm.com</a>
Freight & invoicing	China Fujian	<a href="mailto:gbs.scjfrtinvc@cma-cgm.com">gbs.scjfrtinvc@cma-cgm.com</a>
Freight & invoicing	China Coastal	<a href="mailto:china.frtinvc@coastal.com.tw">china.frtinvc@coastal.com.tw</a>
Freight & invoicing	Central China & North China EXX Service	<a href="mailto:exxdoc@cma-cgm.com">exxdoc@cma-cgm.com</a>

### Import invoice & Notice of Arrival (NOA)

Region	Mailbox
North China	<a href="mailto:gbs.cqimport@cma-cgm.com">gbs.cqimport@cma-cgm.com</a>
Central China - Ningbo	<a href="mailto:gbs.cqimport@cma-cgm.com">gbs.cqimport@cma-cgm.com</a>
Central China - Shanghai	<a href="mailto:gbs.ccnc-shaimport@cma-cgm.com">gbs.ccnc-shaimport@cma-cgm.com</a>
South China	<a href="mailto:gbs.scimport@cma-cgm.com">gbs.scimport@cma-cgm.com</a>
Coastal	<a href="mailto:china.docimp@coastal.com.tw">china.docimp@coastal.com.tw</a>



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

# — Payment contacts

For enquiries on payment status, payment application or settlement-related matters, please contact the following local support team.

Point of lading (POL)	Generic mailbox
Shenzhen	<a href="mailto:gscq.shz.receipt@cma-cgm.com">gscq.shz.receipt@cma-cgm.com</a>
Guangzhou	<a href="mailto:gscq.ggz.receipt@cma-cgm.com">gscq.ggz.receipt@cma-cgm.com</a>
Zhongshan	<a href="mailto:gscq.zsn.receipt@cma-cgm.com">gscq.zsn.receipt@cma-cgm.com</a>
Shantou	<a href="mailto:gscq.swa.receipt@cma-cgm.com">gscq.swa.receipt@cma-cgm.com</a>
Shanghai	<a href="mailto:gbscq.shg.receipt@cma-cgm.com">gbscq.shg.receipt@cma-cgm.com</a>
Ningbo	<a href="mailto:gbscq.ngp.receipt@cma-cgm.com">gbscq.ngp.receipt@cma-cgm.com</a>
Nanjing	<a href="mailto:gbscq.jng.receipt@cma-cgm.com">gbscq.jng.receipt@cma-cgm.com</a>
Qingdao	<a href="mailto:gbscq.qgd.receipt@cma-cgm.com">gbscq.qgd.receipt@cma-cgm.com</a>
Tianjin	<a href="mailto:gbscq.tjn.receipt@cma-cgm.com">gbscq.tjn.receipt@cma-cgm.com</a>
Dalian	<a href="mailto:gbscq.dln.receipt@cma-cgm.com">gbscq.dln.receipt@cma-cgm.com</a>



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

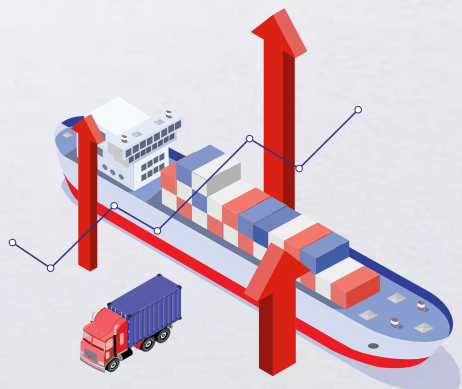
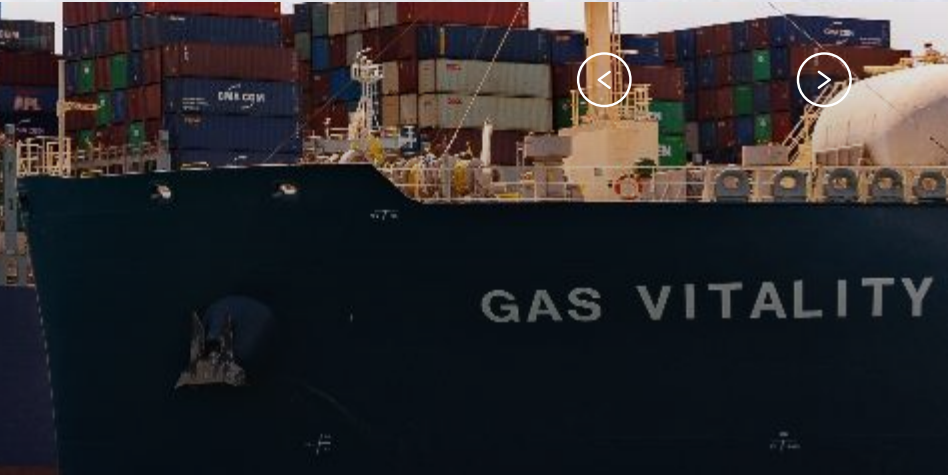
# — Customer service contacts

## For imports to China

Port of Discharge	Contact Email
Shanghai	<a href="mailto:shg.importcs@cma-cgm.com">shg.importcs@cma-cgm.com</a>
Ningbo	<a href="mailto:ngp.importcs@cma-cgm.com">ngp.importcs@cma-cgm.com</a>
Yangtze	<a href="mailto:jng.importstaff@cma-cgm.com">jng.importstaff@cma-cgm.com</a>
Qingdao	<a href="mailto:qgd.importcs@cma-cgm.com">qgd.importcs@cma-cgm.com</a>
Tianjin	<a href="mailto:tjn.importcs@cma-cgm.com">tjn.importcs@cma-cgm.com</a>
Dalian	<a href="mailto:dln.importcs@cma-cgm.com">dln.importcs@cma-cgm.com</a>
Lianyungang	<a href="mailto:ygg.importcs@cma-cgm.com">ygg.importcs@cma-cgm.com</a>
Shenzhen	<a href="mailto:shz.importcs@cma-cgm.com">shz.importcs@cma-cgm.com</a>
Guangzhou	<a href="mailto:ggz.importcs@cma-cgm.com">ggz.importcs@cma-cgm.com</a>
Xiamen	<a href="mailto:xia.importcs@cma-cgm.com">xia.importcs@cma-cgm.com</a>
Zhongshan	<a href="mailto:zsn.imp@cma-cgm.com">zsn.imp@cma-cgm.com</a>
Shantou	<a href="mailto:swa.import@cma-cgm.com">swa.import@cma-cgm.com</a>



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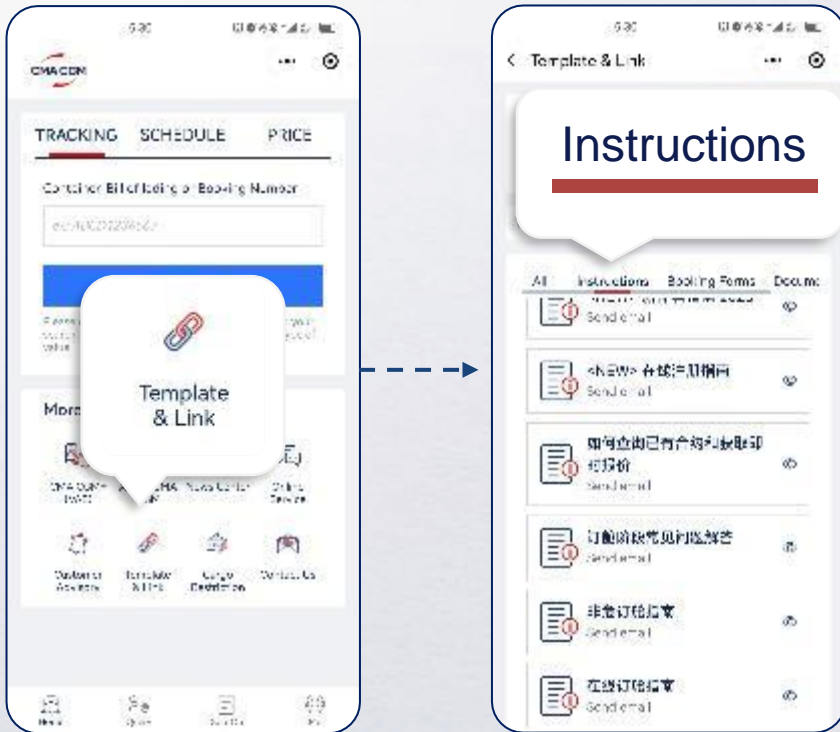
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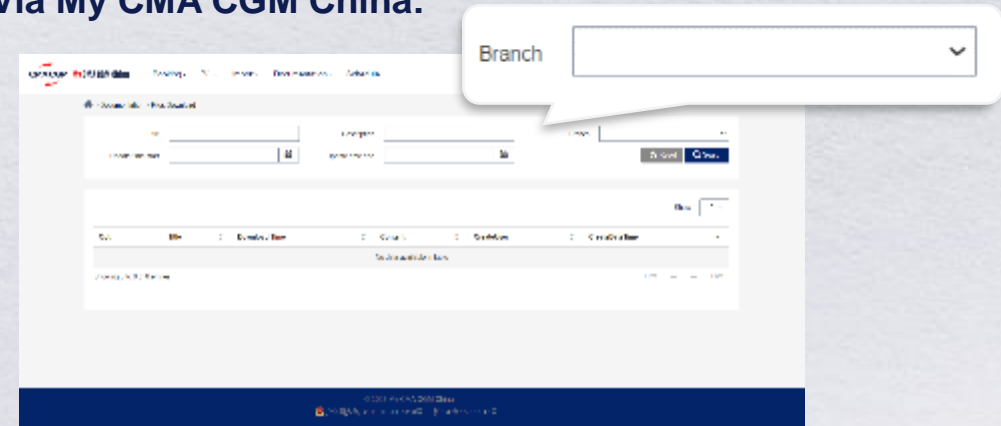
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