

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

Content

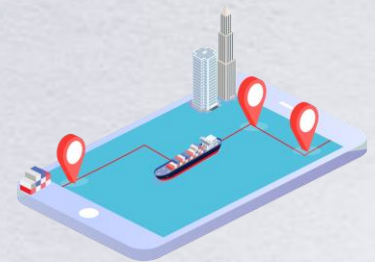
Getting started	Your shipment journey	Add-on services	Contact us	Additional local information
<p>Welcome</p> <p>Introduction to CMA CGM China</p> <p>Start your journey with CMA CGM</p>	<p>Find a schedule</p> <p>Get rates</p> <p>Make a booking</p> <p>Make a booking for special cargo or dangerous goods</p> <p>Amend a booking</p> <p>Get an overview of your shipments</p> <p>Container trucking</p> <p>Important cut-off times</p> <p>Submit Shipping Instructions (SI)</p> <p>Submit Verified Gross Mass (VGM)</p> <p>Review and amend Bill of Lading (BL)</p> <p>Reserve VAT tax invoice and make payment</p> <p>Access your documents</p> <p>Track your shipments</p> <p>Container return</p>	<p>CMA CGM+ services</p>	<p>Booking</p> <p>Documentation</p> <p>Invoice</p> <p>Payment</p> <p>Container return</p>	<p>Detention (D&D) charges</p> <p>Find more FAQs</p> <p>Useful links</p>

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



160,000 employees



600 vessels



serves 420 of the world's commercial ports



operates 277 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:



47 offices



141 services



290+ weekly calls



20 ports of calls



32 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.

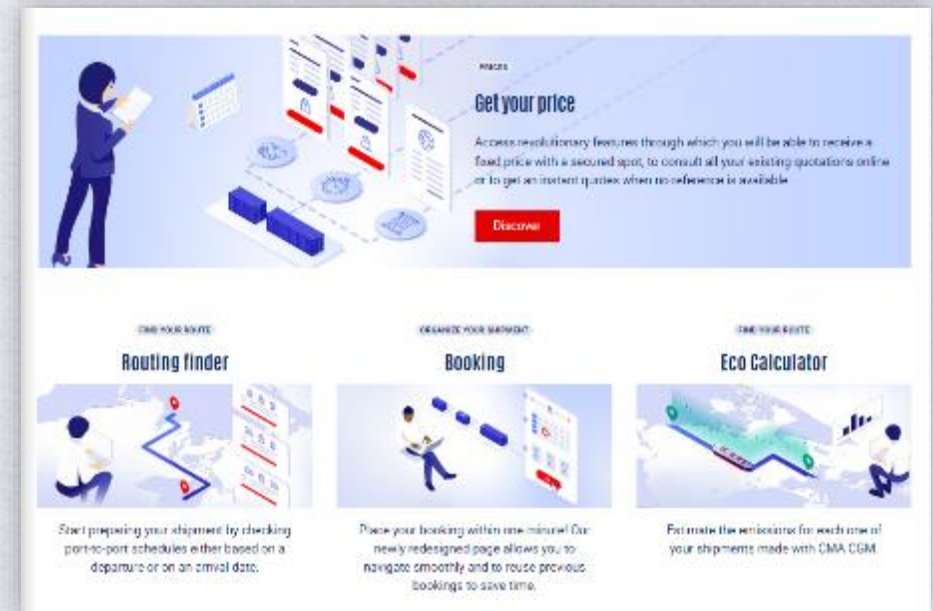
[Register for an account](#)[How to register](#)

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



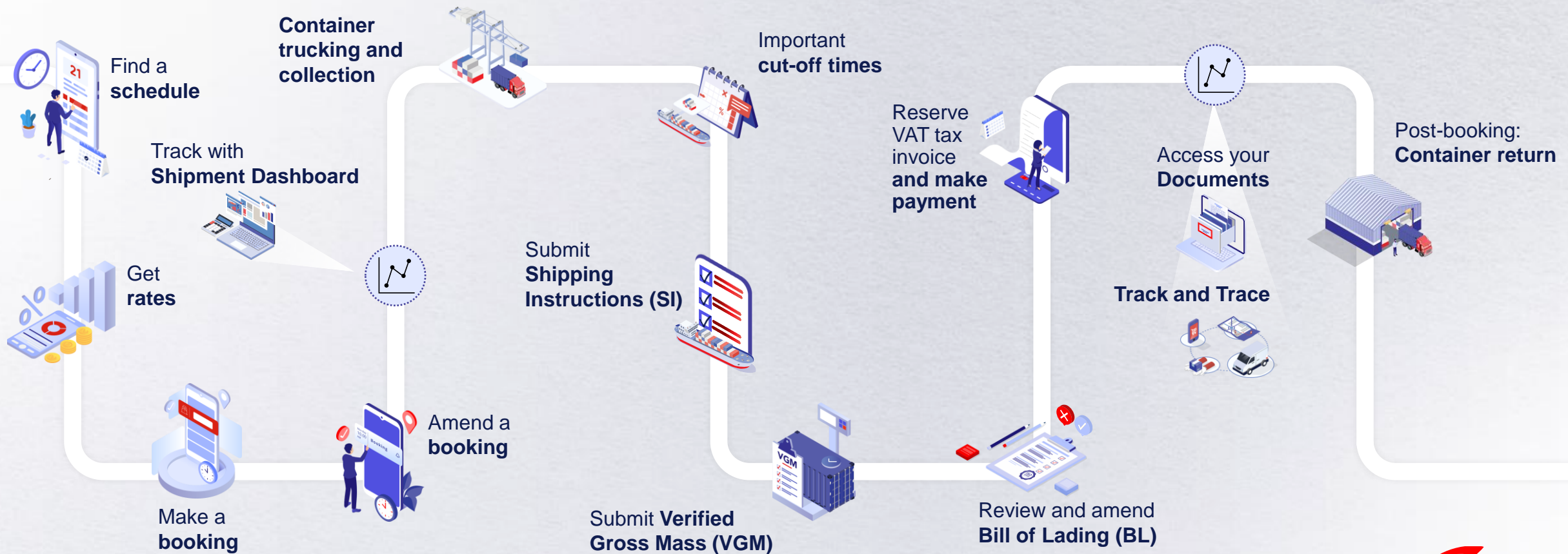
Already have an account?

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

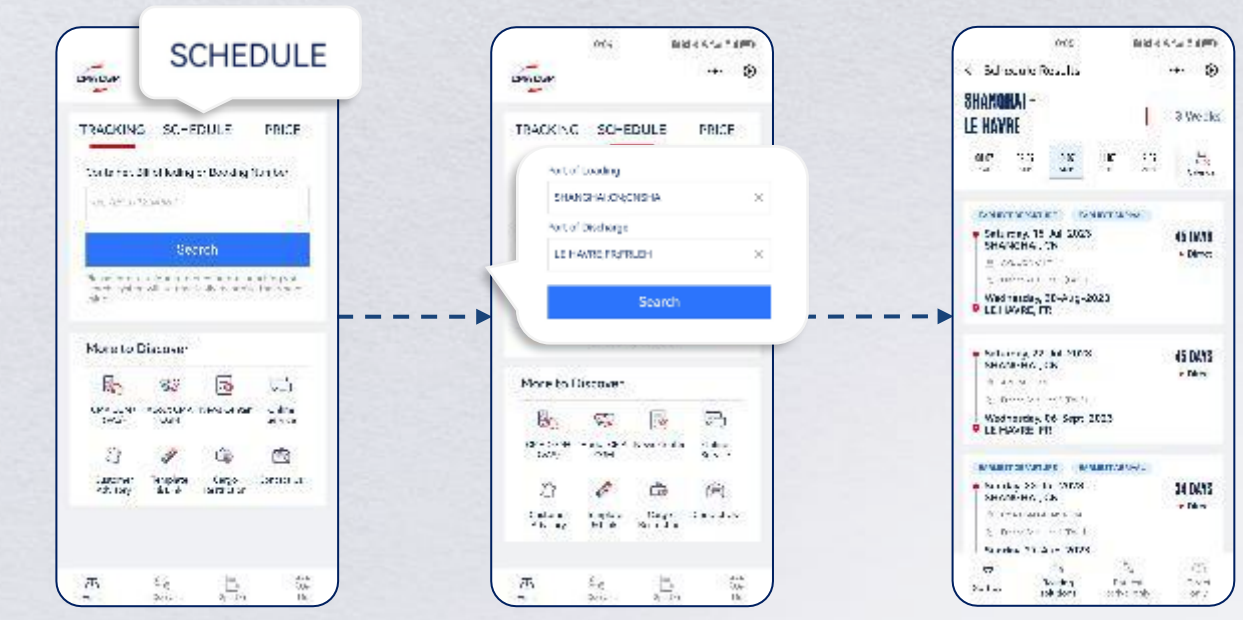
01. My CMA CGM China



- 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](#)[Sea Reward](#)

**Also applicable to APL, ANL and CNC*

Spot On

Route details

Door to door available! [View it](#)

Place of origin (optional)
Enter City Name Or Code

Place of Loading
Enter Port Name Or Code

Vessel departure from
20-11-2023

Place 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.



With Sea Reward, CMA CGM loyalty program, it has never been easier to earn rewards every time you book on SpotOn.

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



*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 My Ref	From (Receipt or POL)	POL ETD	Export Voyage Vessel	POD ETA	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 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.

The screenshot shows the 'My CMA CGM China' website interface. A table of cut-off times is displayed, with a callout box highlighting specific data. The table includes columns for ESI CUTOFF, VGM CUTOFF, CARGO RECEIVING DATE, CY CUTOFF, and CV CUTOFF. The data is organized by route and date.

ESI CUTOFF	VGM CUTOFF	CARGO RECEIVING DATE	CY CUTOFF	CV CUTOFF
TUE 15:00	船前12小时		船前12小时	ETB-12小时
THU 12:00	船前12小时ETB-12 HRS	以港航公布为准	船前12小时ETB-12 HRS	ETB-12 HRS
2023年05月15日 15:00	船前12小时ETB-12 HRS	以港航公布为准	船前12小时ETB-12 HRS	ETB-12 HRS
2023年05月17日 17:00	船前12小时	以港航公布为准	船前12小时	ETB-12小时
2023年05月17日 17:00	船前12小时	以港航公布为准	船前12小时	ETB-12小时

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](#).

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.

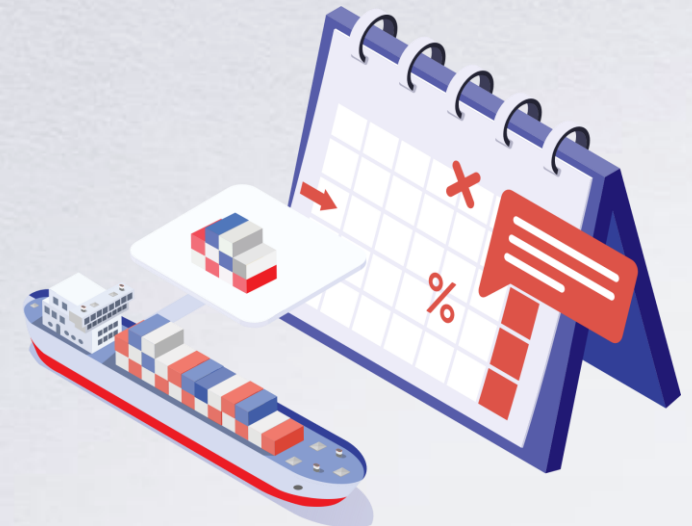
**Also applicable to APL, ANL and CNC*

— 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**
- 3rd party submission (e.g., Intrtra)

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](#).



3rd party submission
(eg. Intrra)



**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

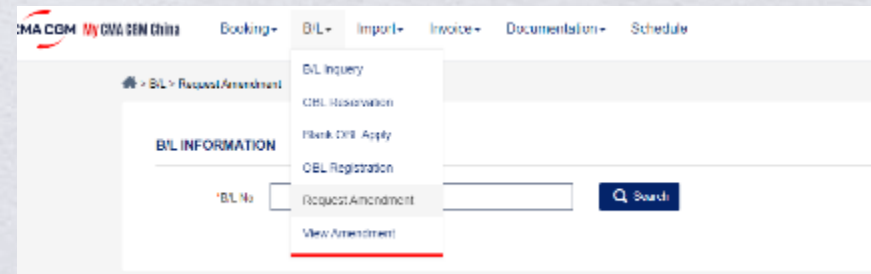
Making amendments

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 series, marks, description, cargo information, seal, payment, term, place, vessel, vessel departure, COG dimension, transport mode, arrival, movements, FCL / LCL, etc.)	400 CNY/BL
Export Bill of Lading Change of Incoterms (Payment Currency, Payment place, place of surcharge, Charges on BL, Cancel Tax, Invoice)	400 CNY/BL
Export Bill of Lading Change of Service Condition	400 CNY/BL
Export Bill of Lading Before vessel departure, Change of Destination (Movement Term) 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

☆ 订单号	☆ 运单号	☆ 来源地	☆ 目的地	☆ 重量	☆ 币种	☆ 开票日期	☆ 付款日期	☆ 船名	☆ 航司	☆ 备注	☆ 操作
☆ CHEK490700	CHN6411794	SHANGHAI, CH	GUANGZHOU	1.386	CNY	2023年03月20日	2023年03月20日	SHANGHAI, CH	YMSL, CH	NAISSERELIGHT	
☆ CHEK490700	N/A	SHANGHAI, CH	GUANGZHOU	6.395	CNY	2023年03月20日	2023年03月20日	SHANGHAI, CH	APRIL, LAOS, NO	NAISSERELIGHT	
☆ CHEK490700	CHN217940001	SHANGHAI, CH	GUANGZHOU	5.321	CNY	2023年03月20日	2023年03月20日	SHANGHAI, CH	YMSL, CH	NAISSERELIGHT	

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).



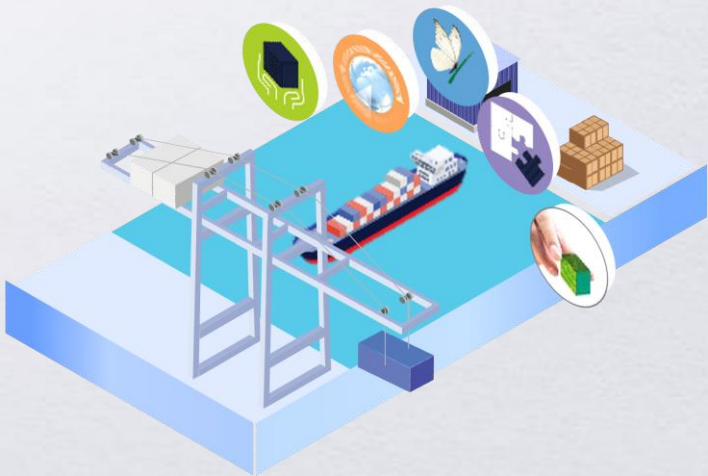
Rejection of container return

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](#)



Find your local contact

Booking

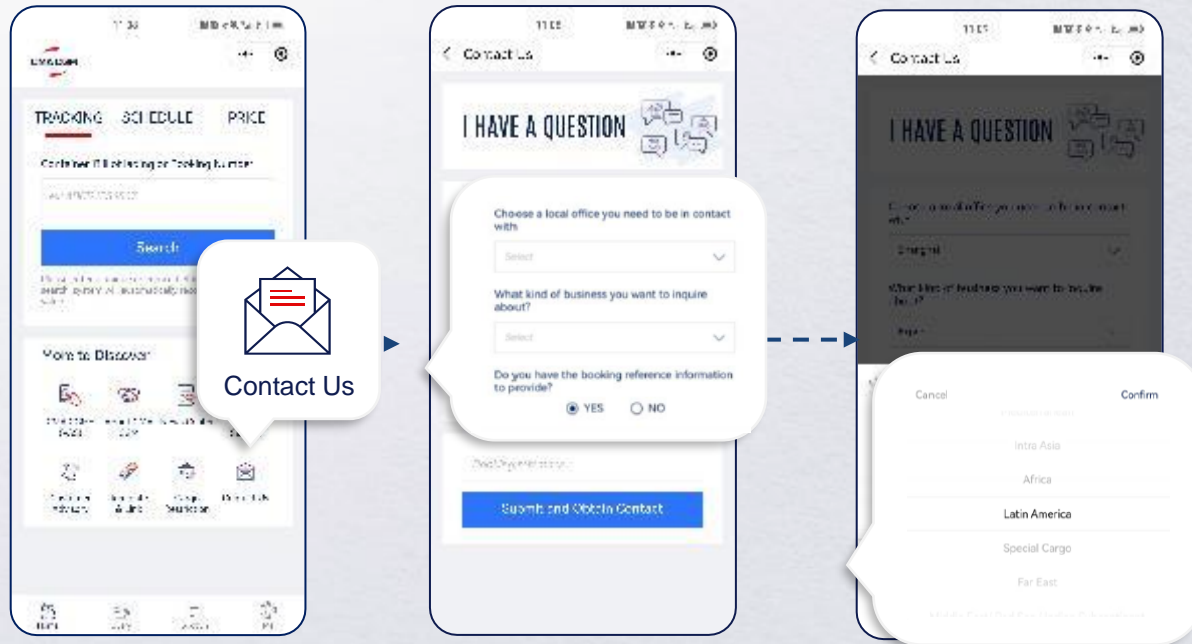
Documentation

Invoice

Payment

Customer service

— 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



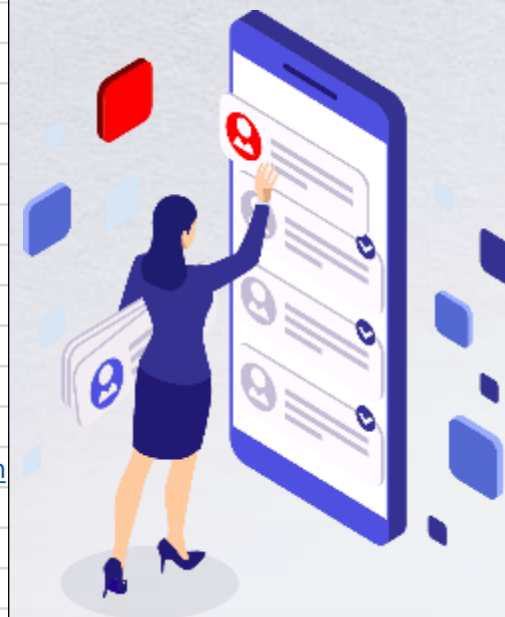
**Also applicable to APL, ANL and CNC*

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



**Also applicable to APL, ANL and CNC*

— Documentation contacts

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

Enquiries about Bill of Lading (BL) Amendment	联系邮箱/Contact Email
Mainland China & Hong Kong	gbs.cnhkamend@cma-cgm.com
For EXX service	exxdoc@cma-cgm.com
For Coastal services	china.expdoc@coastal.com.tw

**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	chn.crosspayments@cma-cgm.com
Freight & invoicing	China	gbs.cnhktwfrtinvc@cma-cgm.com
Freight & invoicing	China Coastal	china.frtinvc@coastal.com.tw
Freight & invoicing	Central China & North China EXX Service	exxdoc@cma-cgm.com

Import invoice & Notice of Arrival (NOA)

Region	Mailbox
China	gbs.cqimport@cma-cgm.com
China Coastal	china.docimp@coastal.com.tw

**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	gscq.shz.receipt@cma-cgm.com
Guangzhou	gscq.ggz.receipt@cma-cgm.com
Zhongshan	gscq.zsn.receipt@cma-cgm.com
Shantou	gscq.swa.receipt@cma-cgm.com
Xiamen	gbscq.xia.receipt@cma-cgm.com
Fuzhou	gbscq.foc.receipt@cma-cgm.com
Shanghai	gbscq.shg.receipt@cma-cgm.com
Ningbo	gbscq.ngp.receipt@cma-cgm.com
Nanjing	gbscq.jng.receipt@cma-cgm.com
Qingdao	gbscq.qgd.receipt@cma-cgm.com
Tianjin	gbscq.tjn.receipt@cma-cgm.com
Dalian	gbscq.dln.receipt@cma-cgm.com



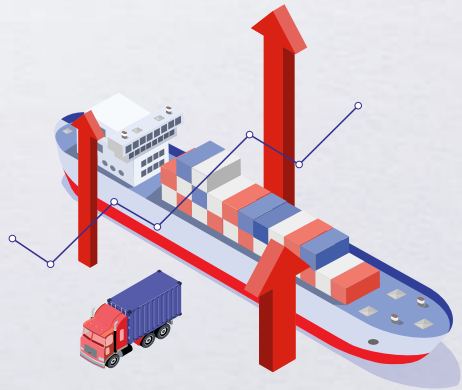
**Also applicable to APL, ANL and CNC*

— Customer service contacts

Location	Contact	Location	Contact
Qingdao	Export inquiries: QGD.service@cma-cgm.com Import inquiries: chn.imp.service@cma-cgm.com Special Cargo (HAZ, Reefer, OOG and Breakbulk) inquiries: chn.spe.service@cma-cgm.com Phone number: +8653285345686	Tianjin	Export inquiries: TJN.service@cma-cgm.com Import inquiries: chn.imp.service@cma-cgm.com Special Cargo (HAZ, Reefer, OOG and Breakbulk) inquiries: chn.spe.service@cma-cgm.com Phone number: +862281117857
Dalian	Export Special & Dry inquiries: DLN.service@cma-cgm.com Import inquiries: chn.imp.service@cma-cgm.com Phone number: +8641183042059	Shanghai	Export inquiries: SHG.service@cma-cgm.com Import inquiries: chn.imp.service@cma-cgm.com Special Cargo (HAZ, Reefer, OOG and Breakbulk) inquiries: chn.spe.service@cma-cgm.com Phone number: +862160982100
Ningbo	Export inquiries: NGP.service@cma-cgm.com Import inquiries: chn.imp.service@cma-cgm.com Special Cargo (HAZ, Reefer, OOG and Breakbulk) inquiries: chn.spe.service@cma-cgm.com Phone number: +8657425752788	Nanjing	Export inquiries: JNG.service@cma-cgm.com Import inquiries: chn.imp.service@cma-cgm.com Special Cargo (HAZ, Reefer, OOG and Breakbulk) inquiries: chn.spe.service@cma-cgm.com Phone number: +862557934535
Shenzhen	Export inquiries: SHZ.service@cma-cgm.com Import inquiries: chn.imp.service@cma-cgm.com Special Cargo (HAZ, Reefer, OOG and Breakbulk) inquiries: chn.spe.service@cma-cgm.com Phone number: +8675536869008	Guangzhou	Export inquiries: GGZ.service@cma-cgm.com Import inquiries: chn.imp.service@cma-cgm.com Special Cargo (HAZ, Reefer, OOG and Breakbulk) inquiries: chn.spe.service@cma-cgm.com Phone number: +862022206903
Xiamen	Export inquiries: XIA.service@cma-cgm.com Import inquiries: chn.imp.service@cma-cgm.com Special Cargo (HAZ, Reefer, OOG and Breakbulk) inquiries: chn.spe.service@cma-cgm.com Phone number: +865923248996	EXX Service	exx.gc@cma-cgm.com Phone number: Shanghai +862160982100 Ningbo +8657425752788



Additional local information



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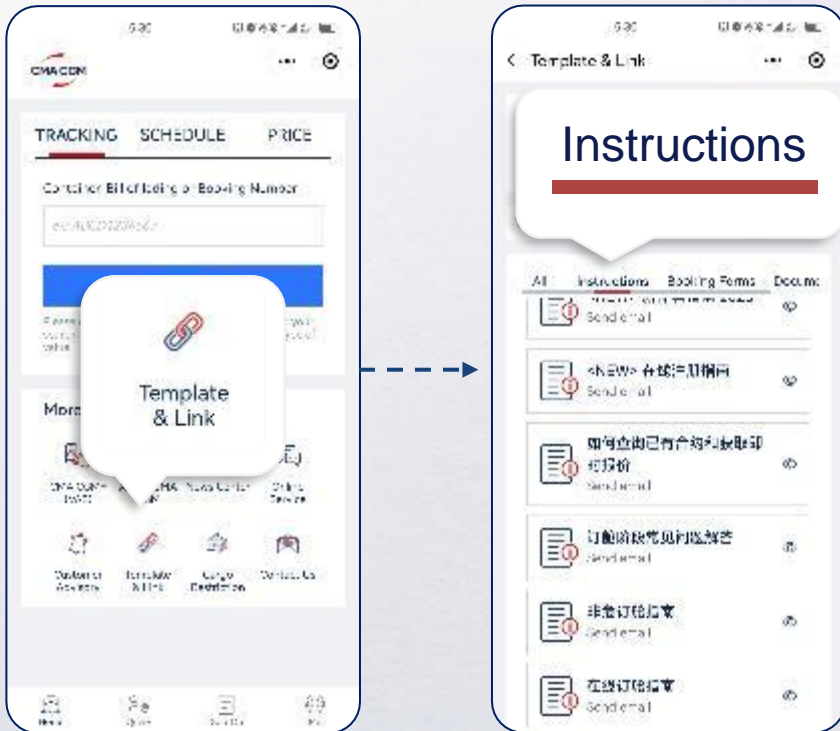
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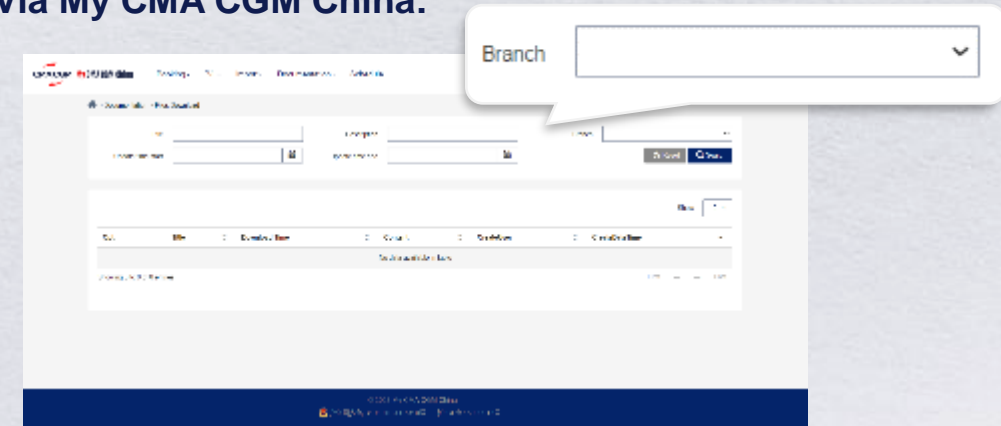
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