

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 Singapore

BETTER WAYS  CMA CGM

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Getting started



Welcome

Introduction to CMA CGM Singapore



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 Singapore

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

[Visit our website](#)

 1 office

 2 terminals

 125 monthly calls

 29 weekly calls

 4 ports of calls

 30 years of presence



— Start your journey with CMA CGM

The easiest and fastest way to start shipping with us is to register for a My CMA CGM account.

Creating a My CMA CGM account

Register for an account and organize, follow and manage your shipments from anywhere in the world.

[Register for an account](#)

[Video guide](#)

What about My CNC and My ANL?

Your same account details can be used to access My CNC and My ANL, depending on your preferred default carrier.

Need help creating an account?

- "Invalid password, not authorized": Kindly call customer service at 6371 2000 (extension 7 for assistance). You may also email ecustomersupport@cma-cgm.com and cc_sij.importsd@cma-cgm.com
- "Account not created": Kindly create and upload the necessary documents

PRICES
Get your price
Access revolutionary features through which you will be able to receive a fixed price with a secured spot, to consult all your existing quotations online or to get an instant quotes when no reference is available.
[Discover](#)

FIND YOUR ROUTE
Routing finder
Start preparing your shipment by checking port-to-port schedules either based on a departure or on an arrival date.

ORGANIZE YOUR SHIPMENT
Booking
Place your booking within one minute! Our newly redesigned page allows you to navigate smoothly and to reuse previous bookings to save time.

FIND YOUR ROUTE
Eco Calculator
Estimate the emissions for each one of your shipments made with CMA CGM.

Already have an account?

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

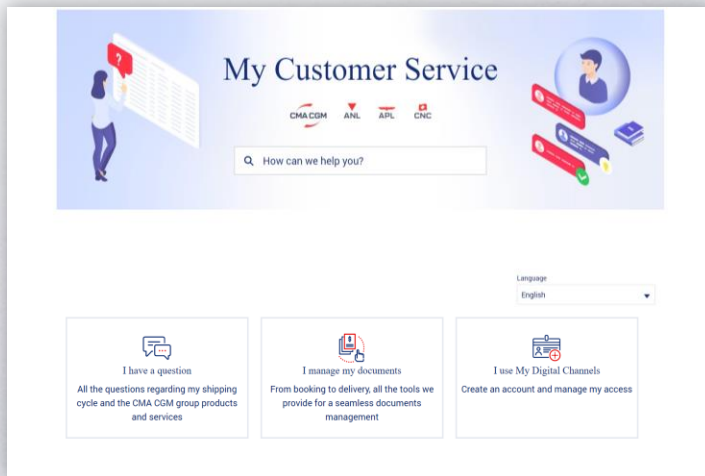
[Reset password](#)

[Update account details](#)

— Start your journey with CMA CGM

My Customer Service

Whether you have a question on our shipping cycle or our products and services, our dedicated customer service page is here to assist you.



[Visit the website](#)

How to access our local website and subscribe to local news

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

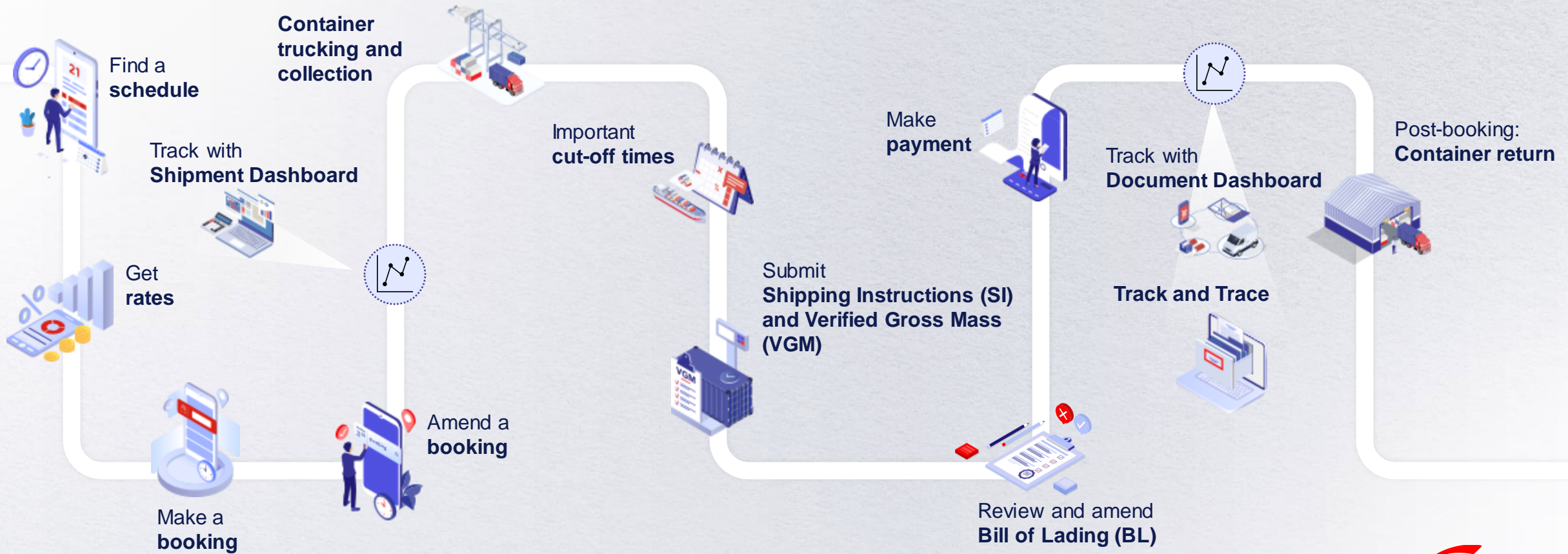
[CMA CGM news](#)

[ANL news](#)

[CNC news](#)

Click on [Subscribe](#) in the right-side bar to receive the latest news via email.


Your shipment journey



— Find a schedule




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

Depending on your needs, you can find the service you need based on:

	Route	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

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: Why are there no available sailings for the next 6 weeks?

A: Bookings can be placed 10 weeks* prior to vessel ETA SGSIN, which are full at your time of enquiry.
*subject to changes

Make a booking

Complete your booking:

[Booking](#)

01

Enter your:
• Quotation number
• POL
• POD

02

Select your vessel schedule

03

Enter the details of your cargo

04

Add on the CMA CGM+ value-added services that you need

05

Make your booking

06

Get a notification when your booking has been submitted

Turnaround time:

General booking: Your booking will be confirmed in 1 working hour (subject to rate/space/equipment/no other compliance issue).

**Also applicable to APL, ANL and CNC*

– Make a booking for special cargo or dangerous goods

Make a booking online (subject to pre-booking checks/acceptance).

Pre-booking acceptance

Special cargo

- Complete the [Out Of Gauge \(OOG\) form](#)

Dangerous Goods (DG)

- Attach a copy of the Material Safety Data Sheet (MSDS) and send it to sij.customercare@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 sij.sgbooking@cma-cgm.com.

Post-booking

Special cargo

- No turnaround time

Dangerous Goods (DG)

- The shipper is required to mail their final PM4 document with container number to sij.customercare@cma-cgm.com, 2 working days prior to vessel ETA latest by 2pm

**Also applicable to APL, ANL and CNC*

— Amend a booking

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

Making an amendment before the booking is released:

Send your changes to our booking team at sij.sgbooking@cma-cgm.com.

Turnaround time after making your request:

General booking: 2 working hours.
Special cargo or dangerous goods booking: 8 working hours.

Making an amendment after the booking has been released:

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

Turnaround time after making your request:

General booking: 2 working hours.
Special cargo or dangerous goods booking: 8 working hours.



*Also applicable to APL, ANL and CNC

— Get an overview of your shipments

Shipment Dashboard

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

Shipment view

Shipment Dashboard | All Export/Import Shipments

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

Create Booking
Change view

Rate your shipment dashboard

All
My Shipments

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 booking confirmation for container collection.



Engage external haulier

You will need to engage an external haulier to assist in the container pick-up for stuffing.



Enquire about equipment

Send your enquiries or claims on damaged container replacements (with photos) to sij.customercare@cma-cgm.com. Receive a response in 4 working hours*.



Book a pick-up slot

Your haulier can book a slot to collect the container using the depot system – Container Management System (CMS). If they are unable to place a booking, email us at sij.customercare@cma-cgm.com.



When gating in:

Vessel berthing location

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

**Please note that an entry will only be created in the Container Management System (CMS) one day prior to container collection.*

*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.

Container trucking and customs clearance-subject to changes

*GP = container for general purpose

Charges description	Currency	Round trip trucking		
		20'GP*	40'GP*	45'
Standard, special equipment in gauge and reefer containers (excluding to Jurong Island and Airport Cargo Complex)	USD	140	200	250
Round trip trucking for HAZARDOUS CARGO (for Dangerous Goods classified by PSA as Class 2S and 3, applicable only for recommended storage in terminal units)	USD	190	250	300
Round trip trucking for DRY and REEFER (without generator set, to or from Jurong Island or Airport Cargo Complex, i.e., postal codes: 627XXX and 819XXX)	USD	190	250	300
Round trip trucking for HAZARDOUS CARGO (without generator set, to or from Jurong Island or Airport Cargo Complex, i.e., postal Codes: 627XXX and 819XXX)	SGD	250	300	350
Standard customs declaration/permit (maximum of 5 HS codes)	SGD	40	40	40



For import shipments: sij.importsd@cma-cgm.com
 For export shipments: sij.customercare@cma-cgm.com

Find out more about our

Local services

**Also applicable to APL, ANL and CNC*

— Container trucking and custom clearance FAQs

Q: Where do I submit my permit?

A: Send an email to sij.permitonly@cma-cgm.com

- Ensure that you include the Bill of Lading (BL) number in the subject message
- Avoid sending any other requests/documents to this address

Q: What is the Permit submission timeline to carrier?

- A:
- Import - from importer to Carrier is 10 days after vessel ETA in SIN.
 - Export - from Exporter to Carrier is 7 days after vessel ETD in SIN.

If we are still have not received Permit after the deadline, we will declare missing permit to Singapore Custom.

Q: What are some additional charges that may apply?

- A:
- [Terminal Handling Charges \(THC\) and carrier local charges](#)
 - Cancellation charges
 - Additional charges for standby or waiting time during direct loading or discharges et cetera

Q: What is the duration of the free time for the trailer chassis?

A: 3 calendar days

**Also applicable to APL, ANL and CNC*

— Container trucking and custom clearance FAQs

Q: What are your standard operating hours (CEVA Logistics)?

A: Monday to Friday (0800 – 1730 hours)

Q: What is your container trucking and custom clearance service applicable for?

- A:**
- Island wide delivery excluding trucking to Jurong Island or Airport Cargo Complex
 - Standard dry, reefer (without generator set) and Out of Gauge (in-gauge)
 - These rates on the previous slide are valid until 31 Dec 2023

Q: What is excluded from your container trucking and custom clearance service?

- A:**
- Lift-on/Lift-off (LOLO), Terminal LOLO, Portnet, Verified Gross Mass, Container Management System, fuel surcharge et cetera – billed to customer as charged from the vendor
 - Standard customs permit
 - Stuffing and unstuffing on shipper/consignee own cost
 - Customs duties, GST and other charges payable to government and authority
 - Special equipment and arrangement such as cargo insurance, forklift, crane, side loader, police escort and manpower et cetera

**Also applicable to APL, ANL and CNC*

— Container trucking: Optional early gate-in

After container stuffing, you have the option to have your containers gated in earlier than 72 hours before vessel ETA.

Procedure

1. Fill up the PSA Early Acceptance form and submit it to sij.customercare@cma-cgm.com.
2. Confirm acceptance of payment for all charges advised by Customer Service according to date of gate-in.



Turnaround time: Dependent on PSA's response, which is usually within the same day.



Typical charges: As charges are dependent on container type and size, please write in to sij.customercare@cma-cgm.com for more information.

Find out more about our

Local services

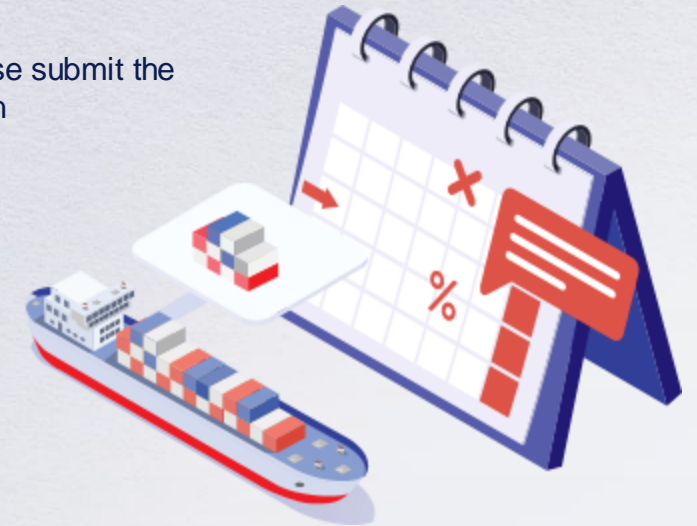
**Also applicable to APL, ANL and CNC*

— **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
- POL/Receipt
- POD
- Container number and seal number
- Number of packages
- Cargo 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



**Also applicable to APL, ANL and CNC*

— Important cut-off times

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

	Manifest filing applies for*		Shipping Instructions (SI) cut-off	Manifest cut-off
Export	<ul style="list-style-type: none"> • Canada filing: Advanced Cargo Information (ACI) • US filing: Advanced Manifest System (AMS) • Japan filing: Japan Advance Filing Rules (AFR) • Mexico filing: Asociacion Mexicana des Agentes Navieros A.C (AMANAC) • China filing: China Custom Advance Manifest (CCAM) • Europe filing: Entry Summary (ENS) • Short transit services to PODs in Indonesia, Malaysia, Thailand and Vietnam 	In general	48 hours prior to vessel ETA POL or transshipment port	Direct vessel: 24 hours prior ETA at POL
		Direct vessel	Deadline prior to ETA at POL/SGSIN	
		Transshipment vessel	Deadline prior to ETA at the transshipment port (e.g., MYPKG, HKHKG, KRPUS)	Transshipment vessel: 24 hours prior ETA at last transhipment port
	<ul style="list-style-type: none"> • Long haul services 		1 day prior to ETD	Per various PODs regulatory timelines

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

*Also applicable to APL, ANL and CNC

– Submit Shipping Instructions (SI)

How to submit Shipping Instructions (SI)

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

When will I get billed with a late SI fee?

Filing countries	Non-filing countries
24 hours to ETA (filing deadline)	Vessel ETD

How to merge or split an SI

How to update container details



Looking to save SGD 60 per BL? Opt for electronic submission over manual bookings when submitting your booking and SI.

Turnaround time and release

Bill of Lading (BL) draft turnaround time	Amendment turnaround time	Bill of Lading (BL) release
8 working hours	3 working hours	3 hours after vessel departure

Export:

- For SI submission, enquiries about certificates, BL amendment and BL release, you may send them to ssc.sgexportdocs@cma-cgm.com
- For BL collection, exchange rate and Telex release request, please send them to sij.customercare@cma-cgm.com
- For invoicing, please send them to ssc.sginvoicing@cma-cgm.com

Re-export:

- For re-export requests, please place 2nd sector booking in advance, fill up the Letter of Indemnity (LOI), arrange for import payment and submit your request to our import team with the relevant documents

**Also applicable to APL, ANL and CNC*

— Submit Shipping Instructions (SI)

New transactional parties

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

- Confirmation email from the **direct customer** with subject company name/logo in signature (agent's mail is not acceptable)
- The following documents with subject partner's name, complete address (postal code & contact details) and company logo:
 - ❖ Letter head
 - ❖ Business card
 - ❖ Official website
 - ❖ Invoice stamped or signed by subject company
 - ❖ Any other documents that can prove its relationship to potential legal group

Changing address in your current instruction

If the business partner has shifted to a new location, please provide one of the below official documents for confirmation:

- Confirmation email from the **direct customer** with subject company name/logo in signature (agent's mail is not acceptable)
- Notice of Moving with company stamp or business license containing the new location, provided by either direct customer or agent



**Also applicable to APL, ANL and CNC*

— Submit Verified Gross Mass (VGM)

VGM Declaration

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

VGM = weight of cargo + tare weight of container

Mandatory submission needed: 48 hours prior to vessel arrival.

As part of PSA's regulations and requirements.



Electronic submission:

Submit on [our website](#).



Manual submission:

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

*Also applicable to APL, ANL and CNC

— Review and amend your Bill of Lading (BL)

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

Review and approve the BL

Access the draft BL here:

Draft BL

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

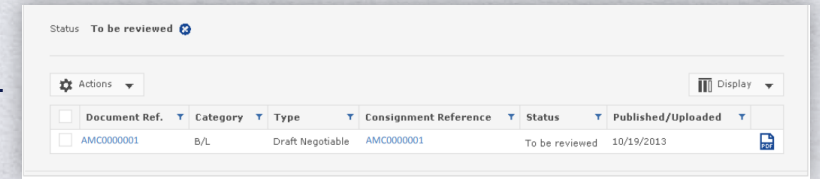
Making amendments

Online: click on  and click "Modify".
Turnaround time : 3 working hours.

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

Turnaround time: 5 working hours.

Any first amendment after receiving the Shipping Instructions (SI) will be subject to SGD 40.



Issuance of BL

Access your BL by booking or reference number here:

Bill of Lading

Web print original BL:

Video guide

Opt for paperless BL:

Find out more

BL issuance

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

Resubmission and re-issuance

	Subject to a fee of
Re-issuance queries	SGD 180
Resubmission for ENS/AMS/ACI fee	USD 50 per BL
Resubmission for AFR and CCAM	USD 40 per BL
Resubmission of AMANAC	USD 30

**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 before ETD SGSIN
Invoice request: ssc.sgexportdocs@cma-cgm.com
Invoice dispute: sij.sgdisputes@cma-cgm.com

- B Local cross payment**
Freight collect: 5 days before ETA POD
Freight prepaid: ETD at POL
Invoice request: sij.crosspayments@cma-cgm.com
Invoice dispute: sij.sgdisputes@cma-cgm.com

- C Import invoice & Notice of Arrival (NOA)**
Short-haul: Sent 3 working days before ETA SGSIN
Long-haul: Sent 5 working days before ETA SGSIN
Invoice dispute: ssc.sgimport@cma-cgm.com

You can expect a response in 7 days.

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 ssc.sgexportdocs@cma-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.



Telegraphic transfer

Please send the remittance slip, invoice and Bill of Lading (BL) number to sij.importsd@cma-cgm.com (for imports) [My Customer Service \(MyCS\)](#) (for exports).



Cheque payment

Payment by cheque over the counter will be subjected to a SGD 50 manual cheque collection fee.



Cash payment

Please make payment within 10 calendar days after vessel departure (exports) or 3 days after vessel arrival (imports) to avoid a SGD 200 late payment fee.



Corporate accounts only

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

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

Get more BL papers

Drop us an email at sij.customer@cma-cgm.com, and we will revert with another Acknowledgement of Receipt (AOR).



Documents | Dashboard Rate your document management experience

Search a Booking & B/L Ref. Actions

Filters	DOCUMENT REF.	SHIPMENT REF. MY REF.	CATEGORY TYPE	STATUS	DATE	
Export / Import	ISB1218915	ISB1218915	Booking Confirmation		16-JAN-2023	<input type="checkbox"/>
Category	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 3 calendar days prior to vessel's arrival date for short haul and 5 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 sij.customercare@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 sij.customercare@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 sij.customercare@cma-cgm.com so that we can check why the BL is held back

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

**Also applicable to APL, ANL and CNC*

— Track your shipments

Shipment tracking

Find shipment location, complete with timestamp, vessel and voyage information:

[Track my shipment](#)

Set up custom notifications

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

[Video guide](#)

Shipped On Board (SOB) date

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

Yet to receive the Notice of Arrival (NOA) but want to find out when your vessel will arrive?

Please provide us with your BL number via sij.importsd@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.

— Post-booking: Container return

Returning of empty containers for importers

Please refer to Depot Code in Storing Order (on Portnet).

Lists of depots is as per below:

A

Pacific Trans Depot (KYL1)

15A Tuas South Ave 12
Singapore 637133

+65 6898 4926

Monday to Friday,
0800 - 1900 hours
Saturday,
0800 - 1500 hours

B

ODD (PSA1)

Brani Terminal
Singapore 098322

+65 6771 7580/
6277 8987

Monday to Friday,
0800 - 1700 hours
Saturday,
0800 - 1500 hours

C

CWT JALAN BUROH (CWT1)

No 47 Jalan Buroh
Singapore 619491

+65 6731 1715

Monday to Friday,
0830 - 1800 hours
Saturday,
0830 - 1500 hours

D

Allied Yard 3 (ACS3)

No 25 Penjuru Lane,
Singapore 609194

+65 6867 9240/
6867 9241

Monday to Friday,
0800 - 1700 hours
Saturday,
0800 - 1500 hours

E

Wing Seng Logistics Pte Ltd (WSM1)

No 12 Tuas View Circuit
Singapore 637468

+65 6861 1044

Monday to Friday,
0820 - 1710 hours
Saturday,
0820 - 1500 hours

**Also applicable to APL, ANL and CNC*

Where is the returning depot for my empty container?

Please refer to the Storing Order reflected in Portnet upon Delivery Order release.

Matchbox service

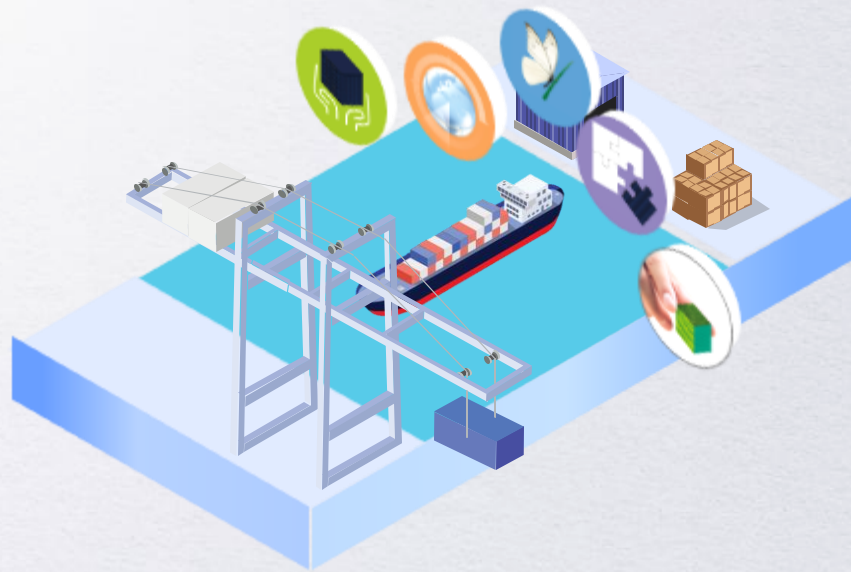
If you have containers that you are importing and exporting at the same time, please consider using our Matchbox service.

Save costs and increase productivity through the reuse or exchange of containers. Speak to your CMA CGM Customer Service, Sales or Logistics contact for more information.

Matchbox platform is convenient and available 24/7:

<https://www.matchboxexchange.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 Singapore include:



[CUSTOMS CLEARANCE solutions](#)



[SERENITY deductible guarantee](#)



[SMART containers](#)

Get support

LNGPOWERED



Contact us

— Contact us

Need to reach out to our various departments?

[Contacts](#)

Did not receive a response within the indicated turnaround time?

You can escalate your request with

[Singapore communication matrix](#)

Need to speak to a Customer Service agent?

Access our one-stop solution for all customer queries:

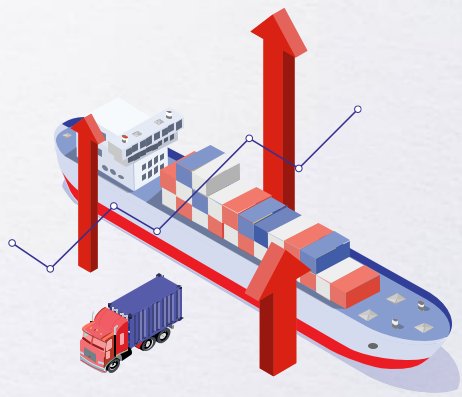
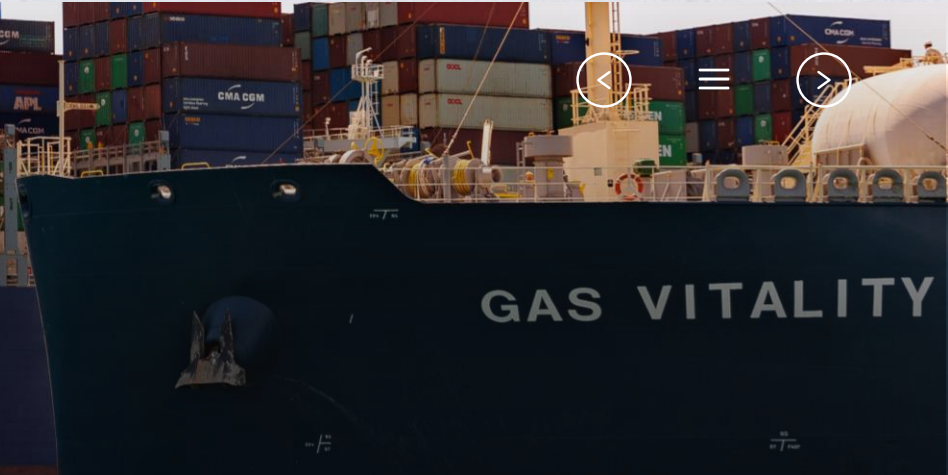
[My Customer Service](#)

- Interact directly with our Customer Service agents and receive update notifications
- Easily gain an overview on your requests and their respective statuses
- Find answers to a wide range of questions in our Selfcare section

Not sure how it works? Find out more

[Demo video](#)

CMA CGM



Import, export and Demurrage and Detention charges

Portnet FAQs



Useful links

— Import, export and Demurrage and Detention charges

Import and export charges

Refer online at

<http://www.cma-cgm.com/local/singapore/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.

— Portnet FAQs

Why is the Unique Consignment Reference (UCR) on Portnet not found or incorrect?

Kindly take a screenshot of the error message shown on Portnet and send it to sjj.customer@cmacgm.com. We will revert to you as soon as possible. For urgent matters kindly call 6371 2000 (extension 7).

Why does the voyage on Portnet and in the Booking Confirmation (BC) not match?

The voyage number must follow as per the information on Portnet. In the event of discrepancy, kindly send a mail to sjj.customer@cmacgm.com and we will republish your BC with the actual Portnet voyage.

Why was the vessel delay communicated on Portnet without any notice or revision to the booking confirmation?

Please check our website for updates on delays and bookings. If there is no delay notice, kindly email us at sjj.customer@cmacgm.com.

Do turn on email notifications on our website for updates. Revised booking confirmations will only be published once the system is updated, so please rely on our delay notice for the updated vessel ETA in the meantime.

Why is my booking not reflected in Portnet to process TT gate-in?

1. The vessel's berth may not have been declared yet. In normal circumstance, the booking will be reflected in Portnet 7 days before the vessel ETA
2. For 3rd party feeder services, feeder operations will only open 2 days before the vessel ETA.

Portnet codes

Bookings using CMA CGM containers under	CMA CGM	CNC	APL
Prefix for UCR ①	CMAU	CNCU	APLU
SO/OP ②	CM	CX	AP
POD ③	Follow as per BC port code for first discharge port and destination will be final discharge port		

Booking Information					
Loader	Vessel Name/Voyage	UCR	CMAUSJ xxxxxx	①	
Last Update on	CM	②			
Slot Operator	VNCLI	③	Container Operator	CM	②
Port of Discharge			Destination	VNCLI	③
ESN Declarant UEN			ESN Declarant CR		
Shipper UEN			Shipper CR		
Shipper Name	Shipper name as per BC				
			Sub Booking		<input type="checkbox"/>

– Useful links

eBusiness

[Charges finder](#)

[Container tracking](#)

[Eco-calculator](#)

[My CMA CGM](#)

[Routing finder](#)

[Voyage finder](#)

Singapore ports

[Jurong Port](#)

[PSA Singapore](#)

[The Maritime Port Authority of Singapore](#)

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

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



THANK YOU