

CUSTOMER ESSENTIALS

As you embark on your new journey with CMA CGM & ANL, find out about all the key essential information and processes you will need.



CMA CGM & ANL
Australia

BETTER WAYS  CMA CGM

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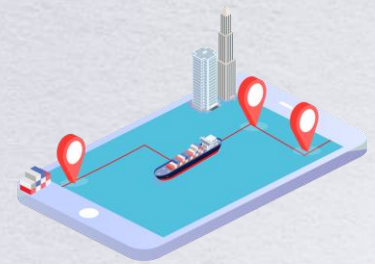
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Getting started



Welcome



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

— 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](#)

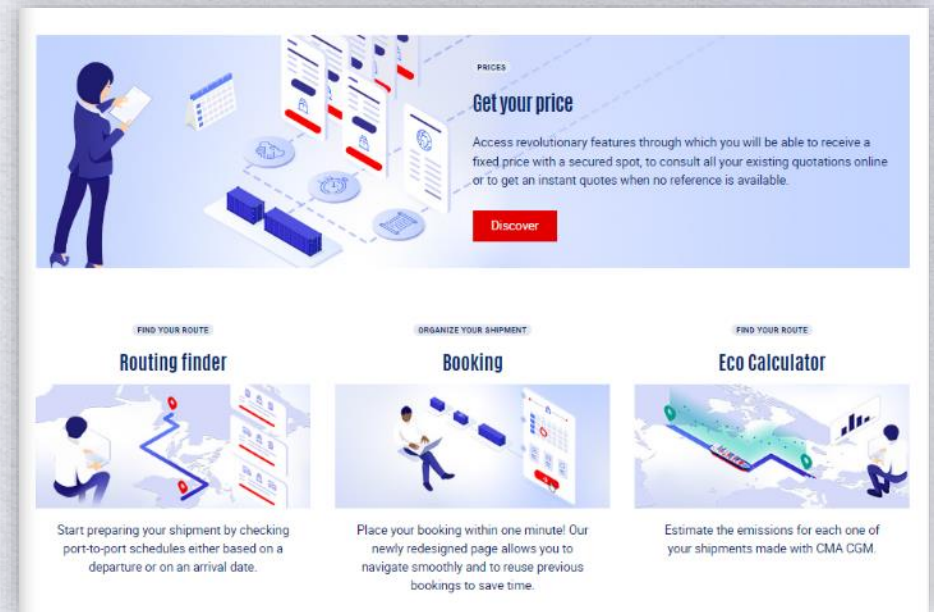
[Video guide](#)

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 1800 246 246. You may also email Oceania.esupport@cma-cgm.com
- "Account not created": Kindly create and upload the necessary documents



Already have an account?

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

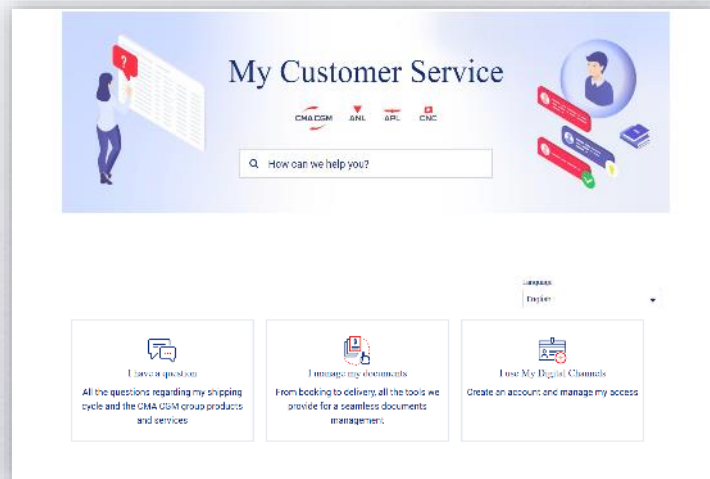
[Reset password](#)

[Update account details](#)

— Start your journey with CMA CGM

My Customer Service

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



[Visit the website](#)

How to access our local website and subscribe to local news

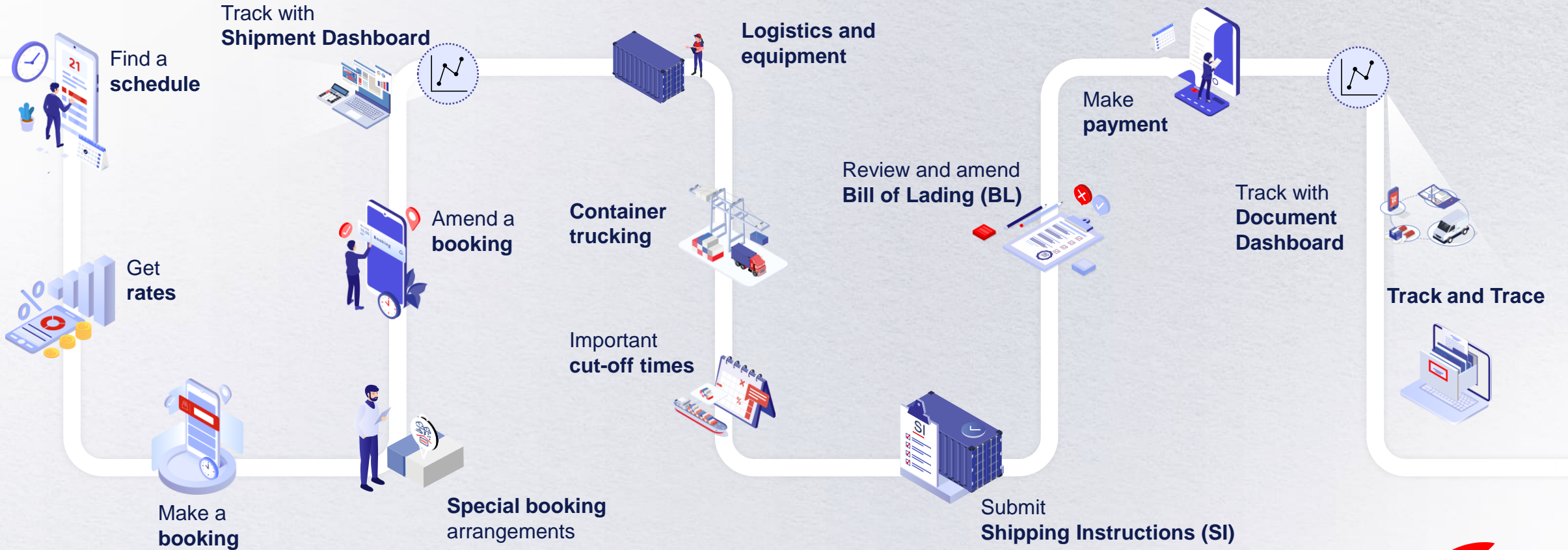
Stay up to date with the latest news, customized to your preferences.

[CMA CGM news](#)

[ANL 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:

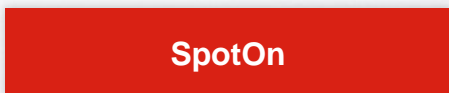


— Get rates

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:



Find out more about our:

[Inland prices](#)

[Carrier charges](#)

[Public prices](#)

[Local charges](#)

**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.

Have an equipment enquiry?

Reach to us at:

City	Contact
Melbourne	mbe.logistics@cma-cgm.com
Brisbane	bri.logistics@cma-cgm.com
Adelaide	adl.logistics@cma-cgm.com
Fremantle	fre.logistics@cma-cgm.com
Tasmania	lst.logistics@cma-cgm.com

Container replacement:

For claims on damaged container replacements, please take photos and email them to mbe.logistics@cma-cgm.com. Our team will review the photos and determine if we can provide a replacement container for you.

**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 10 weeks?

A: Bookings can only be placed 10 weeks prior to vessel arrival.

Make a booking

Complete your booking:

Booking

01

Enter your:

- Quotation number
- POL
- POD

02

Select your vessel schedule

03

Enter the details of your cargo

04

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

05

Make your booking

06

Get a notification when your booking has been submitted

Turnaround time:

General booking: Your booking will be confirmed in 2 working hours.

Special booking: Your booking will be confirmed in 8 working hours, with all mandatory details filled.

**Also applicable to APL, ANL and CNC*

– Special booking arrangements

For special cargo and Dangerous Goods (DG)

Pre-booking acceptance

Special cargo

- Complete the [Out Of Gauge \(OOG\) form](#)
- Breakbulk contact
au.breakbulk@cma-cgm.com

Dangerous Goods (DG)

- Attach a copy of the Material Safety Data Sheet (MSDS) and send it to au.bookings@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**
- 3PF vessel – **4 working days**

You can check your booking with our booking team at au.bookings@cma-cgm.com.



Post-booking

Special cargo

- No turnaround time

Dangerous Goods (DG)

- The shipper is required to submit their [MO41 document](#) at the time of booking. The final MO41 is to be supplied 2 days before advertised vessel terminal cut-off, latest by 2pm

**Also applicable to APL, ANL and CNC*

— Special booking arrangements

Customer Space Allocations (CSAs)

A two-way agreement between our customers and liner to allocate space for an agreed regular weekly cargo.

Benefits:

- Better space allocation on our services
- Greater reliability in securing space for your regular cargos
- Shorter turnaround time (less checks required)

*Our sales team will be maintaining an ongoing dialogue and getting feedback on the agreed allocation to make any short-term adjustments to the agreement.

Will my CSA expire?

Unused CSA space will be forfeited on vessels arriving in Australia within:

- **10 days** (for NZ services)
- **14 days** (for all other services)

Please ensure that all bookings are in place before these deadlines.



**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 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.

Turnaround time after making your request:

General booking: 2 working hours.

Special cargo or dangerous goods booking:
8 working hours.

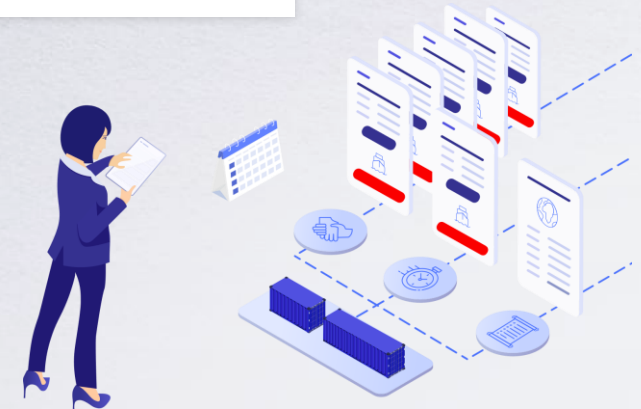
Amend information

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*

— Logistics and equipment

Find the type of equipment we offer and other logistics related information

Types of equipment available

Dry containers, reefers, open tops, flat racks and more – find key information and dimension specifications below.

Equipment types

Collection of equipment (subject to availability)

- **7 days before vessel cut off:**
Standard containers are released
- **5 days before vessel cut off:**
Specific container types (e.g., food quality containers) are released

Equipment FAQs

Q: What if I have a special requirement?

A: Please ensure that any special container requirements are noted in your booking request. Additional charges may apply.


Q: Can I ship shipped owned containers (SOC)?

A: Yes, subject to case-by-case approval. We will require details of the containers, including CSC plate information. Additional charges may apply to use SOCs.

Q: Can I re-use an import box for an export shipment?

A: Yes, you can re-use dry containers, via Match Box.

 <https://www.matchboxexchange.com>

 +61 3 9296 2018

 help@matchboxexchange.com

**Also applicable to APL, ANL and CNC*

— Container trucking: External haulier service

When collecting your empty container from the depot:



Depot information

Your depot information is indicated in your booking confirmation for container collection.



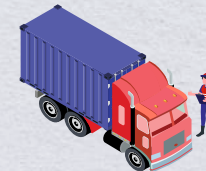
Engage external haulier

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



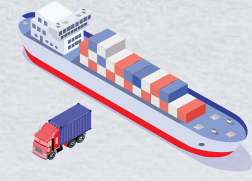
Book a pick-up slot

Your haulier can book a slot to collect the container once the release has been processed.



Container stuffing

You will need to liaise directly with your haulier on the stuffing of container after container collection.



Vessel berthing location

Your haulier can retrieve the vessel berthing location for container gate-in to the POL from 1stop.

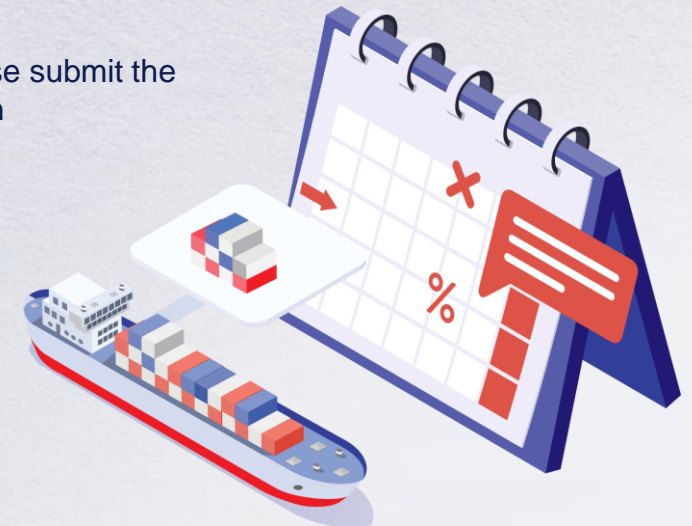
**Also applicable to APL, ANL and CNC*

— Important cut-off times

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.

Export	Manifest filing applies for*		Shipping Instructions (SI) cut-off
	<ul style="list-style-type: none"> • USA • Canada • Europe • Japan • China 	In general	48 hours prior to vessel ETA POL or transshipment port
Vessel ETA on Sunday, Monday or Tuesday before 1200 hrs		Previous Friday at 1500 hrs	
<ul style="list-style-type: none"> • Papua New Guinea 		In general	24 hours prior to vessel ETA POL or transshipment port
		Vessel ETA on Saturday, Sunday or Monday	Previous Friday at 1200 hrs
<ul style="list-style-type: none"> • All other destinations 		Close of Business (COB) on the vessel ETD from POL	

By submitting your SI before the deadline, you can ensure timely loading of your container on the vessel, avoid potential late fees (AUD50) and enjoy a smooth shipping process.

**Also applicable to APL, ANL and CNC*

– Submit Shipping Instructions (SI)

How to submit Shipping Instructions (SI)

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

When will I get billed with a late SI fee?

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 money? 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 after the SI has been received	3 working hours	8 working hours to 2 working days after vessel loading is finalised

Export:

- For SI submission, enquiries about certificates, BL amendment and BL release, you may send them to au.exportDOCS@cma-cgm.com
- For BL collection, exchange rate and Telex release request, please send them to au.exportDOCS@cma-cgm.com. For re-export requests, please fill in 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, address 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

— 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.

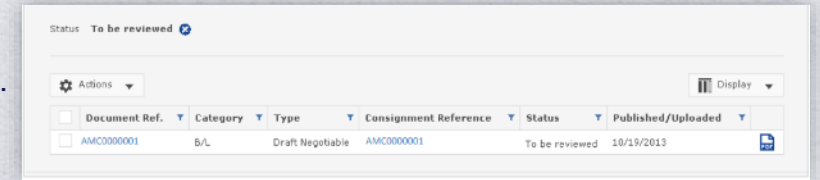
Making amendments

Online: click on  and click "Modify".

Turnaround time : 3 working hours.

Manual: au.exportDOCS@cma-cgm.com.

Turnaround time: 5 working hours.



Document Ref.	Category	Type	Consignment Reference	Status	Published/Uploaded
AMC0000001	B/L	Draft Negotiable	AMC0000001	To be reviewed	10/19/2013

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.

— Make payment

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

Retrieve invoice online

You can access your invoices under the Document Dashboard on My CMA CGM. The arrival notice and invoice will be available 2 - 3 days prior to ETA for short haul and 7 days prior to ETA for long haul.

Retrieve online

Need to raise an invoice or Notice of Arrival (NOA) dispute?

Via My Customer Service portal, the CMA CGM Group offers our customers an invoice dispute online. Simply access the CMA CGM My Customer service portal and create a new request.

Step by step guide

Turnaround time: You can expect a response in 7 days.

**Also applicable to APL, ANL and CNC*

Make an ePayment

Pay online on the My CMA CGM platform:

Pay online

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 au.exportDOCS@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, account details and invoice due date on the invoice for correct payment preparation.

For faster payment allocation, please include your invoice/Bill of Lading (BL) number on the payment description



Payment terms

For credit payment, please submit your request to your account manager with:

- A/P contact name, phone number and email
 - Payment method (specify)
 - Payment cycle
 - No. of years in business
 - Owner details
 - 3 business/industry trade references
- Your desired no. of days and amount of credit



Telegraphic transfer

Please send the remittance slip, invoice and BL number to au.remittance@cma-cgm.com.

Unless on credit terms, the documents will not be released until payment is cleared into our account

If you encounter any issues, please call 1800 188 129

Turnaround time: After payment, your BL will be released in 2 working hours. AUD payments generally clear overnight but USD payments may take up to 2 days.

*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 au.exportDOCS@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 ×

- Export / Import
- Category
- B/L Status
- B/L Type
- US/CA NoA Type
- Invoice Status
- Invoice Domain

DOCUMENT REF.	SHIPMENT REF. MY REF.	CATEGORY TYPE	STATUS	DATE	
ISB1218915	ISB1218915	Booking Confirmation		16-JAN-2023	<input type="checkbox"/>
B-ISB1218915-0160	ISB1218915	Customer Document Booking Request		16-JAN-2023	<input type="checkbox"/>

Rows per page: 10 Previous **1** Next Showing 1 to 2 of 2

Document information 📄 Freight information 📄 Upload document 📄 Download document

Document dashboard

**Also applicable to APL, ANL and CNC*

— Access your documents

Access your shipment documents online.



Missing documents on Document Dashboard

Bill of Lading (BL) not reflected?

- For negotiable BL:
 1. Surrender your Original Bill of Lading (OBL) by dropping an email to au.exportDOCS@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 au.exportDOCS@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 au.exportDOCS@cma-cgm.com so that we can check why the BL is held back

Turnaround time: You can expect a response within 2 working hours.

Other documents not reflected?

- For Notice of Arrival (NOA): it will only be reflected on the consignee's account
- For invoices: it will only be reflected on the payer's account
- NOA and invoices will only be ready 3 calendar days prior to vessel's arrival date for short haul and 5 calendar days for long haul
- For Electronic Delivery Order (EDO): EDOs are nominally issued, up to 3 business days prior to vessel ETA given that:
 - Original BL is surrendered, and telex release is arranged
 - Paperless BL is surrendered to carrier via online platform
 - All invoice charges are paid (unless outstanding charges are on credit terms)

If you still have not received your EDO, please contact our customer care team at au.importcs@cma-cgm.com.

**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](#)

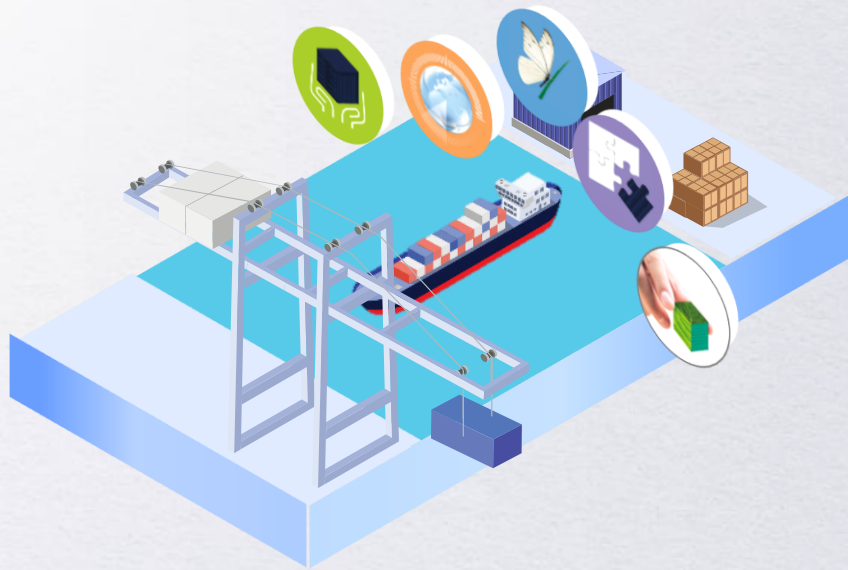
Shipped On Board (SOB) date

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

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.

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.

Get support

LNGPOWERED



Contact us

— Contact us

Need to reach out to our various departments?

[Full list of contacts](#)

Did not receive a response within the indicated turnaround time?

You can escalate your request with au.salessupport@cma-cgm.com.

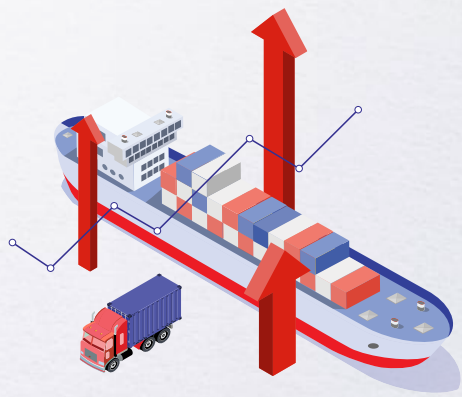


Or contact the respective customer service contacts below for any export/import enquiries:

	Subject	Email/ Website	Phone Number
Export	General export enquiries	au.exportcs@cma-cgm.com	1800 246 246
	Early and late receivals	au.cargoreadiness@cma-cgm.com Cc: tasfeed@cma-cgm.com (for Tasmania exports)	-
	New bookings and booking amendments	https://www.anl.com.au/my-anl/click-and-book https://www.cma-cgm.com/my-cma-cgm/click-and-book	-
	Invoice /Credit Control	au.DisputeDesk@cma-cgm.com	1800 954 200
	Shipping Instructions (SI) and Bill of Lading (BL) amendment enquiries	Au.exportdocs@cma-cgm.com	1800 207 033
	Other export documentation queries	au.exportDOCS@cma-cgm.com	1800 207 033
Import	Import general enquiries	au.importcs@cma-cgm.com	1800 245 245
	Electronic Delivery Order (EDO) Release	au.importcs@cma-cgm.com	1800 245 245
	Disputes	au.DisputeDesk@cma-cgm.com	-

CMA CGM

GAS VITALITY



Import, export and Demurrage and Detention charges



Useful links

— Import, export and Demurrage and Detention charges

Import and export charges

Our standard export documentation fee is AUD150 per Bill of Lading (BL). The fee is reduced if you complete some, or all your documents online.

- If either booking request or Shipping Instructions (SI) is submitted online: AUD85/BL
- If both booking request and Shipping Instructions (SI) are submitted online: AUD60/BL

Demurrage and Detention (D&D) charges and free days

Get more information [here](#) or use our D&D calculators:



[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 (subject to availability). Please contact your CMA CGM/ ANL account manager for the latest offers.

– Useful links

eBusiness

[Charges finder](#)

[Container tracking](#)

[Eco-calculator](#)

[My CMA CGM](#)

[Routing finder](#)

[Voyage finder](#)

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

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



THANK YOU