

# CUSTOMER ESSENTIALS

*As you embark on your journey with CMA CGM, find out about all the key essential information and processes you will need to know.*



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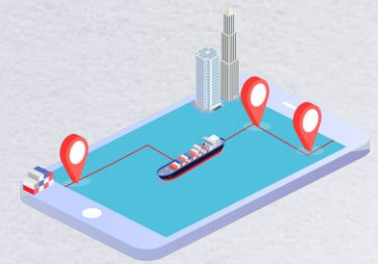
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# Getting started



Welcome

## Introduction to CMA CGM Thailand



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 Thailand


As part of the CMA CGM Group, CMA CGM (Thailand) Ltd offers a wide range of shipping services through our 4 offices in Bangkok, Laem Chabang and Songkhla:


[Visit our website](#)


 4 offices

 294 FTE

 23 weekly sailings

 1 terminal JV (LCIT)

 1 barge (non operated)

 5 operated depots



# — 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](#)

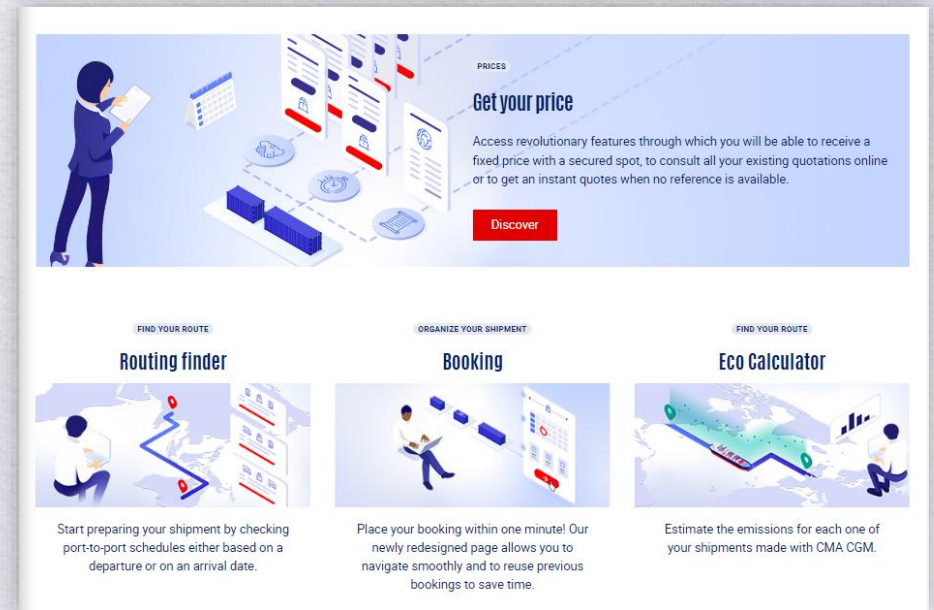
[Video guide](#)

## 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 02-088-5555. You may also email [ecustomersupport@cma-cgm.com](mailto:ecustomersupport@cma-cgm.com) and cc [thd.customerservice@cma-cgm.com](mailto:thd.customerservice@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.

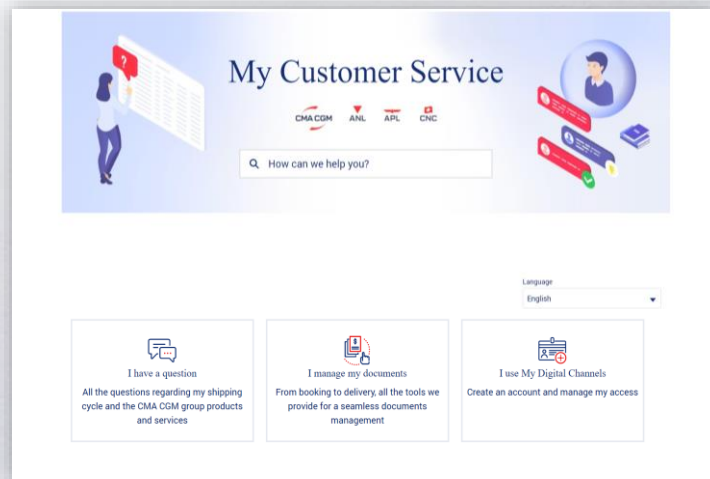
[Reset password](#)

[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

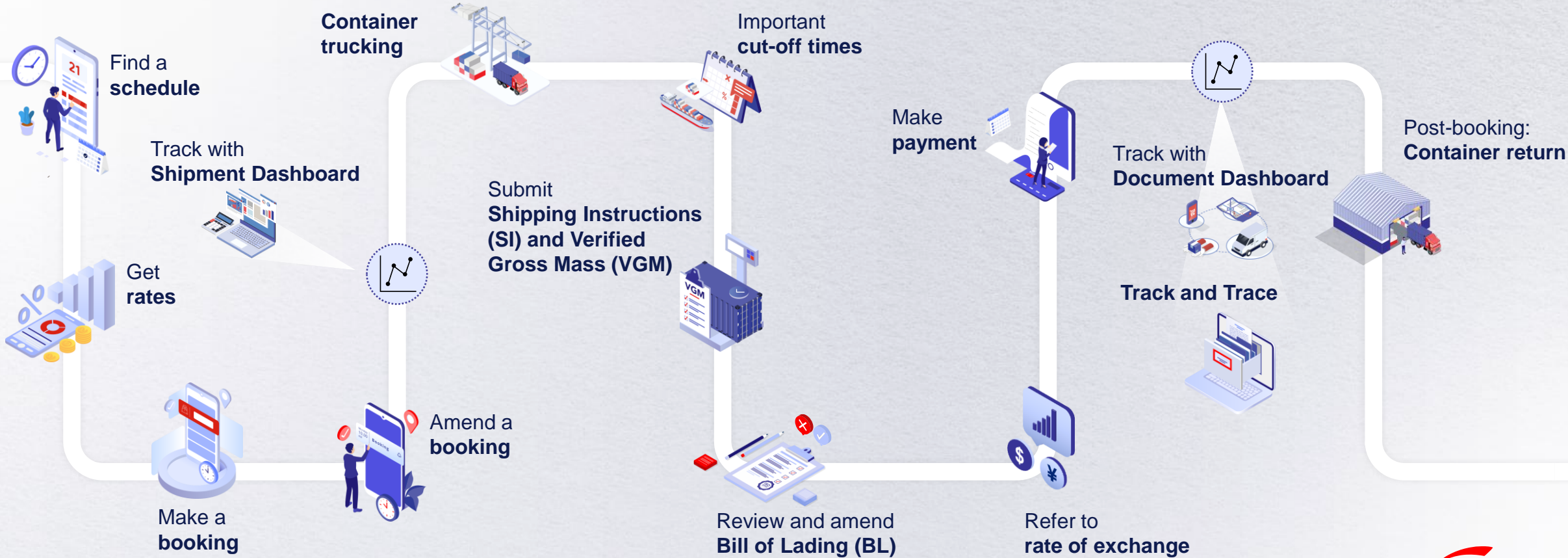
Stay up to date with the latest news, customized to your preferences.

[CMA CGM news](#)

[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:

	<b>Route</b>	<b>Port</b>	<b>Voyage</b>
	<b>Routing finder</b>	<b>Port schedules</b>	<b>Voyage finder</b>

**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.

 <b>APL</b> 3 solutions	 <b>CNC</b> 0 solution	 <b>ANL</b> 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:

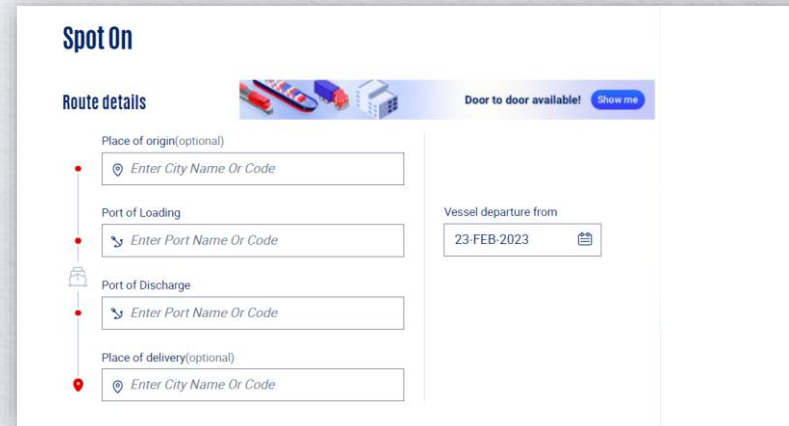
 [Inland prices](#)

 [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.

## Have an equipment enquiry?

Send a mail to [thd.customerservice@cma-cgm.com](mailto:thd.customerservice@cma-cgm.com)

**Turnaround time:** 2-3 working hours



For claims on damaged container replacements, please take photos and email them to [thd.customerservice@cma-cgm.com](mailto:thd.customerservice@cma-cgm.com) and [thd.mnr@cma-cgm.com](mailto:thd.mnr@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: When will my booking be released?

A: Your booking can be released 5 weeks in advance of vessel departure.

## 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, if all mandatory details are filled.

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

*\*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 [thd.bookings@cma-cgm.com](mailto:thd.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 [thd.bookings@cma-cgm.com](mailto:thd.bookings@cma-cgm.com)

## Post-booking

### Special cargo

- No turnaround time

### Dangerous Goods (DG)

- The shipper is required to mail their final MSDS & DGD document with container number and seal number to [thd.cargoreadiness@cma-cgm.com](mailto:thd.cargoreadiness@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 [thd.bookings@cma-cgm.com](mailto:thd.bookings@cma-cgm.com).

## Turnaround time after making your request:

**General booking:** 4 working hours.  
**Special cargo or dangerous goods booking:** 8 working hours.

## Making an amendment after the booking has been released:

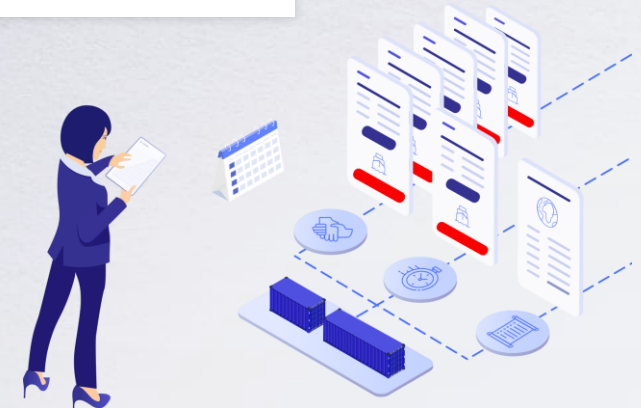
Make your changes on My CMA CGM under the Shipment Dashboard.  
For special bookings, amendments need to be made more than 5 working days before the vessel ETD.

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 ▾

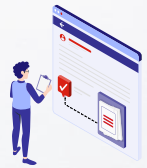
↕ Shipment Ref <small>My Ref</small>	↕ From <small>(Receipt or POL)</small>	↕ POL <small>ETD</small>	↕ Export Voyage <small>Vessel</small>	↕ POD <small>ETA</small>	↕ Shipment <small>Status</small>	↕ To do	☐
ISB1224385	ISKENDERUN , TR	ISKENDERUN , TR 14-FEB-2023 21:00	0NVD2N1MA MYNY	NOUAKCHOTT , MR 03-MAR-2023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

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

# — Container trucking: External haulier service

Things to note when collecting your container from the depot:

When stuffing or gating in your container:



### 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

If your haulier is unable to place a booking on the [depot system](#), contact us at:

**BKK Depot**



**LCH Depot**



### 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 from the booking confirmation or [daily cut-off time](#).

*\*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

To ensure that our solution is designed to meet your specific needs, we encourage you to get in touch with the designated contacts below to get a personalized quotation.

Agency	Email Address
CMA CGM Thailand	<a href="mailto:thd.sales-cma@cma-cgm.com">thd.sales-cma@cma-cgm.com</a>
ANL Thailand	<a href="mailto:thd.sales-anl@cma-cgm.com">thd.sales-anl@cma-cgm.com</a>
CNC Thailand	<a href="mailto:thd.sales-cnc@cma-cgm.com">thd.sales-cnc@cma-cgm.com</a>

Find out more about our

**Local services**



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

# — Container trucking: CMA CGM intermodal service FAQs

## Q: What are your standard hours?

A: Monday to Friday (0800 – 1730 hours)

## Q: How can we get a quotation?

A: Please contact the local sales team via the respective emails below and provide your specific address for further checking.

CMA: [thd.sales-cma@cma-cgm.com](mailto:thd.sales-cma@cma-cgm.com) CNC: [thd.sales-cnc@cma-cgm.com](mailto:thd.sales-cnc@cma-cgm.com)  
ANL: [thd.sales-anl@cma-cgm.com](mailto:thd.sales-anl@cma-cgm.com)

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

A: 0 calendar days

## 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

## Q: What is excluded in the 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
  - Stuffing and unstuffing on shipper/consignee own cost
  - 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. Send in your request to [thd.customerservice@cma-cgm.com](mailto:thd.customerservice@cma-cgm.com).
2. Confirm acceptance of payment for all charges advised by Customer Service according to date of gate-in.



**Turnaround time:** Within 4 working hours.



**Typical charges:** As charges are dependent on container type and size, please refer to [our local charges](#).

Find out more about our

**Local services**

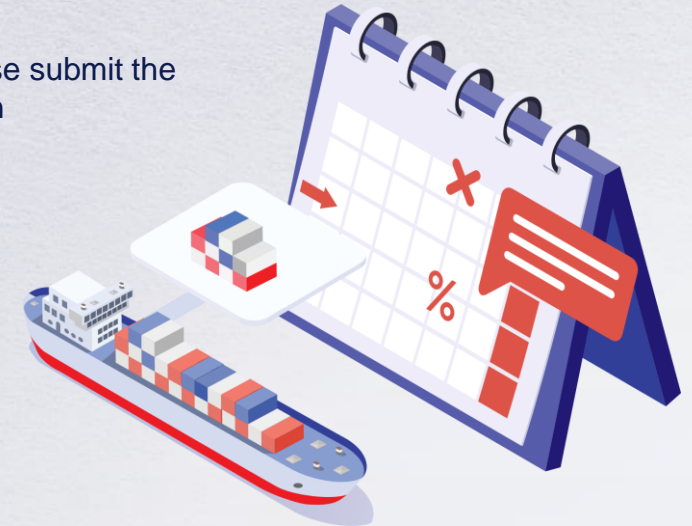
*\*Also applicable to APL, ANL and CNC*

# — 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	Manifest cut-off	
	<ul style="list-style-type: none"> <li>• Canada filing: Advanced Cargo Information (ACI)</li> <li>• US filing: Advanced Manifest System (AMS)</li> <li>• Japan filing: Japan Advance Filing Rules (AFR)</li> <li>• Mexico filing: Asociacion Mexicana des Agentes Navieros A.C (AMANAC)</li> <li>• China filing: China Custom Advance Manifest (CCAM) – for CNXMN and CNSHA only</li> <li>• Europe filing: Entry Summary (ENS)</li> <li>• Short transit services to PODs in Indonesia, Malaysia, Philippines and Vietnam</li> </ul>	In general	36 hours prior to vessel ETA POL or transshipment port	24 hours prior ETA at POD
		Direct vessel	Deadline prior to ETA at POL/THBKK & THLCH	
		Transshipment vessel	Deadline prior to ETA at the transshipment port (e.g., CNYTN, MYPKG, MYTPP, HKHKG, SGSIN, VNVUT)	
<ul style="list-style-type: none"> <li>• Long haul services (Non advance manifest filing)</li> </ul>		36 hours prior to vessel 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.thexportdocs@cma-cgm.com](mailto:ssc.thexportdocs@cma-cgm.com)
- 3<sup>rd</sup> 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 THB300 per BL? Option 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	1 working day after vessel departure

### Export:

- For SI submission, enquiries about certificates, BL amendment and BL confirmation and Telex release, you may send them to [ssc.thexportdocs@cma-cgm.com](mailto:ssc.thexportdocs@cma-cgm.com).
- For BL collection, exchange rate and invoicing, please send them to [thd.exportinv@cma-cgm.com](mailto:thd.exportinv@cma-cgm.com)

### Re-export:

- For re-export requests, please 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, 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 official documents below 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: 36 hours prior to vessel arrival.**

As part of PAT'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 [ssc.vgm@cma-cgm.com](mailto:ssc.vgm@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

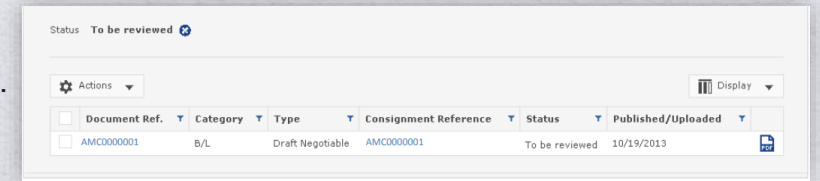
**Online:** click on  Actions and click "Modify".

**Turnaround time :** 3 working hours.

**Manual:** [ssc.thexportdocs@cma-cgm.com](mailto:ssc.thexportdocs@cma-cgm.com).

**Turnaround time:** 5 working hours.

Any amendment after vessel departure will be subject to USD 50 each time.



## 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	THB 1,400 (CMA & ANL) THB 1,300 (CNC)
Resubmission for ENS/AMS/ACI fee	USD 40 per BL
Resubmission for AFR and CCAM	THB 1,200
Resubmission of AMANAC	USD 50



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

# — Rate of exchange

## Rate of Exchange | Search

Voyage Reference ⓘ

Rate of exchange at

Import
Export

Port

Payment Location ⓘ

Payment currency (Optional) ⓘ

Choose a Currency
▼

Search

<https://www.cma-cgm.com/core-services>

Rate of exchange

## Cross check your invoice against the rate of exchange

Interested to know the rate of exchange used in your invoice calculation?

Simply enter your voyage reference and port information. Rate of exchange information will be uploaded 5 days before the vessel departure date for exports and 10 days before the vessel arrival date for import shipments.

You can retrieve your voyage reference number from your [shipment dashboard](#), under Export Voyage.

### Shipment Dashboard | All Export/Import Shipments

Create Booking
Change view

Download Now • Schedule an extract

All My Shipments

History : 2 Months ▼

Shipment Ref My Ref	Subscribed services	From (Receipt or POL)	POL ETD	Export Voyage Vessel	POD ETA	Shipment Status	To do
> GTD0794629	0	LAEM CHABANG , TH	LAEM CHABANG , TH 24-JUL-2023 00:00	0QDDSN1NC TS BANGKOK	TOKYO , JP 05-AUG-2023 08:30	Booked	Submit SI
> GTD0794617	0	LAEM CHABANG , TH	LAEM CHABANG , TH 23-AUG-2023 03:00	0QIFON1NC CNC VENUS	KAOHSIUNG , TAIWAN , CHINA 30-AUG-2023 00:00	Booked	Submit SI

# — 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 working days prior to ETA at BKK, LCH, SGZ.

**Retrieve online**

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

Provide us with your BL number at [thd.exportinv@cma-cgm.com](mailto:thd.exportinv@cma-cgm.com) for export bookings and [thd.imp-doc@cma-cgm.com](mailto:thd.imp-doc@cma-cgm.com) for import bookings.

**Turnaround time:** The invoice will be sent within the day.

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

## Need to raise an invoice dispute? Choose from:

- A Sending your dispute online**  
Submit your dispute via [our online platform](#).

**Step by step guide**

- B Sending a dispute by email**  
Attach the invoice via email, state clearly the incorrect charges and all required details and send to [thd.invoicedisputes@cma-cgm.com](mailto:thd.invoicedisputes@cma-cgm.com).

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

*\*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 & Cheque payment**  
For any payment by bank transfer or cheque payment, please reserve your ticket in the MyCS platform in order to pick up your document (Bill of Lading (BL) or Delivery Order (DO) at our counter.

**Turnaround time:** After payment, your BL will be released in 4 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 (Blank form for web OBL printing)

Drop us an email at [thd.exportsd@cma-cgm.com](mailto:thd.exportsd@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.*

## Import 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 5 calendar days prior to vessel's arrival date



## Export Documents not reflected on Document Dashboard?

- For negotiable BL:
  1. Surrender your Original Bill of Lading (OBL) by dropping an email to [ssc.thexportdocs@cma-cgm.com](mailto:ssc.thexportdocs@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 [ssc.thexportdocs@cma-cgm.com](mailto:ssc.thexportdocs@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 [ssc.thexportdocs@cma-cgm.com](mailto:ssc.thexportdocs@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.

*\*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 [this onboard date tracker](#).

## 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 [thd.imp-doc@cma-cgm.com](mailto:thd.imp-doc@cma-cgm.com) so that we can check for you in our system.

**Turnaround time:** You can expect a response within a day.

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 the depot code and contact details in your Delivery Order (DO).

Lists of depots is as per below:

**A**

CMACGM Inland  
Services Thailand Ltd  
**(CCIS1)**  
**THLCHDCCD**

293/4 Moo 5 Nongkham  
Sub-District, Sriracha  
District, Chonburi 20110

038-060758-60  
Ext. 113-116

Monday to Saturday,  
0800 - 2000 hours.

**B**

CMACGM Inland  
Services Thailand Ltd  
**(CCIS3)**  
**THBKKDCCP**

74/12 Moo 5, Sisa  
Chorakhe Yai, Bang Sao  
Thong - Samut Prakarn

02-130-5194-97 Ext.  
111-114

Monday to Saturday,  
0800 - 2000 hours

**C**

CMACGM Inland  
Services Thailand Ltd  
**(CCIS4)**  
**THLCHDKCD**

180/8 Moo 9, Surasak,  
Sriracha Chon Buri

095-001-4140

Monday to Saturday,  
0800 - 2000 hours

**D**

CMACGM Inland  
Services Thailand Ltd  
**(CCIS6)**  
**THBKKDCCD**

88 Moo20 T.Bangyaparak  
Phrapadaeng (Bcdis) -  
Samut Prakan

092-531-9422

Monday to Saturday,  
0800 - 2000 hours

**E**

CMACGM Inland  
Services Thailand Ltd  
**(CCIS7)**  
**THLCHDKTC**

5/10 Moo 8 Tumbon  
Bang Lamung, Amphur  
Bang Lamung, Chon Buri

080-053-9237

Monday to Saturday,  
0800 - 2000 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>

\*Also applicable to APL, ANL and CNC

# — Post-booking: Container return

## Returning of empty containers for importers

Please refer to the depot code and contact details in your Delivery Order (DO).

Lists of depots is as per below:

**F**

**MPJ Logistics Co Ltd  
(MPJ)  
THLCHDMPJ**

244 Moo 5 Nongkham  
Subdistrict, Amphoe Si  
Racha, Chang Wat Chon  
Buri 20110, Thailand

084-088-0668 & 084-088-  
0669  
Ext. 113-116

Monday to Saturday,  
0800 - 2200 hours.

**G**

**Pisut Logistics Co Ltd  
(PSL)  
THLCHDPSL**

33 Moo 4, Tambon  
Surasak, Amphoe Si  
Racha, Chang Wat Chon  
Buri 20110, Thailand

038-182-533

Monday to Saturday,  
0800 - 1700 hours

**H**

**Smart Logistics Service  
(Thailand) Co Ltd  
(SMT)  
THLCHDSIT**

17/8 Moo 9 Tambon  
Nongkham, Amphoe  
Sriracha, Chonburi  
Province 20110, Thailand

089-098-5252 & 033-047-  
337

Monday to Saturday,  
0800 - 1700 hours

**I**

**D DEPOT LAEM  
CHABANG Co Ltd  
(DDP(LCH))  
THLCHDDDP**

639, Si Racha, Chon Buri,  
Thailand

081-284-5262 & 065-604-  
3736

Monday to Saturday,  
0800 - 2000 hours

**J**

**TIFFA ICD Co Ltd  
(TIF)  
THLKRDTIF**

33/4 Moo 1, Chaokhun  
Tahan Road, Sub District  
Klong 3,  
Lat Krabang District,  
Bangkok, 10520

080-445-7666 &  
02-737-9990 Ext. 8123

Monday to Saturday,  
0800 - 0000 hours

**K**

**MON Logistics Group  
Co Ltd  
(WIN(LKR))  
THBKDWWD**

190 Kumkiao Road,  
Lumplatiew, Ladkrabang,  
Bangkok 10520 Thailand

02-360-6494-5 Ext.2551 &  
085-480-2863

Monday to Saturday,  
0800 - 2000 hours

**L**

**Unicon Container  
Services Co Ltd  
(UCS)  
THBKDUCS**

13 King Kaeo Rd, Racha  
Thewa, Bang Phli District,  
Samut Prakan 10540,  
Thailand

02-738-8904-6

Monday to Saturday,  
0800 - 2000 hours



# 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 Thailand 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

[Thailand communication matrix](#)

Need to speak to a Customer Service agent?

Access our one-stop solution for all customer queries:

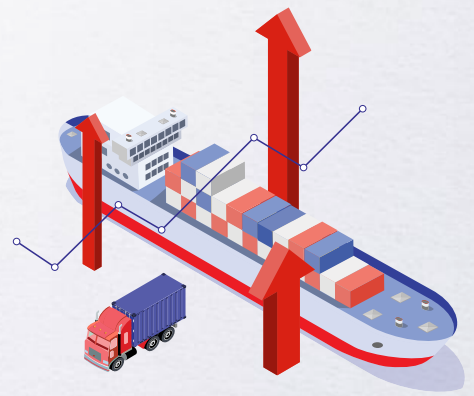
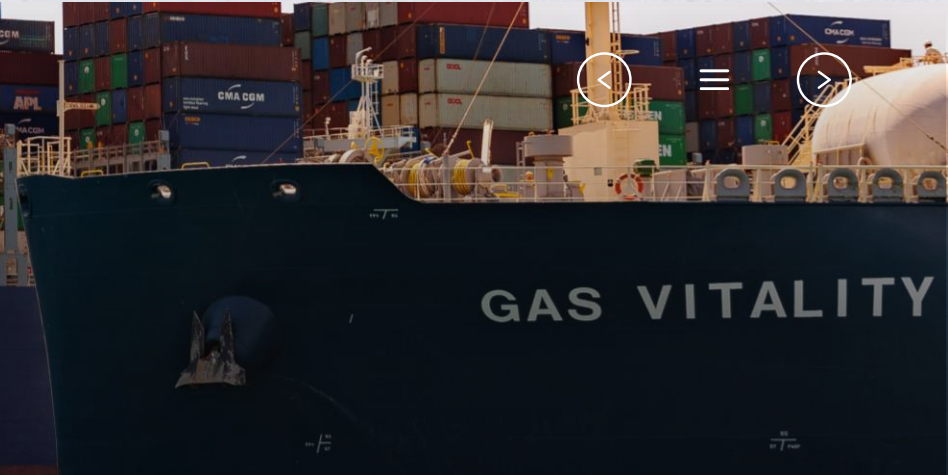
[My Customer Service To Agent \(C2A\)](#)

- 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



Useful links

# — Import, Export and Demurrage and Detention charges

## Import and Export charges

Refer online at

<https://www.cma-cgm.com/local/thailand/tariffs-local-charges>.

## 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.

# — Useful links

## eBusiness

[Charges finder](#)

[Container tracking](#)

[Eco-calculator](#)

[My CMA CGM](#)

[Routing finder](#)

[Voyage finder](#)

[Subscribe to our news](#)

[Important tips for import documentation](#)

[Important tips for export documentation](#)

[Import Self Care Services](#)

[Vessel onboard date information](#)

[Vessel cut-off time](#)

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

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



**THANK YOU**