



CMA CGM & ANL Welcome Kit





CMA CGM: Shipping The Future

Thank you for choosing CMA CGM – your partner for comprehensive shipping and e-commerce solutions.

We have been opening new routes, and enabling business across oceans and borders for 40 years. Our ability to anticipate needs and imagine new solutions is proven every day. Now we have a new ambition, we are shipping the future.

This FAQ provides you with key information and know-how on our shipping services and solutions. It can get you up and running in no time to be able to use our service every day!



Agenda

In the following slides, you will find information about :



Your business partner CMA CGM

Know about the shipping process and CMA CGM online registration process to follow the shipping process



Know the E-solutions

Information on eSolutions and user guides for each of them. Know the step wise instructions to process and monitor your shipments



Know our timelines

Service level agreements and important factors that can enhance the service timelines



Know more about the Special Cargo process

Information on the process for hazardous cargo and out of gauge cargo handling



Important contact points

Overview of our customer service team and contact details



The CMA CGM Journey



There's no business like e-business !

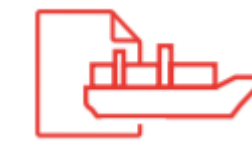


The CMA CGM Group has made eSolutions a key service for its customers. We draw the benefits of our teams and network to innovate constantly in an aim to improve quality and fulfill our customers' needs. Our services are created to maximize your productivity. The CMA CGM Group's objective is to help you save time and boost your performances by enjoying a new experience of modern shipping. The CMA CGM Group has set the goal to use technology to transform and ease your customer journey by making it 100% digital, thanks to a wide offer of products, within a multi-channel context, that cover all aspects of the transport cycle:



Product catalog

A wide range of tools has been designed to accompany you through the entire transport cycle of your shipment.



Transport execution

A wide range of tools has been designed to accompany you through the entire transport cycle of your shipment.



eDocumentation

All your export & import documents are accessible from your dashboard, 24/7. You can view and correct your draft BLs online and Seawaybills, print your original bills of lading and Seawaybills. You can also benefit from a fully digital bill of lading.



Extended visibility

All your shipment information are accessible through a unique dashboard, a container tracking tool and a notification system. You can also download our mobile app to follow your shipment from anywhere.



Finance module

All your invoices, including their status, can be viewed at a glance from one dashboard – payment can be made online (soon available worldwide).



eTools – CMA CGM eBusiness

**Click on the icon to
open the user guide**



Know how to register on
CMA CGM Website



Update Container Details
from Excel in SI



Approve draft online



Web Bill of Lading printing



E- LOI



Request Booking Online



Submit VGM online



Set up Notifications



Paperless BL



Submit SI online



Online BL corrections



Pay your invoices online



Merge and Split SI –
Submit SI Online



Click and Book !

In order to reduce the time spent on booking we have introduced a new design:

- Number of clicks divided by 4
- Wide usage of intelligent autosuggest feature based on your history
- A smooth navigation (single page view)

The screenshot shows the CMA CGM 'Click & Book' web interface. The page has a blue background with white text. At the top, there is a navigation bar with the CMA CGM logo and various menu items. The main content area is titled 'Click & Book' and contains several input fields for 'PORT OF LOADING', 'PORT OF DISCHARGE', and 'QUOTATION NUMBER'. Below these fields, there are radio buttons for 'DEPARTURE' and 'ARRIVAL', and a date selector set to '2018-11-21'. On the right side, there are three blue cards, each representing a shipping option with details like 'POL: HONG KONG', 'PCD: SEAB, AU, AF', 'Date: 25/11/2018', 'Shipments Ref: HKA1668771', and 'Cargo: Chocolate and other food prep...'. At the bottom left, there is a red button that says 'See the routes'. The CMA CGM logo is visible in the bottom right corner of the screenshot.

This new feature is **ONLY** available for bookings with :

- Single- size/type container
- Single-commodity
- Dry containers

If you need to place booking for below cargo:

Reefer,
Hazardous
Out of gauge

you can use the standard booking form.



Revision in Booking Process



It is mandatory to mention container pick up date in your booking request with effect 5th October 2020.

The container pick up date must be mentioned in the remark's column of your INTTRA / EDI / other E-Commerce channel booking request as per below format:

“Container Pick-Up On DDMMYY”

A. Booking via CMA CGM E-Business platform (Standard Version):

From	To	Departure	Arrival	Cutoff	Voyage Ref.	Vessel Name	Service name	Transit Time (day)
NHAVA SHEVA	DAR ES SALAAM	09/05/2020	09/23/2020	09/02/2020	025GRS1MA	ALS FLORA	Swahili Express	18

B. Booking via CMA CGM E-Business platform (Click & Book):

Preferred booking office: [Dropdown]

Free comments to the booking agent: [Text area]

Check information before placing your booking

- Quotation/US Contract : QAMC035710
- From NHAVA SHEVA (PORT) (09/05/2020)
To DAR ES SALAAM (PORT) (09/23/2020)
- 48196000 - Box files, letter trays, storage & like articles, used in of
1 x 20' Dry Standard - Total net weight (sum of all containers weights) of 20000 KGM

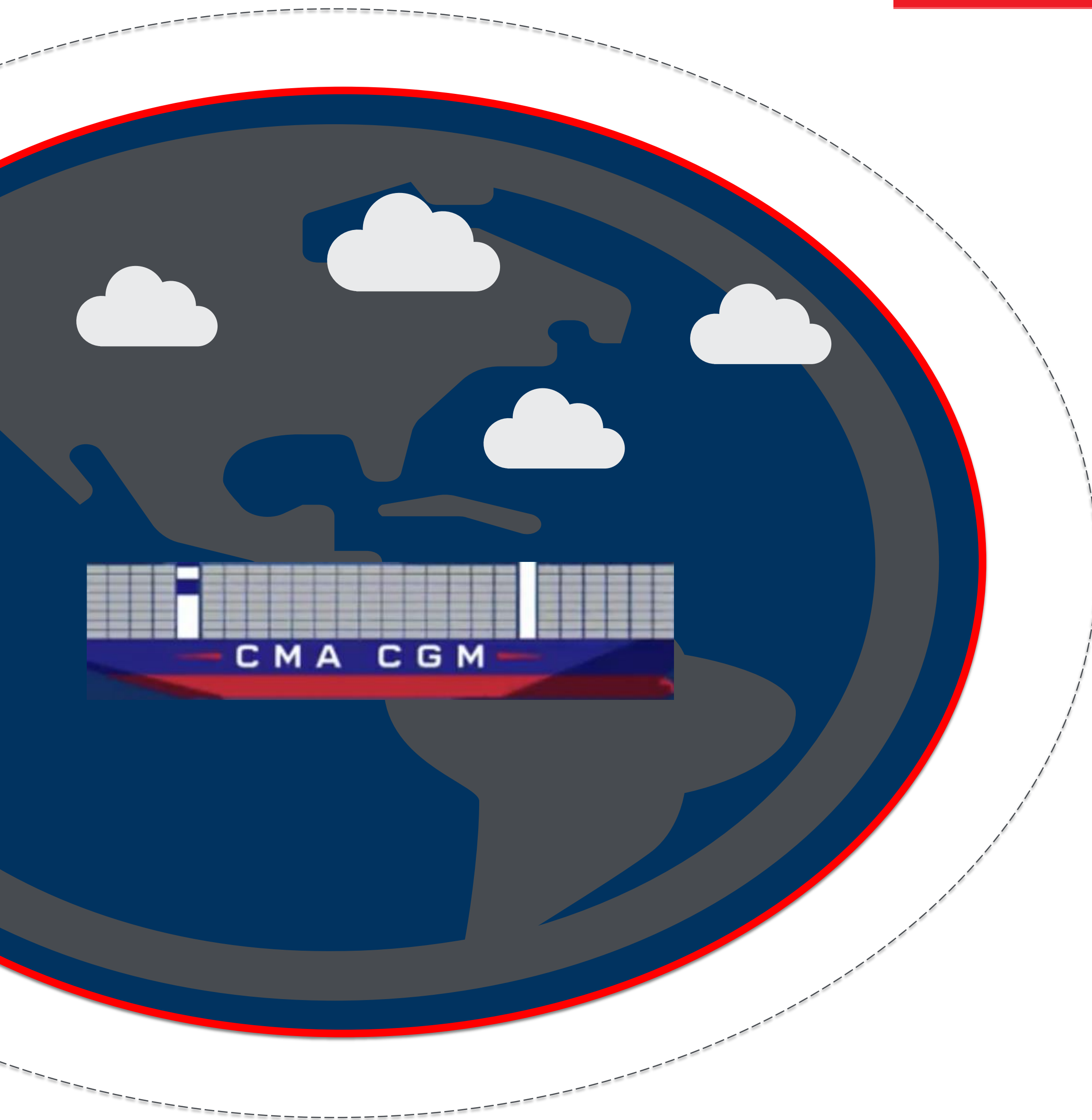
C : Booking via other platforms (EDI / INTTRA / GT Nexus / CargoSmart):

**In Booking remarks field:
Please mention
“Container Pick-Up On DDMMYY”**

Know our timelines

- **Booking Confirmation** - Within 4 working hours from the time booking is placed (For non-hazardous and non-OOG bkgs)
- **First draft**– Within 8 working hours from submission of Shipping Instruction
- **Amendments to BL draft**– Within 3 working hours from submission of eCorrections
- **Invoice** – Within 24 hours of vessel sailing
- **E-Bill of Lading** – Within 3 working hours from approval of the verify copy & payment confirmation
- **Hazardous Approval** – From 24 - 48 hours (CMA / Partner vessel)

Need your assistance to improve our services



- **Equipment Pick Up** – Within validity period
- **Submission of Shipping Instruction with complete and accurate information** – Within the cut off as applicable
- **Approve the BL draft** – Within 5 days from date of sailing
- **Invoice** – Correct update of freight term and complete details of invoice party
- **Booking Rescheduling** – Intimation is required no later than 5 days prior to vessel ETA
- **BL Release** – Within 5 working days from date of sailing
- **Payment** – As per the due date on CMA CGM web portal
- **Subscribe to our local news** to know the latest updates
- **Follow E-Mail protocol** for fast and efficient response



Know more about the Special Cargo process

Customer to place HAZ booking on web once rates are finalized with Sales team

Send Hazardous cargo documents via email to HAZ CS team as per contact matrix
[Click here for list of Haz documents](#)
[CMA CGM Format is here](#)

Based on the HAZ documents and online booking request, HAZ CS team will apply for all necessary approvals to concerned desks

Booking will be issued by CMA CGM HAZ CS team once all required approvals are received



HAZARDOUS CARGO BOOKING PROCESS

Operation team will check and issue Form 13 to customer for gate-in container if all documents are in order

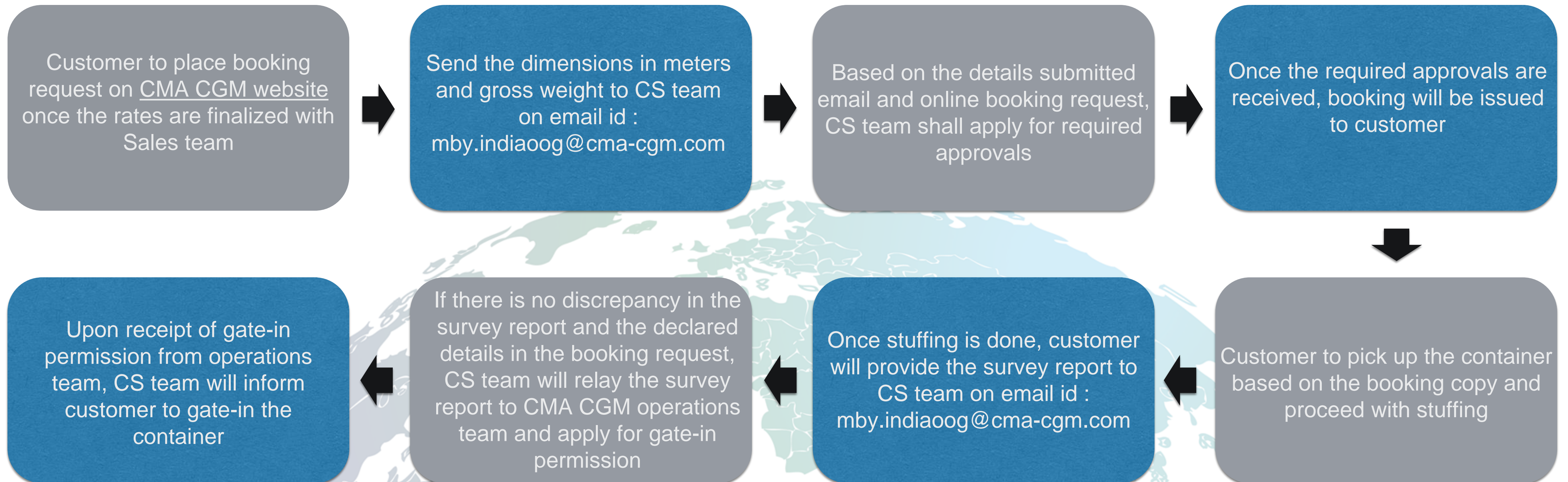
Customer to apply for Form 13 along with survey report (HAZ Stickers on container) through Odex for container gate in

Customer to provide endorsed scan of Final DG Declaration on email to HAZ CS team

Customer will now pick up container based on HAZ approval and proceed with stuffing accordingly

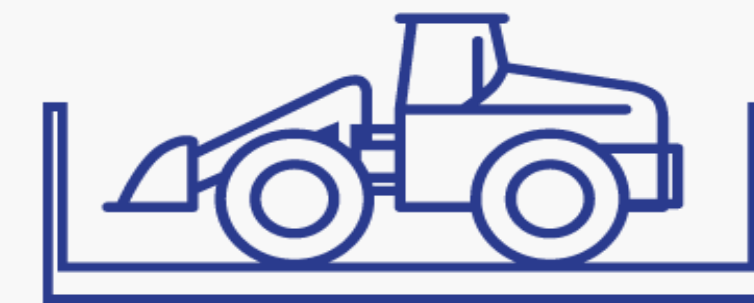
Know more about the Special Cargo process

OOG Cargo Booking Process



Know more about the Special Cargo process

Click on the icon to open the document



**Important guideline of stuffing
and securing Out of Gauge Cargo**



**Important information on
HAZ & OOG Bkg process**

How to reach us



Click on the icon for
Customer Service Contacts



Click on the icon for
Documentation related Contacts



Important links

Click on the icon to open the link

Subscribe to our news

Routing finder

Online receipting tool

Important tips for documentation

Certificates

Local Charges & Tariffs

Vessel Schedule

Email Protocol



CMA CGM Group : Caring Beyond Shipping

A decorative horizontal bar at the bottom of the slide, consisting of a white segment on the left and a red segment on the right.