


# CUSTOMER CARE



BETTER WAYS  CMA CGM

# CMA CGM Germany: Customer Care Contact Channels

Click on the department you wish to contact

## Booking

[Hamburg](#) [Bremen](#) [Dusseldorf](#) [Frankfurt](#) [Stuttgart](#) [Munich](#)

- Booking **Amendments**
- Booking **Creation**

## Import Customs & Documentation Documentation Export Longstanding Containers

- **Import Customs** queries,
- **BL creation and amendments** when [ssc.dedocumentation@cma-cgm.com](mailto:ssc.dedocumentation@cma-cgm.com) is unresponsive
- **Long standing** containers

## Invoice Dispute

- **Disputing** invoices received

## Inland Haulage Import

Tel +49 40 23530 662

- Coordination and placement of **IMPORT** on carriage shipments

## Import Container Release

- **IMPORT** Merchant's Haulage container release request

## Customer Service

Tel +49 40 23530 660

- **General Queries** and Guidance on **Export and/or Import** needs

## eCommerce

- Trouble shooting issues with **online services and registration**

## Office Addresses, Reception & Other Functions

Tel +49 40 235 300

- **Local addresses**

Please **NOTE**, Our phone lines are operational during our regular business hours from **08:30 am until 5 pm**