



# Canada Contact Center

To simplify your customer experience



## How to Reach Us

You can contact via online, phone or email

## Office Hours

Monday - Friday: 8AM - 5PM  
Saturday & Sunday Closed

## Customer Care

+1-514-908-7040	Export Customer Service (press 1)		
	Import Customer Service (press 2)		
	<b>Digital contact:</b>		
	Customer Service <a href="#">Portal</a>	Change of Destination <a href="#">Email</a>	Customer Service <a href="#">Email</a>

## Account Payable & Receivables

+1-757-961-2100 (press 3)	*Account Payable contact <a href="#">here</a>
	Account Receivables contact <a href="#">here</a>
	Payment Application contact <a href="#">here</a>
	Accounting & Finance contact <a href="#">here</a>
	**Freight, D&D Invoice Dispute contact <a href="#">here</a>

\*Non-CMA CGM invoice dispute

\*\*CMA CGM invoice dispute

## Booking and Bill of Lading contact [here](#)

Booking Request	Booking Modifications
Shipping Instructions	BL Draft Approval
BL Modifications	BL Release

## Sales Support, Cargo Claims, Delivery Order & OBL Blank Paper

Sales Support contact <a href="#">here</a>	OBL Blank Paper contact <a href="#">here</a>
Cargo Claims contact <a href="#">here</a>	Delivery order contact <a href="#">here</a>

## Intermodal & Door Haulage

Truck move contact <a href="#">here</a>	Rail Export East / West Coast contact <a href="#">here</a>	Rail Import East Coast contact <a href="#">here</a>	Rail Import West Coast <a href="#">here</a>
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## eCommerce Support

NAM eBusiness contact [here](#)

## Empty Equipment Pick Up

+1-514-908-7866	Dry empty release contact <a href="#">here</a>
	Reefer empty release contact <a href="#">here</a>
	Street Turn contact <a href="#">here</a>
	Empty return contact <a href="#">here</a>
	Damaged container contact <a href="#">here</a>
	Damaged container third party invoice contact <a href="#">here</a>

## Management Escalations

### Customer Care

Export	Jad Fattal at +1-514-908-7865
Import	Krystal Batten at +1-514-908-7864

### Sales

Vancouver area	Pei Yan at +1-778-309-0657
Montreal & Maritime Area	Loui E. Stathatos at +1-514-908-7014
Toronto Area	TBD

We serve our customers in Canada from coast to coast, our dedicated teams are here for you.

Give us a call or send an email, we are always happy to help.

