

B E T T E R W A Y S

Welcome
Export Customer Care Mexico

MAKING SUPPLY CHAINS
MORE SUSTAINABLE EVERY DAY

CMA CGM

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CMA CGM MEXICO – General Export Process

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Dear Valued Customer,

We are pleased to welcome you to CMA CGM!

CMA CGM is committed to the highest quality of service in all aspects of our business, we are happy and honored to have your preference for the international transportation of your merchandise.

This welcome manual has been created as a guide where we share the general process to follow for coordinating your export services.

We hope you find it useful on your trip with us, thank you for choosing our services.

Welcome on board!

REGISTRATION IN My CMA CGM

The easiest and fastest way to get in touch with CMA CGM is to register on our platform and obtain your username and password: www.cma-cgm.com

Through the page you will have visibility, you will be able to organize and track all your shipments from anywhere in the world:

The screenshot shows the CMA CGM website interface. At the top, there is a navigation bar with links for 'About us', 'Find your local offices', 'My Customer Service', 'Guides', 'Corporate website', and 'English'. Below this is a secondary navigation bar with 'Shipping', 'End-to-End Solutions', 'Air Freight', 'News', and 'My CMA CGM'. The main content area is divided into three columns: 'FIND YOUR ROUTE' (Routing finder, Shipping lines, Port schedules), 'GET YOUR PRICE' (SpotOn, My Quotations, Inland prices), and 'ORGANIZE YOUR SHIPMENT' (Booking, Shipping instructions, VGM). A red 'Sign In' button and a 'Register an account' button are also visible.



Shipment tracking

Follow your shipment live through the vessel's position at sea: all you need to do is to enter the shipment reference number to track the shipment live on a map! View ETA and the remaining days to POD directly.



Eco Calculator

Estimate the emissions for each one of your shipment made with CMA CGM



Routing Finder

Start preparing your shipment by checking port-to-port schedules either based on a departure or on an arrival date.

If you require assistance for the creation/activation of your user ID, you can contact the e-commerce team through the following address: latam.ebusiness@cma-cgm.com

BOOKING REQUEST PROCESS

Your reservations can be received through the following methods:

- CMA CGM e-commerce platform www.cma-cgm.com
If you do not have your username, please request it as soon as possible.
- Platforms with accessibility to EDI connection, such as Intra or GT Nexus.

The reservation request must have the following complete information with no exception. If any of this data is missing, the service will not be scheduled for desired date:

- Origin point
 - Loading port
 - Destination point
 - Transportation mode required at origin.
 - Service contract number/rate agreement which has a valid rate.
 - Cargo weight
 - Type, size and number of containers required.
 - Required temperature and ventilation (for refrigerated cargo)
 - IMO, UN, emergency contact (for dangerous cargo), DGD format and safety sheets.
 - Complete address of store door pick up location (for carrier service).
 - Date and time of store door pick up (for carrier service).
 - Point of contact at shipper's facilities (name, telephone number and hours)
 - Weighing instructions (plant, port, scale name, address, and contact)
 - Customs Broker Agent data (name, telephone number and email)
- ✓ Once the reservation request is received, it will be processed in a maximum of 4 hours as long as the rate and route are enabled in our system.
 - ✓ All reservations are subject to space, availability of equipment and units in the case of shipments where transportation is coordinated by CMA CGM.

MERCHANT SERVICE COORDINATION (CY)

- ✓ For reservations with "Merchant" mode where the inland transportation service is coordinated by the customer, the following requirements must be considered:
 1. Reservation requests must be received via email 24 hours prior to the date on which the release of equipment is desired, mentioning the location and date of equipment collection, as well as the type/size of container desired (food grade container, general cargo or recycling material).
 2. All equipment release orders are valid for 5 calendar days from the date stipulated in the equipment release of the booking confirmation; after that date, the release request update must be requested again to Booking team, subject to availability.

“CARRIER” SERVICE COORDINATION (DOOR)

- ✓ Reservations with store door pick up service where inland transportation service coordinated by CMA CGM México (considered as “Carrier” movements), will be scheduled 48 hours after confirmation of the reservation number; subject to availability of trucking power and equipment in the required location.
- ✓ It is important to consider that CMA CGM rates and operations are quoted and coordinated on a full basis (one transport unit with two containers); in the event that the booking is for a single container, the positioning date can be moved until a tied service can be performed, either from the same client or a different client in the same location or nearby entity and in route to the loading port.
- ✓ If no tie cargo is found, payment will be requested to be confirmed for the single movement, for which the following must be considered:
- ✓ If inland rate is based on double articulated service (known as full or tandem) and a single service movement is required, an additional 40% will be applied to the ground rate per container.
- ✓ CMA CGM has a cargo monitoring service under two schemes (all truck shipments):

Standard service: at no additional cost, providing five statuses per container:

1. Collection of empty equipment (sharing data on container number, seal and estimated arrival at the loading point).
2. Confirmation of arrival at the loading point.
3. Transit to port.
4. Arrival at port.
5. Container entry to port terminal.

Premium service: considering an additional cost of US\$75 per container, the client will have direct access to the provider's platform Sky Angel for visibility of the location of their cargo.

- ✓ Any rescheduling or cancellation of store door pick up service requisition by the customer must be ordered 48 hours prior to the pick up date before 1:00 p.m. via email to Booking team, otherwise it will generate a cost for untimely cancellation, which will be confirmed in case by case basi
- ✓ Likewise, we appreciate your consideration to take into account the days free of container delays granted to export cargo. Please consult the following link:

https://www.cma-cgm.com/static/DemDet/Attachments/DD_Tarifs_MX_2022-07-15.pdf

EQUIPMENT CATALOGUE

It is important all reservations indicate the quality of equipment required based on the requirements of the cargo, for which CMA CGM appreciate your consideration for the following description:

Container type	Features
Flexitank	No strong smell or residue from previous cargo inside. Both side walls should be corrugated along the entire length of the side wall. Smooth welding without sharp edges. Dents, warps and repairs allowed must be smooth.

	<p>The door lock bar cams must fit properly into the upper and lower lock bar cam retainers. The handles should fit freely into the door handle retainers and the door handle latches should close completely.</p> <p>The side panel must not show dents on 3 or more corrugations (longitudinal).</p> <p>Floor without steel patches or gouges more than 15 mm deep. No delamination or other damage (affecting the strength of the floor). The floor must be level. Side and front panels without patches.</p>
Foodgrade	<p>No strong smell or residue from previous cargo inside.</p> <p>The floor, roof and side panels must be dry and free of condensation (unless weather induced).</p> <p>Light and watertight. Doors must close tightly.</p> <p>No transferable floor stains; no concentrated rust stains.</p> <p>No nails, no steel patches, floor must be flush and screws countersunk</p> <p>Interior panels are clean.</p>
General cargo	<p>No nails, no steel patches, floor must be flush and screws countersunk.</p> <p>The mooring rings are not allowed to come out of the corrugation.</p> <p>No sharp/sharp edges on walls/corrugations allowed.</p> <p>No strong smell or residue from previous cargo inside.</p> <p>The floor, roof and side panels must be dry and free of condensation (unless weather induced).</p> <p>Light and watertight. Doors must close tightly.</p> <p>Transferable stains; rust spots allowed for palletizing and coils with underlayer.</p>
Scrap	<p>Minimum 8 years of manufacturing.</p> <p>Wind and watertight.</p> <p>To be used for scrap metal and logs.</p>

Equipment release

Altamira:

Release letter should be requested directly to our port operator Transpac Altamira to the following contacts:
 cflores@transpac.com.mx
 Azeneth Maldonado' amaldonado@transpac.com.mx

Veracruz:

If yard assigned is CCIS, in case customs broker has problems with the maneuver release in their portal, you can contact the following addresses for assistance:
 mxo.veracruz@cc-inland.com
moxo.liberaciones_ver@ccis-network.com

Progreso:

Release letter should be requested directly to our port operator Transpac Progreso to the following contacts:
 ccobos@transpac.com.mx
 Ing. Cristina Cobos Blanco
 Representaciones Transpacíficas
 Ofc. (969) 688-18-87
 Cel. (999) 370-31-72

Container registration in the terminal

Manzanillo / Contecon Terminal: In case you receive a notification from your Custom broker or the port terminal reporting that you container is not properly linked or registered, you can contact the following Transpac email address: ZLO.CMACGM@TRANSPAC.COM.MX

DOCUMENTATION AND VGM SUBMISSION

Shipping instructions for the preparation of your bills of lading and the transmission of Verified Gross Mass (MBV or VGM) can be received through the following methods:

- CMA CGM webpage: www.cma-cgm.com
- Platforms with accessibility to EDI connection.
- Cutoff dates available in CMA CGM webpage: <https://www.cma-cgm.com/ebusiness/schedules>

POINTS OF CONTACT

Here it is the list of contact points via e-mail to facilitate the response time to your requirements:

PROCESO	CONTACTO	NÚMERO TELÉFONICO
<ul style="list-style-type: none"> • Late request (VGM, cargo or doc cut off) • Change of Schedule queries • Late amendments (5 days prior vessel arrival at POD) • Invoicing and OBL release 	mex.service@cma-cgm.com	(55) 5340-4930
INDIA documentation (Waybill release for credit customers, amendments in BL, filing queries, BL draft creation).	ssc.mxexportdocs@cma-cgm.com	NA

Important Note: please do not add 2 functional addresses.

DOCUMENTATION

- Issuance of Bill of Lading draft – The publication time of a BL draft is a maximum of 24 hours after receiving Shipping Instructions, in case the documentation presents any discrepancy ssc.mxexportdocs@cma-cgm.com will send an email to request information .
- Final BL issuance – Approval must be sent through the platform.

If the invoiced company name has credit terms, it is released upon departure.

- ✓ **Waybill** – The release is published in webpage by India Documentation team:
ssc.mxexportdocs@cma-cgm.com
- ✓ **Original Bill of lading (at destination/origin)** - The release is confirmed by:
mex.service@cma-cgm.com

If the invoiced company name does not have credit terms, please send proof of payment to her.mxopagoscientos@cma-cgm.com. Please consider that the time for receiving and applying payments is 24 to 48 hours.

Once the payment is received and applied, Collections Mexico team must authorize the release.

Once the release authorization is received, mex.service@cma-cgm.com will send final bill of lading.

Important note: Consider that for all emissions at destination it is necessary to send an Appendix letter headed <https://www.cma-cgm.com/static/BR/Attachments/Appendix%20A.pdf> and signed by the Legal Representative, said letter will be valid for 3 months with the same destination and Consignee.

BL Amendment prior vessel departure:

- Should be requested via CMA CGM webpage.
- Turn time is 4 hours after the corrections have been received on the platform.

BL Amendment after vessel departure:

- Subject to approval from destination country
- BL amendment fee USD 150 should apply.

Important note: For the ports/routes in which a transmission is involved (United States of America, Canada, Europe, China and Japan) it is necessary to send the Letter Of Indemnity (LOI) format once a transmission has been sent. Please refer to below LOI format for your guidance:

FILINGS:

LOI - US & CANADA (AMS)

<https://www.cma-cgm.com/static/BR/Attachments/LOI%20-%20EUA-CANADA.pdf>

LOI - EUROPE (ENS)

<https://www.cma-cgm.com/static/BR/Attachments/LOI%20-%20EUROPA.pdf>

ICS2 EUROPE (European Union Import Control System 2 - Compliance requirements)

Mandatory requirements:

<https://www.cma-cgm.com/news/4882/update-3-on-european-union-s-import-control-system-2-ics2-release-3>

LOI - CHINA

<https://www.cma-cgm.com/static/BR/Attachments/LOI%20-%20CHINA.pdf>

LOI - JAPAN

<https://www.cmacgm.com/static/BR/Attachments/Request%20for%20amendment%20Japan.pdf>

INVOICING

- Point of contact: mex.service@cma-cgm.com
- Invoice publication via CMA CGM webpage –48 working hours after vessel departure.

Invoices can be consulted and extracted from the web site for reference and payment processing:

How to consult invoices

PAYMENT PROCESS

Bank details for payment of freight, local charges, delays and other operational charges (with the exception of guarantee container deposit) in US dollars:

Beneficiary: **CMA CGM SA**
 Account Number: **00200 624941 001 48**
 Branch: **BNP Paribas New York Branch**
 SWIFT: **BNPAUS3N**
 ABA: **026007689**

Payments must be directed to the following email indicating the bill of lading and invoice to which they must be applied:

her.mxopagosclientes@cma-cgm.com

- Please consider that the payment validation and application time is 24 to 48 business hours.
- In this way, once the payment is confirmed, the transaction will be validated and applied to the system for the release of your shipments; in case the invoice number is not indicated, the payment received will be applied to the invoices available in the account statement.
- This process is only applicable for charges payable in Mexico.

BILLING DISPUTE PROCESS

- All dispute cases must be sent via webpage
 Steps as follow:
 - Select the Invoice Dashboard in www.cma-cgm.com
 - Select the invoice number
 - Select the option "Raise a dispute" in Actions
 - You will be directed to MyCs portal automatically
 - Fill out the information and add the attachments to create the dispute
 - If assistance is required please contact mxo.disputas@cma-cgm.com
- Disputes must be submitted within the first 7 calendar days from the invoice date, providing the obligation/invoice number, BL/Booking number, supports that justify the dispute and that provide visibility of the issue to be reviewed. Example: written confirmation of the rate, special conditions, operational follow-up messages, etc.
- If the dispute is requested in a timely manner, the CMA CGM Disputes team will assign a case number, which will be reflected in the account statement with the status "dispute- under review".

- During the time the invoice is under review by the Disputes team, the invoice is not collectible and will not affect your account status/transactions. In case of payment, the folio will be closed automatically ending the review.
- If the dispute request is not made within the previously mentioned 7 calendar days, the review will be rejected, and the charges will be confirmed as automatically collectable.

DEMURRAGE/DETENTION (D&D) CHARGES

In order to speed up the response time for detention and demurrage calculations, CMA CGM would appreciate you sending your requests from July 4, 2022, referencing your emails under the following subjects:

Inland Transportation request: **Inland transportation request (transportation mode) # BL/# container (s)**
 D&D calculation for cargo release: **DD calculation, cargo release # BL/# container (s)**
 Final calculation of D&D charges **Final DD calculation # BL/# container (s)**
 D&D calculation for specific date: **DD calculation # BL/# container (s)**
 Free time provision: **Free time # BL/# container (s)**

These requests should be addressed exclusively at the following email address:
mxo.DDMEXICO@cma-cgm.com

Attention schedule:

Monday to Friday from 9:00 am to 3:00 pm, requests received after hours will be attended to on the next business day.

Glossary:

- Final DD calculation:

Export: From empty container pick up to vessel departure.

a) Return, Re-export: from the unloading of the container to vessel departure.

b) Canceled booking/container: from empty container pick up until the return of the equipment.

Notes:

- For DD calculation – merchant cargo/CY (when customer coordinates inland transportation service), is mandatory to provide EIR format
 - The containers must be returned to CMA CGM clean and in optimal conditions.
 - Inland transportation request: calculation of partial demurrage/detention for transportation assignment.
- DD calculation for cargo release: calculation of partial demurrage/detention charges for the release of containers at the discharge port.
- Request of free days: free time provision granted in the tariff agreement applied to the bill of lading.

ESCALATION PATH

LOGISTICS				
Nombre	Escalación	Puesto	Mail	Teléfono
Logistics			mex.logistics@cma-cgm.com	5553400940
Jorge Nuñez	1	Manager	MXO.JNUNEZ@cma-cgm.com	5550088209
Gabriela Silva Nieto	2	ILS Director	mex.gsilva@cma-cgm.com	5553400940

INTERMODAL				
Nombre	Escalación	Puesto	Mail	Teléfono
All truck service			mex.ilstruck@cma-cgm.com	5553400940
Rail- Road service			MXO.ILSRAIL@cma-cgm.com	
Marlene Landeros	1	Manager	MXO.MLANDEROS@cma-cgm.com	5543270229
Gabriela Silva Nieto	2	ILS Director	mex.gsilva@cma-cgm.com	5553400940

DEMURRAGES				
Nombre	Escalación	Puesto	Mail	Teléfono
D&D			mex.DDMEXICO@cma-cgm.com	5553400940
Montserrat Jiménez	1	Manager	MXO.MJIMENEZ@cma-cgm.com	
Brenda Santiago	2	Director	MXO.BSANTIAGO@cma-cgm.com	

CUSTOMER SERVICE				
Nombre	Escalación	Puesto	Mail	Teléfono
Hector Tomas	1	Supervisor	MXO.HTOMAS@cma-cgm.com	55 5340 4526
Alma Armenta	2	Manager	MXO.AARMENTAGARIBAY@cma-cgm.com	55 5437 0139
Ximena Frias	3	Director	MXO.JFRIAS@cma-cgm.com	55 5507 6055

TRANSPAC – Oficinas puerto		
Port location	e-mail	Phone number
Ensenada	ereyes@transpac.com.mx	(52) 646 286 1441
Manzanillo	ZLO.CMACGM@TRANSPAC.COM.MX	(52) 314 331 2770
Lázaro Cárdenas	LZC.CMACGM.EXPO@TRANSPAC.COM.MX	(52) 753 540 1404
Altamira	atmexpo@transpac.com.mx	(52) 833 318 4380
Veracruz	verexpo@transpac.com.mx	(52) 229 295 2969
Progreso	pgvsl@transpac.com	(52) 999 139 4700

For additional information, please contact your local representative or the Customer Care team.

CMA CGM appreciates your continued trust and support.

Sincerely,
CMA CGM MEXICO