

B E T T E R W A Y S

Welcome
Import Customer Care Mexico

MAKING SUPPLY CHAINS
MORE SUSTAINABLE EVERY DAY



CMA CGM MEXICO – General Import Process

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Dear Valued Customer,

Version 2.0

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 **import services**.

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

Welcome on board!

CONTACT MATRIX

Customer Care Phone: (52) 55 5340 4930

e-mail	Purpose:
mex.service@cma-cgm.com	<ul style="list-style-type: none"> • Support with requirements to release merchandise for import, guidance regarding your shipments, changes in modality, destination, review with origin of any discrepancy or issue regarding release at destination. • Application of instructions (guarantee/entrust letter) • Billing of import shipments
mxo.DDMEXICO@cma-cgm.com	Demurrage/detention calculations (cargo release, inland transportation service request, final computation, free time provision)
her.mxopagosclientes@cma-cgm.com	Accreditation of payments in American dollars (USD)
mxo.Cobranza@cma-cgm.com	Application of payments in US dollars once validation of receipt of funds is confirmed (demurrage/detention, local and export charges).
mxo.garantias@cma-cgm.com	Application for payment of guarantee deposits, return process, re-use of guarantees in Mexican pesos.
mxo.disputas@cma-cgm.com	Billing disputes.

Sales Support	(52) 55 5340 4943
Operations	(52) 55 5340 4945
Intermodal – rail / rail+truck service	(52) 55 5340 4946
Intermodal – all truck service	(52) 55 5340 4948
Logistics	(52) 55 5340 4947

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

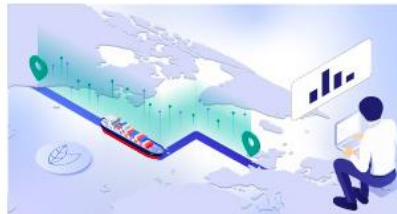
Through the page you will have visibility, you will be able to organize and track all your shipments from anywhere in the world:

The screenshot shows the CMA CGM website navigation menu. At the top, there is a search bar and a language dropdown set to English. Below the search bar, there are several navigation links: About us, Find your local offices, My Customer Service, Guides, Corporate website, and My CMA CGM. The main navigation menu is divided into three columns: FIND YOUR ROUTE (Routing finder, Shipping lines, Port schedules, Vovanas), GET YOUR PRICE (SpotOn, My Quotations, Inland prices, Carrier charge finder), and ORGANIZE YOUR SHIPMENT (Booking, Shipping instructions, VGM, Tara finder). On the right side, there are two buttons: a red 'Sign In' button and a white 'Register an account' button.



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

DOCUMENTATION REVIEW

- CMA CGM appreciate the review of documents shared by the shipper, as well as the arrival notification shared by CMA CGM 10 days prior to arrival at a Mexican port.

Types of bill of lading

- BL Negotiable (release instruction with original bill of lading), an endorsed original bill of lading and original entrustment letter must be presented in physical form at:

Avenida Insurgentes Sur 1079 Piso 24
Col. Noche Buena
Ciudad de México
Monday to Friday: 9:30 a 13:30 hrs – 15:30 a 17:00 hrs

- BL Waybill (release with copy of bill of lading), parcel letter can be sent via email to:
mex.service@cma-cgm.com

INVOICING

To proceed with the correct billing of your shipments, please send your billing information in response to the arrival notification immediately to the following e-mail address:

mex.service@cma-cgm.com

Invoices will be issued 8 days prior to the arrival of the shipment and published in our platform. If you do not yet have your username and password, it is important that you register so that invoices arrive in your mailbox. In case of dispute of the invoiced charges, it will be received up to 5 days after their issuance (business day); After this period, a re-invoicing charge is applicable.

How to consult invoices

ANNEX A

SERENITY CONTAINER PLUS APPLICATION

Serenity Container Plus is a value-added service that waives container guarantee deposit and protects any container damage (does not include cleaning).

The amounts to consider per container are:

Container type	Amount	Effective date
Dry container (NO Include Flat Rack, Open Top)	70 USD	March 15, 2023
Reefer container (Including NOR)	90 USD	March 15, 2023
Special Equipment (Including Flat Rack y Open Top), HAZ Dry/Reefer.	120 USD	March 15, 2023

- Serenity Container Plus is invoiced under the concept – DTC02 Damage to Container Platinum.
- Please request the Serenity Container Plus application at the time you receive your arrival notification (normally the first arrival notice is sent 10 days in advance of the estimated ship arrival date) to Invoice department (mex.service@cma-cgm.com).
- If your import shipment has already been invoiced and includes the concept DTC08 – Import Premium Serenity Container, please request the corresponding complementary bill with the additional amount for the correct application of the Serenity Container Plus.

CARGO RELEASE INSTRUCTION APPLICATION

For shipments to be received, the guarantee deposit and order application procedure will be as follows:

Send e-mail to Delivery Department (mex.service@cma-cgm.com) reading the following:

- Apply guarantee in the name of _____
- For BL number: _____
- Customs agent: _____

NOTES:

- In case your company does not have the benefit of a letter of guarantee, you must send the deposit payment to the email address: mxo.garantias@cma-cgm.com.
- In case your company do not have an annual entrustment letter, it is necessary to make the application request for each shipment.

CARGO RELEASE PROCESS

Once documentation review and payments are completed, the release of your shipments is carried out by the CMA CGM representative offices in port (TRANSPAC) via e-mail.

The request should be directed to the following contacts:

Port	e-mail	Phone
Ensenada	esedoc@transpac.com.mx ereyes@transpac.com.mx	(52) 646 286 1441
Manzanillo	zlo.cmacgm.revalidaciones@transpac.com.mx	(52) 314 331 2770
Lazaro Cardenas	lzc.cmacgm.revalidaciones@transpac.com.mx	(52) 753 540 1404
Altamira	atmrevalidacion@transpac.com.mx	(52) 833 318 4380
Veracruz	verimpo@transpac.com.mx	(52) 229 295 2969
Progreso	ccobos@transpac.com.mx	(52) 969 688 1887

All requests will be attended in following schedule:

Monday - Friday de 09:00 a 18:00 hrs
Saturday de 09:00 a 12:00 hrs.

INLAND TRANSPORTATION SERVICE REQUEST (Carrier mode)**All truck service**

Shipments whose store door delivery service is with transportation coordinated by CMA CGM México (considered as "Carrier" movements), will be scheduled considering the following transportation assignment times:

Full base service:	24 business hours
Full combined base service:	72 to 96 business hours
Single service:	72 to 96 business hours
Hazardous cargo/special equipment service:	72 to 96 business hours

** Usual average times without impact due to issues unrelated to the line such as: weather conditions, port congestion, holidays, blockages, etc. **

- Inland Transportation service request must be sent via email to the CMA CGM Intermodal / TRANSPAC team using the corresponding formats (ANNEX B): mxo.ilstruck@cma-cgm.com
- It is important to consider that all CMA CGM rates and operations are quoted and coordinated on a full basis (one transport unit with two containers); in the event that the transport request is for a single container, the assignment date can be moved until a tied service can be performed, either from the same or a different client in the same location or nearby entity and in route to the port of discharge.
- If no matching load is found, payment will be requested to be confirmed for single movement, considering an additional 40% applied to the inland rate per container.

- CMA CGM has a cargo monitoring service under two schemes:

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

1. Entry to port for cargo dispatch
2. Departure from port (once dispatch is completed)
3. Exit to federal route
4. Transit to customer facilities
5. Confirmation of arrival to store door delivery point

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.

Rail service (delivery service at rail ramp/rail+ truck for store door delivery)

- Inland transportation requests must be sent via email to the CMA CGM Intermodal / TRANSPAC team using the corresponding formats (ANNEX B): mxo.ilsrail@cma-cgm.com
- Average loading time to the platform is 72 business hours after receipt of the inland transportation request and documentation.

** Usual average times without impact due to issues unrelated to the line such as: weather conditions, port congestion, holidays, blockages, etc. **

- Once the cargo has arrived at the interior railway terminal, you can request the release folio number (ramp delivery service); or schedule delivery to the plant/warehouse (store door delivery service) based on the rate applied in your bill of lading.

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:

Import: from container vessel discharge to empty equipment is returned to container yard.

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.

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.

CONTAINER GUARANTEE DEPOSIT

Container guarantee deposit is applicable for cargo with final destination port of discharge (merchant cargo) or internal point with land service coordinated by CMA CGM.

The payment options are:

- Transfer for MNX\$22,000 for dry cargo and MNX\$66,000 for refrigerated, dangerous cargo or special equipment per container to the following bank account:

Beneficiary: **CMACGM México S.A. de C.V.**
 Banco Beneficiario: **INTERCAM BANCO, S.A., IBM**
 Dirección: **Rio Tíber No. 70, Col. Cuauhtémoc, Del. Cuauhtémoc, CDMX, 06500**
SWIFT: INTEMXMMXXX
CLABE: 136180019809000251

- Processes related to guarantee deposits through Intercam must be sent to e-mail:
mxo.garantias@cma-cgm.com.

CMA CGM appreciates to considerate the schedules and specifications to be covered according to your request:

Process	Subject line	Attention Schedule	Notes
Guarantee deposit	CONTAINER GUARANTEE // # BL // CEE	Monday - Friday 9:00 a 16:00 hrs	BL number to which it will be applied must be placed inside your deposit, in order to make your application immediately. It is important to mention that confirmation email will not be issued to customer.
Reuse container guarantee deposit	REUSE OF CONTAINER GUARANTEE DEPOSIT // CEE // BL	Monday - Friday 9:00 a 18:00 hrs	Proof of payment and demurrage/detention calculation from the BL must be adjusted to the one to which the guarantee deposit was previously entered, reuse will be confirmed on the same day of receipt.
Application for payment of Demurrage/Detention charges	DD GUARANTEE COLLECTION // CEE // # BL	Monday - Friday 9:00 a 18:00 hrs	Corresponding application form must be attached, complying with its specifications. This process will be carried out within 15 business days of receipt. Transactions in US dollars and return of the remanent of the guarantee will be notified by email received.
Reimbursement	CONTAINER GUARANTEE REIMBURSEMENT // CEE / # BL	Monday - Friday 9:00 a 14:00 hrs	The corresponding application form must be attached; As long as its specifications are met, your return will be processed, which will be confirmed 10 business days after receipt of the message received. There will be no confirmation until the moment of receiving the transfer and/or in case of any requirement that is not met.

- Application requests must be issued individually, no more than one solicitude per e-mail; application for letters of instructions, invoice application, credit applications, payments must be separate requests.
- In case information is not sent properly, the response and/or confirmation time may be compromised, delaying mentioned processes.

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.

Inquiry	Required Information
Incorrect tariff, local charges and/or DDSM conditions applied	CMA CGM Message validating the offer
Delays on the BL/cargo release	Message exchange with CMA CGM about this topic
Incorrect equipment movement	EIR - Gate in/out document from the Depot
Delay on the empty return	EIR or message that contains the reason behind the delay
New/incorrect payer	For DnD : the payer should be part of the BL, such as Payer, Shipper, Consignee, etc For other charges : approval from the new payer of the invoice
Others	Documentation/message to support the dispute

POINTS OF CONTACT / ESCALATION PATH

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

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

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

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

CMA CGM appreciates your continued trust and support.

ANNEX A

Web link for visibility of invoices, a username and password are required to enter the platform:

Invoice Dashboard <https://www.cma-cgm.com/>

ANNEX B

Transportation request formats for all truck movements Formats for train movements (delivery in ramp / train+truck (delivery at door).

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ANNEX C

Format for refund of guarantee deposit

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**Sincerely,
CMA CGM MEXICO**