

CMA CGM Türkiye communication matrix

Points of contact

1. Booking

2. Export & Import shipment enquiries & other requests

3. Export Documentation

4. Cargo Readiness

5. Import Arrival Notice & Delivery Order Release

6. Intermodal

7. Export invoices

8. Import invoices

9. Dispute

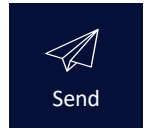
10. Statement of Account

11. Payment Receipt

12. Refund

— Booking & Export & Import shipment enquiries & other requests

1. Booking



To

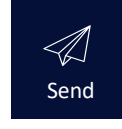
isb.booking@cma-cgm.com

Subject

Booking confirmation or Booking Amendment:
[Booking number]

- Booking Confirmation & Amendment
- Request to be rolled next vessel
- Booking Cancellation
- All types of amendments before **vessel departure**
- Empty pick up date or place amendment
- Amendment for count of equipment
- POL/POD/POT amendment

2. Export & Import shipment enquiries & other requests



To

tur.service@cma-cgm.com


Subject

Export or Import CS enquiries: [Booking number]


- Manage Export and Import lifecycle case management
- Empty pick up – Gate in full cases
- Shipment enquiries and other special requests like COD (Change of Destination), booking amendment after vessel departure, re-export, vessel status
- Lost BL
- Manage/coordinate any delay (vessel delay, call omission, roll over, cut & run etc.)
- Sending DG form/Lashing Certificate

— Export Documentation & Cargo Readiness

3. Export Documentation


 Send	To	ssc.trdocumentation@cma-cgm.com
	Subject	[Booking number] + Port of Loading

- BL Draft
- BL, Sea Waybill Amendment
- Sending Certificate
- Web Release for all kind (waybills and negotiable)
- Merged or Split BL
- Change of shipper/notify/cnee

 Send	To	tur.service@cma-cgm.com
	Subject	[Booking number] + Port of Loading

- Physical printing of OB/L on Agency
- BL amendment after OB/L printed
- Switch OB/L request

4. Cargo Readiness

 Send	To	isb.cargoreadiness@cma-cgm.com
	Subject	[Booking number] + Service Name + Vessel Voyage

- Entry point for cut off extension
- Chasing missing SI/custom clearance

— Import Arrival Notice & Delivery Order Release & Intermodal

5. Import Arrival Notice & Delivery Order Release



Send

To

tur.service@cma-cgm.com

Subject

[BL number] + Arrival Notice Request or (Ordino Talep)

- In case of not receiving import arrival notice
- Manifest amendment request
- Import delivery order request with payment advice and complete document submission
- [Import Procedure](#)

6. Intermodal



Send

To

isb.intermodal@cma-cgm.com


Subject

[Booking number] Place of Receipt or Place of Delivery

- Pricing for intermodal
- Truck operation issues
- Mersin – Iskenderun – Antalya
mer.intermodal@cma-cgm.com


— Invoicing & Dispute

7. Export invoices

 tur.service@cma-cgm.com
 [Booking number] EXP INV Request


- Sending export invoice

8. Import invoices

 tur.service@cma-cgm.com
 [Booking number] IMP INV Request

- Sending import invoice

9. Dispute

 isb.invoicecare@cma-cgm.com
 [Booking number] + [Reason of the dispute]

- Primary communication should be followed with isb.invoicecare address before sending return invoice
- Sharing the detailed reason for your return invoice / GIB cancellation / KEP rejection and relevant documents supporting your claim for the provided return invoice/cancellation below
- If your dispute is accepted by the team then return invoice can be sent

— Finance

10. Statement of Account

Send	To	ssc.turkeycc@cma-cgm.com
	Subject	Statement of Account [Company Name]

- Request for SOA or issues with SOA

11. Payment Receipt

Send	To	isb.finance@cma-cgm.com
	Subject	[Booking number or B/L Number] + Reason

- Share payment receipts to be printed OB/L or published SWB

12. Refund

Send	To	ssc.trdrefund@cma-cgm.com
	Subject	[Booking Number] + Refund Request

- Primary communication needs to be fulfilled below form
[Deposit Refund Form](#)
- Escalation point is ssc.trdrefund@cma-cgm.com & isb.finance@cma-cgm.com

— Useful Links

- [CMA CGM Web Page](#)
- [How to register My CMA CGM](#)
- [How to request booking](#)
- [How to submit SI](#)
- [How to activate web notifications](#)
- [How to amend draft BL](#)
- [Import D&D Calculation](#)
- [CMA CGM SA IBAN](#)
- [CMA CGM Deniz Acenteliği IBAN](#)