

CUSTOMER ADVISORY

August 15th, 2024

Dear Customer,

Aiming at emphasizing the importance of sending complete documentation for **dangerous cargo shipments**, we reinforce, below, the necessary procedure for processing related bookings.

❖ WHEN TO SEND?

Just after the booking request.

❖ WHAT TO SEND?

- ✓ **MSDS IN ENGLISH** (MATERIAL SAFETY DATA SHEET);
- ✓ **FISPQ IN PORTUGUESE** (FICHA DE INFORMAÇÃO DE SEGURANÇA DE PRODUTO QUÍMICO);
- ✓ **TANK/SOC CERTIFICATE** – when applicable;
- ✓ **DCA** (DANGEROUS CARGO APPLICATION).

Note: other documents may be requested by the responsible team as needed. We also reinforce that the documentation must always be updated for the shipping vessel, even if the booking undergoes some type of transfer.

❖ WHERE TO SEND?

The documentation must be sent to the email address bra.bookings@cma-cgm.com.

❖ IN WHAT FORMAT?

All documents must be sent in PDF format, separated by document type, and the total file size cannot exceed 5 MB. The email title must always contain the **NAME OF THE VESSEL / VOYAGE / BOOKING NUMBER** or **REFERENCE NUMBER**.

It is worth noting that it is the customer's responsibility to check all necessary documents before sending the documentation. The absence of any mandatory file or sending it outside the standards indicated above may affect the booking confirmation time.

Please note that all relevant documentation must be sent later for insertion in the PSP (Porto Sem Papel), to the email address bma.psp@cma-cgm.com.

We gently ask for paying maximum attention to such documentation, as it is essential for boarding. If you have any questions, do not hesitate to contact the Customer Service team.

Kindest Regards,
CMA CGM