

# WELCOME KIT

*As you embark on your new journey with CMA CGM, find out about all the key essential information and processes you will need.*



CMA CGM Ibérica

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# Getting started



Welcome

## Introduction to CMA CGM Iberica



Start your journey with CMA CGM

# — Welcome

Thank you for choosing CMA CGM group of carriers as your preferred partner for comprehensive shipping solutions. Our ability to anticipate needs and innovate new and effective solutions for our customers is proven every day. We own a diverse portfolio of brands and subsidiaries that take care of our customers and their cargo wherever they are in the world, door-to door.

## About CMA CGM Group



Global carrier



Oceania specialist



Trusted carrier of the U.S. government



Intra-Asia specialist

### Key figures



Present in 160 countries



400 offices



750 warehouses



150.000 employees



584 vessels



Serves 420 of the world's commercial ports



Operates 257 shipping lines

# — Introduction to CMA CGM Spain

As an agency of CMA CGM Group, we are part of the group's global network with:

[Visit our website](#)



8 Offices



23 services



18 Ports of calls



1 Sub-agent



# — Start your journey with CMA CGM

*The easiest and fastest way to start shipping with us is to register for a My CMA CGM account.*

## Creating a My CMA CG account

Register for an account and organize, follow and manage your shipments from anywhere in the world.

[Register for an account](#)

[Video guide](#)

## Need help creating your account?

- “Invalid password, not authorized”. You can send an email to [ibc.ebusiness@cma-cgm.com](mailto:ibc.ebusiness@cma-cgm.com)

**PRICES**  
**Get your price**  
Access revolutionary features through which you will be able to receive a fixed price with a secured spot, to consult all your existing quotations online or to get an instant quotes when no reference is available.  
[Discover](#)

**FIND YOUR ROUTE**  
**Routing finder**  
Start preparing your shipment by checking port-to-port schedules either based on a departure or on an arrival date.

**ORGANIZE YOUR SHIPMENT**  
**Booking**  
Place your booking within one minute! Our newly redesigned page allows you to navigate smoothly and to reuse previous bookings to save time.

**FIND YOUR ROUTE**  
**Eco Calculator**  
Estimate the emissions for each one of your shipments made with CMA CGM.

## Already have an account?

Find out how to reset your password or update your account details

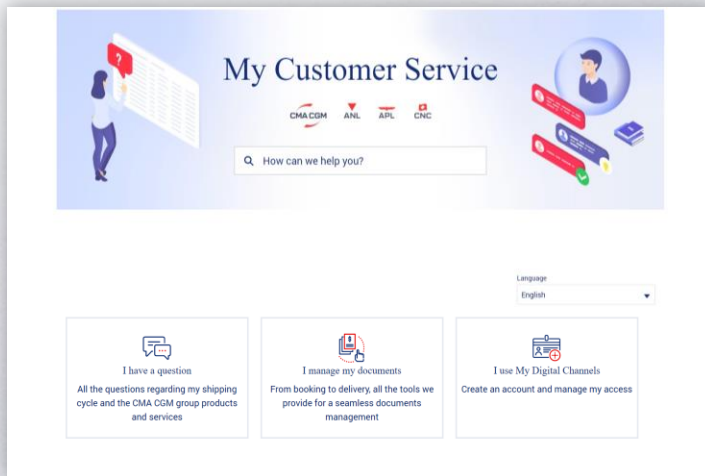
[Reset password](#)

[Update account details](#)

# — Start your journey with CMA CGM

## My Customer Service

Whether you have a question on our shipping cycle or our products and services, our dedicated customer service page is here to assist you.



[Visit the website](#)

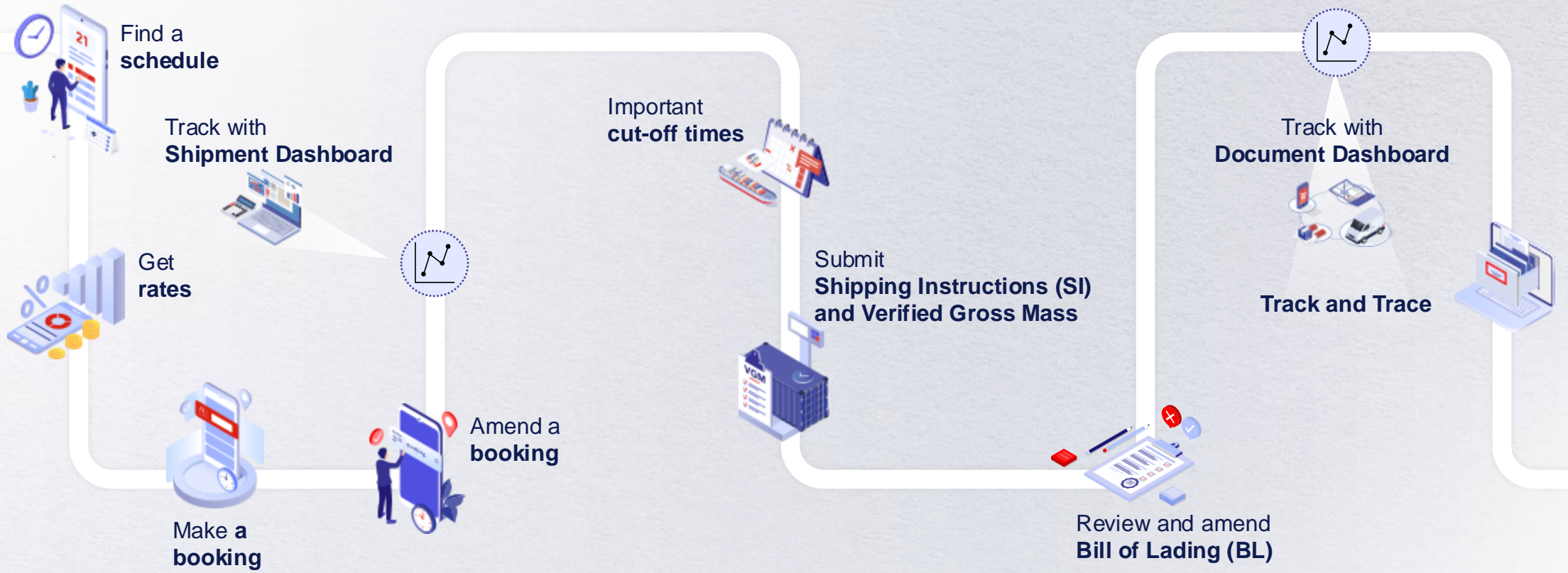
## How to access our local website and subscribe to local news

Stay up to date with the latest news, customized to your preferences

[CMA CGM news](#)

Click on [Subscribe](#) in the right-side bar to receive the latest news via email.

# Your shipment journey






# — Find a schedule

Based on your sailing date, commodity type, POL and POD, find a suitable service based on your shipping requirements.




Depending on your needs, you can find the service you need based on:



|                       |                       |                      |
|-----------------------|-----------------------|----------------------|
| <b>Route</b>          | <b>Port</b>           | <b>Voyage</b>        |
| <b>Routing finder</b> | <b>Port Schedules</b> | <b>Voyage finder</b> |

**Schedule results**  
From **ADELAIDE** to **AUCKLAND** · Departure from **Friday, 27-JAN-2023** · 3 Weeks · [Modify Search](#)

**⚠** No solution has been found for this query. You can find other solutions within the CMA CGM Group. Please find below the solutions of our partners. ✕

|   |  |   |
|---|--|---|
|  <b>APL</b><br>3 solutions |  <b>CNC</b><br>0 solution |  <b>ANL</b><br>2 solutions |
|---|--|---|

## Not yet on My CMA CGM?

You can also explore our shipping schedules without a My CMA CGM account on our respective carrier sites.

Simply enter your desired POL and POD to view them.

# — Get rates

Generate a quote that includes our ocean freight rate and other applicable charges for your ocean or multimodal shipment requirements.

## Start with an instant quote with SpotOn

Be informed upfront on the cost of our unique deliveries (including door-to-door options), and reserve space on board with a SpotOn quote, valid for 24 hours:

SpotOn

Video guide

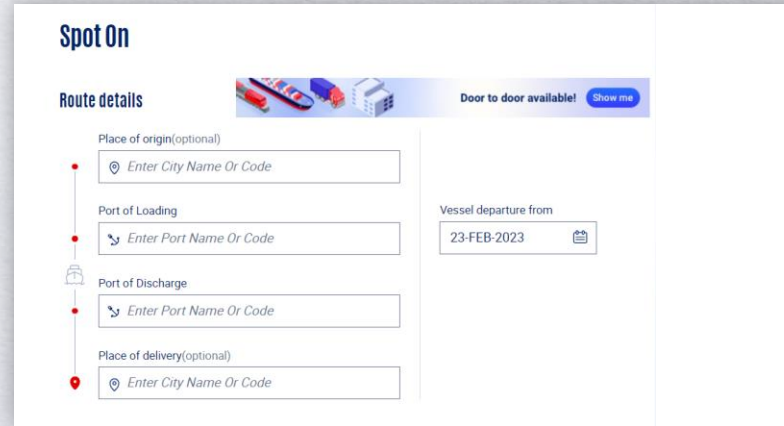
Find out more about our:

 [Inland prices](#)

 [Carrier charges](#)

 [Public prices](#)

 [Local charges](#)



The screenshot shows the 'Spot On' quote form. It features a 'Route details' section with a vertical timeline of steps: 'Place of origin(optional)', 'Port of Loading', 'Port of Discharge', and 'Place of delivery(optional)'. Each step has a corresponding input field with a location pin icon and the placeholder text 'Enter City Name Or Code'. To the right of the 'Port of Loading' field is a 'Vessel departure from' field with a date selector set to '23-FEB-2023'. At the top right of the form, there is a blue banner that says 'Door to door available!' with a 'Show me' button. Above the banner is an illustration of a ship and a truck.

## Door-to-door:

You can include your Place of Origin and Place of Delivery at the point of quote.

# — Make a booking

## Already have a quote?

Access your existing quotes or contractual rates at:

**My Quotations**

## Booking FAQs

For all the questions related to request and modifications of booking, please refer to the following document:

**FAQ Booking and Export Customer Care**

## Make a booking

Complete your booking

**Booking**

**01**

Enter your:

- Quotation number
- POL
- POD

**02**

Select your vessel schedule

**03**

Enter the details of your cargo

**04**

Add on the CMA CGM+ value-added services that you need

**05**

Make your booking

**06**

Get a notification when your booking has been submitted

*N.B.: Your reservation request should contain all the necessary information so that it can be processed as soon as possible.*

# — **Make** a booking for special cargo pr dangerous goods

## **Cargas con extramedidas**

Fill in the measurements of the part on the website.

## **Flexitank equipment**

For flexitanks, send the Material Safety Data Sheet (MSDS) at [ibc.booking@cma-cgm.com](mailto:ibc.booking@cma-cgm.com).

## **Dangerous goods**

For dangerous goods, please send the DGD to [ibc.booking@cma-cgm.com](mailto:ibc.booking@cma-cgm.com)

## **Booking release**

Once full information is received, bookings are confirmed subject to final approval..

You can check your booking with our booking team at [ibc.booking@cma-cgm.com](mailto:ibc.booking@cma-cgm.com)

**IMO booking request procedure**

# — Amend a booking

## Making an amendment to the booking

Make changes in My CMA CGM, in the Shipping Panel:

[Modificar la información](#)

[Guía paso a paso](#)



# — Get an overview of your shipments

## Shipment Dashboard

Gain an overview of all your shipment or container information, perform searches on different data fields (e.g., POL) and trigger a data extract on schedule:

Shipment view

**Panel de Embarques** | Todos los embarques Import/Export Extraer vista Crear booking Vistas

Todos  Mis embarques  Cambiar a la vista Contenedor

| Ref. Embarque<br>Mi referencia | Desde<br>(Lugar de recep...) | POL<br>ETD                     | Viaje de exporta...<br>Buque    | POD<br>ETA                      | Estatus del embarque | Pendiente a realizar |                                     |
|--------------------------------|------------------------------|--------------------------------|---------------------------------|---------------------------------|----------------------|----------------------|-------------------------------------|
| LMM0336159                     | CALLAO, PE                   | CALLAO, PE<br>08/12/2021 5:00  | OWCAMN1MA<br>CARTAGENA EXPR...  | VIGO, ES<br>30/12/2021 8:00     | Reservado            | Enviar SI            | Acciones ▾ <input type="checkbox"/> |
| LMM0336158                     | CALLAO, PE                   | CALLAO, PE<br>08/12/2021 5:00  | OWCAMN1MA<br>CARTAGENA EXPR...  | VIGO, ES<br>30/12/2021 8:00     | Reservado            | Enviar SI            | Acciones ▾ <input type="checkbox"/> |
| LMM0336031                     | PAITA, PE                    | PAITA, PE<br>08/12/2021 22:00  | OVF70N1MA<br>DIMITRIS C         | YANTAI, CN<br>14/01/2022 8:00   | Reservado            | Enviar SI            | Acciones ▾ <input type="checkbox"/> |
| LMM0336157                     | CALLAO, PE                   | CALLAO, PE<br>30/11/2021 23:00 | OWCAIN1MA<br>COSCO SHIPPING ... | VIGO, ES<br>23/12/2021 8:00     | Cancelado            |                      | Acciones ▾ <input type="checkbox"/> |
| LMM0336156                     | CALLAO, PE                   | CALLAO, PE<br>30/11/2021 23:00 | OWCAIN1MA<br>COSCO SHIPPING ... | VIGO, ES<br>23/12/2021 8:00     | Cancelado            |                      | Acciones ▾ <input type="checkbox"/> |
| LMM0336153                     | CALLAO, PE                   | CALLAO, PE<br>30/11/2021 23:00 | OWCAIN1MA<br>COSCO SHIPPING ... | VALENCIA, ES<br>02/01/2022 8:00 | Cancelado            |                      | Acciones ▾ <input type="checkbox"/> |
| LMM0335986                     | PAITA, PE                    | PAITA, PE<br>01/12/2021 22:00  | OVF6YN1MA<br>AS PATRIA          | VENEZIA, IT<br>08/01/2022 20:00 | Cancelado            |                      | Acciones ▾ <input type="checkbox"/> |

[? Necesita ayuda](#)

# **Frequently** asked questions about additional charges and customs clearance

## **Q: Where can I send customs clearance?**

A: You can provide us with your customs clearance at: [ibc.duas@cma-cgm.com](mailto:ibc.duas@cma-cgm.com).

## **Q: What are some additional charges that may apply?**

- A:
- [Terminal Handling Charges \(THC\) and carrier local charges](#)
  - Cancellation charges
  - Additional charges for standby or waiting time during direct loading or discharges et cetera

# — Important cut-off times

*Meeting the important timelines will ensure your shipment arrives at destination as planned*

|                           |                                      |                        |                   |
|---------------------------|--------------------------------------|------------------------|-------------------|
| <b>Port of Origin:</b>    |                                      |                        |                   |
| Puerto de Carga:          | VALENCIA                             | SI Cut-Off Date/Time : | 25-Nov-2024 10:00 |
| Terminal de Carga:        | CSP IBERIAN VALENCIA<br>TERMINAL SAU | VGM Cut-Off Date/Time: | 22-Nov-2024 16:00 |
| Custom Cut-Off Date/Time: | 25-Nov-2024 12:00                    | Cut-Off Fecha/Hora:    | 22-Nov-2024 16:00 |
| <b>Transbordo:</b>        |                                      |                        |                   |
| Puerto de Descarga:       | CASABLANCA                           | ETD:                   | 27-Nov-2024 07:00 |
|                           |                                      | ETA:                   |                   |
|                           |                                      | ETA:                   | 28-Nov-2024 23:00 |

Find the Spain Standard Closings here:

**Closings**

When you access the document, click on the blue hand and you will find the drive with the updated vessels, the closures, the equipment and the vessel availability.

By submitting your SI before the deadline, you can ensure timely loading of your container on the vessel, avoid potential penalties and enjoy a smooth shipping process.



# — Submit Verified Gross Mass (VGM)

## VGM Declaration

Submit your instructions to prepare the Bill of Lading (BL) draft and declare the VGM of your shipment.

**VGM = weight of cargo + tare weight of container**

Access the weighing request for VGM declaration here:

[Weighing request procedures](#)

**Mandatory submission needed: 48 hours prior to vessel arrival.**



**Electronic submission**

Submit on [our website](#).



# — **Mandatory** information in shipping instructions

*Meeting the important timelines will ensure your shipment arrives at destination as planned.*

## **Mandatory information required for your shipment:**

- Booking number
- Shipper / Consignee / Notify
- POL
- POD
- Container number and seal number
- Number of packages
- Cargo description in English (in addition to English, you can include the description in the language of POD)
- Gross, volume and tare weight for Shipper Owned Containers (SOCs) (breakdown per container)
- Payment terms (prepaid or collect)
- Bill type (negotiable Bill of Lading (BL) or Waybill)
- Split or combined BL
- For Shipper Owned Containers (SOCs), please submit the Container Service Charges (CSC) Certification
- For tank, a valid tank certification is needed



# — Submit Shipping Instructions (SI)

## How to submit Shipping Instructions (SI)

- Electronic submission **Enviar online**
- Submission via another EDI platform (e.g. Intrtra)

*\*must be in English*

[How to merge or Split an SI](#)

[How to update container details](#)

## Turnaround time and release

**For general booking: 8 working hours**

- The processing time for draft amendments is 3 hours.
- Your original B/L or Waybill will be published 24 hours after the departure of the ship.

*\*También aplicable a APL, ANL y CNC*

# — Submit Shipping Instructions (SI)

## New transactional parties

For new parties with whom a CMA CGM group Bill of Lading (BL) was not issued previously, kindly submit **any** of these documents:

- Confirmation email from the **direct customer** with subject company name/logo in signature (agent's mail is not acceptable)
- The following documents with subject partner's name, complete address (postal code & contact details) and company logo:
  - ❖ Letter head
  - ❖ Business card
  - ❖ Official website
  - ❖ Invoice stamped or signed by subject company
  - ❖ Any other documents that can prove its relationship to potential legal group
  - ❖ Copy of TAX ID when TAX ID is mandatory for the destination

## Changing address in your current instruction

If the business partner has moved to a new location, a confirmation email in English from the direct customer with the name/logo of the company in question in the signature must be provided (agent's email is not acceptable).



# — Review and amend your Bill of Lading (BL)

*Guidelines and timelines to review or amend your draft BL information*

## Review and approve the BL

Access the draft BL here;

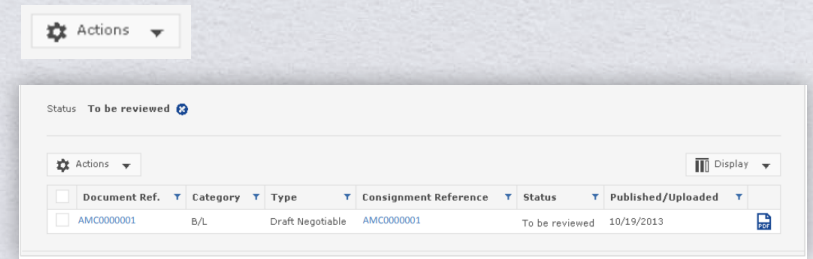
**Draft BL**

Click on the BL's reference number to access the details and on the "Approve" button if all is in order.

## Making amendments

**Online:** click on "Actions" and click "Modify".

**Turnaround time : 3 working hours.**



## Issuance of BL

Access your BL by booking or reference number here:

**Bill of Lading**

Web print original BL:

**Video guide**

Opt for paperless BL:

**Find out more**

## BL issuance

The deadline can be met for requests sent before the departure of the vessel and when the import manifest is not being presented at the customs office of destination. For the rest of the cases we will contact you within 24h requesting the signature of the LOI and the acceptance of the possible fines of the customs at destination.

If more than 24 hours have passed since the request and you have not received the draft and have not been contacted to complete the LOI please contact: [esp.service@cmacgm.com](mailto:esp.service@cmacgm.com).

# — Access your documents

Access your shipment documents online.

## Documents Dashboard

- Through our platform, access your document repository and edit your shipping easily, on-the-go
- Access import and export documents
- View and correct your draft Bill of Lading (BL) or Sea Waybill, print the original documents or benefit from a fully digital BL



**Documents | Dashboard** Rate your document management experience

Search a Booking & B/L Ref.  Actions

**Filters** ×

- Export / Import
- Category
- B/L Status
- B/L Type
- US/CA NoA Type
- Invoice Status
- Invoice Domain

| DOCUMENT REF.     | SHIPMENT REF. MY REF. | CATEGORY TYPE                        | STATUS | DATE        |                          |
|-------------------|-----------------------|--------------------------------------|--------|-------------|--------------------------|
| ISB1218915        | ISB1218915            | Booking Confirmation                 |        | 16-JAN-2023 | <input type="checkbox"/> |
| B-ISB1218915-0160 | ISB1218915            | Customer Document<br>Booking Request |        | 16-JAN-2023 | <input type="checkbox"/> |

Rows per page: 10 Previous 1 Next Showing 1 to 2 of 2

**Document information** [Freight information](#) [Upload document](#) [Download document](#)

Document dashboard

# — Access your documents

*Access your shipment documents online.*

## Documents not reflected on Document Dashboard?

- The notice of arrival (NOA) and confirmation of departure will only be reflected in the notify account that appears on the B/L.
- Invoices will only be reflected on payer's account
- For B/L see that the shipment has not been subject to an issue at destination or telex release. Provide us with your BL number at [esp.service@cma-cgm.com](mailto:esp.service@cma-cgm.com) so that we can check why the BL is held back



# — Track your shipments

## Shipment tracking

Find shipment location, complete with timestamp, vessel and voyage information

[Track my shipment](#)

## Set up custom notifications

Receive the latest status alerts for your different needs, whether you want to be alerted when documents, e.g., Bill of Lading (BL), are available or want to flag out specific container statuses, e.g., container not gated in.

[Video guide](#)

## Shipped on Board (SOB) date

SOB dates are available after vessel sail off. You can also refer to the estimated dates via the [voyage finder](#).

## Yet to receive the Notice of Arrival (NOA) but want to find out when your vessel will arrive?

Please provide us with your BL number via [esp.service@cma-cgm.com](mailto:esp.service@cma-cgm.com)

## If tracking website shows up empty, it could mean that:

The information has yet to be transmitted into the system. Information is usually transmitted 8 working hours after the vessel sails.



# Add-on services



## CMA CGM+ Services

# — CMA CGM+ services

*Find out more about our value-added services offer and complete your shipping experience*

Easily add complementary value-added services from the CMA CGM+ range to your [SpotOn instant quote](#).



### Cargo care

Safeguard, protect and secure your container shipments.



### Environmental services

Take control of the carbon footprint of your shipments



### Serenity

Get the right coverage to fit you cargo shipment needs



### Supply chain agility

Optimize every stage of your supply chain



### Business support

Get business support services from an established commercial partner

Get support

# LNGPOWERED



Contact us

# — Contact us

**Need to reach out to our various departments?**

**Contacts**

You can also find the list of customer service contacts in Spain [here](#)

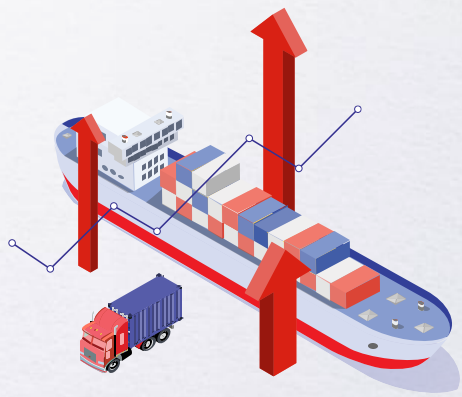
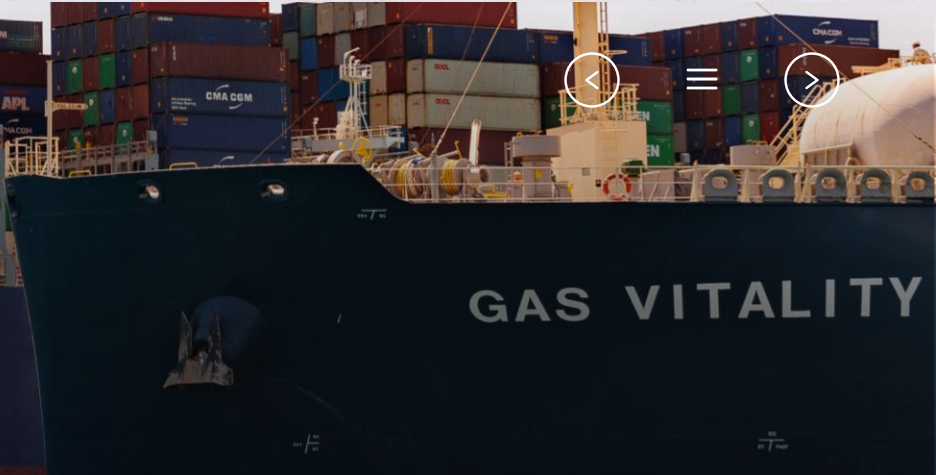
**Need to speak to a Customer Service agent?**

Access our one-stop solution for all customer queries:

**My Customer Service**

- Interact directly with our Customer Service agents and receive update notifications
- Easily gain an overview on your requests and their respective statuses
- Find answers to a wide range of questions in our Selfcare section

# CMA CGM



Import, export and Demurrage and Detention charges



Useful links

# — Import, export and Demurrage and Detention charges

## Import and export charges

Refer online at

[CMA CGM | Local Charges \(cma-cgm.com\)](https://www.cma-cgm.com)

## Demurrage and Detention (D&D) charges and free days

Get more information [here](#) or use our D&D calculators:

- CMA CGM
- ANL
- CNC
- APL

[Video guide](#)

[Need more free time?](#) Choose the bundle that best suits your needs and extend your standard free time conditions up to 28 days

# — Useful links

## eBusiness

[Charges finder](#)

[Container tracking](#)

[Eco-calculator](#)

[My CMA CGM](#)

[Routing finder](#)

[Voyage finder](#)

## Puertos españoles

[Puerto de Almería](#)

[Puerto Bahía de Algeciras](#)

[Port de Barcelona](#)

[Puerto de la Bahía de Cádiz](#)

[Port Castelló](#)

[Puerto de Gijón](#)

[Valenciaport](#)

## Safety of Life at Sea (SOLAS) /Verified Gross Mass (VGM)

[SOLAS – VGM management at CMA CGM](#)



**THANK YOU**