

CUSTOMER ESSENTIALS

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 Portugal

BETTER WAYS  CMA CGM

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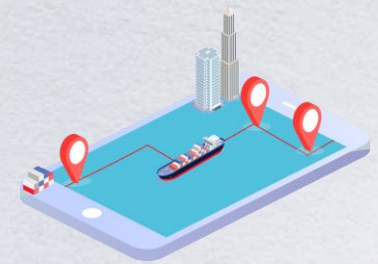
Useful links

Getting started



Welcome

Introduction to CMA CGM
Portugal



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 Portugal

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

[Portugal website](#)



2 Offices



32 Staff Members



7 Ports Served



1 Worldwide Coverage



— 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 CGM account

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

[Register an account](#)

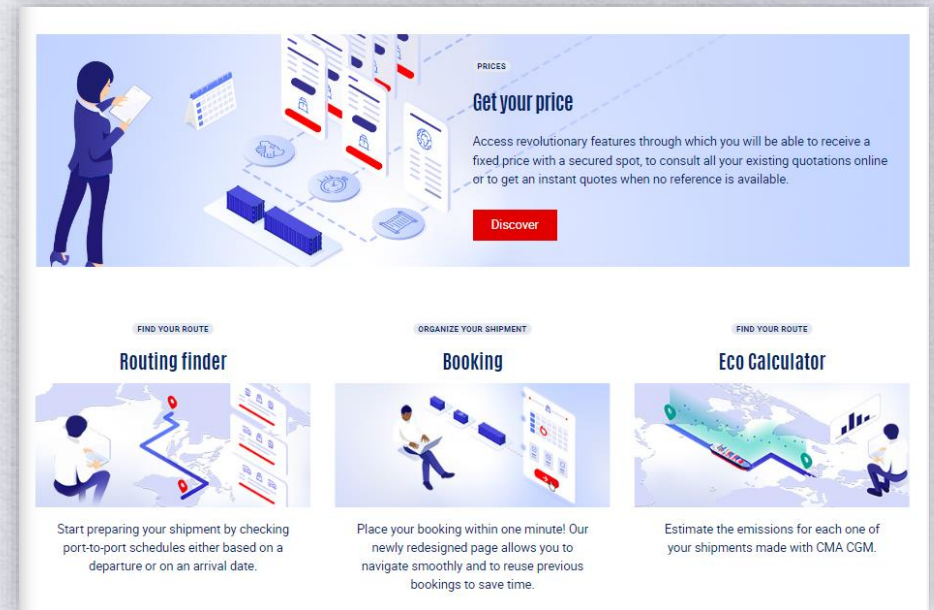
[Video guide](#)

What about My CNC and My ANL?

Your same account details can be used to access My CNC and My ANL, depending on your preferred default carrier.

Need help creating an account?

- "Invalid password, not authorized": Send an email to prt.service@cma-cgm.com
- "Account not created": Kindly create and upload the necessary documents



Already have an account?

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

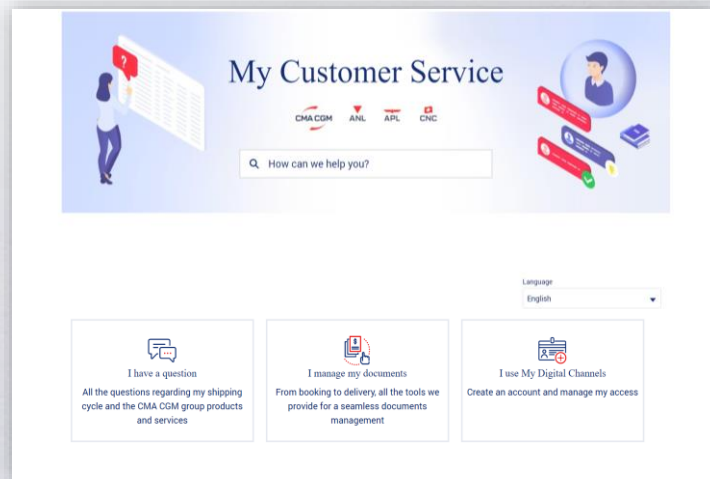
[Reset password](#)

[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](#)

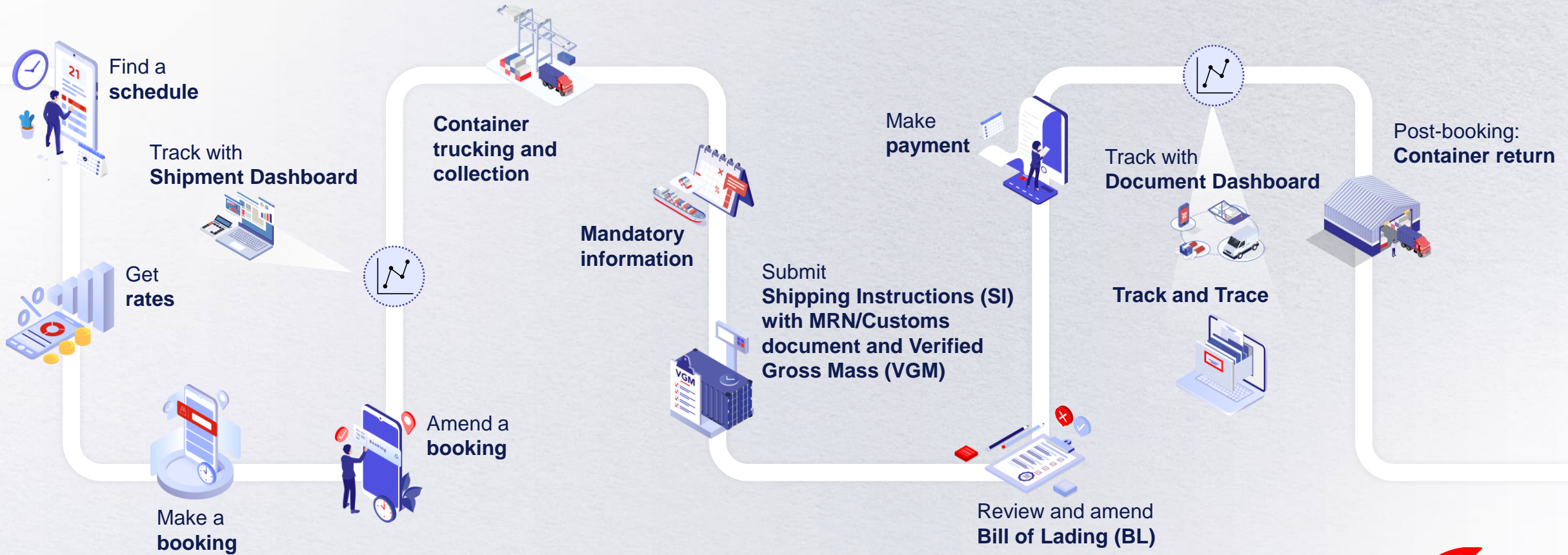
How to access our local website and subscribe to local news

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:

| | | | |
|---|--------------------------------|--------------------------------|-------------------------------|
|  | Route | Port | Voyage |
| | Routing finder | Port schedules | Voyage finder |

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.

| | | |
|---|--|---|
|  APL 3 solutions |  CNC 0 solution |  ANL 2 solutions |
|---|--|---|

Combined search

Looking for solutions under our other carriers?

No matter which carrier site you use, you can always find available 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.

Find out the list of services offered by our carriers:



— 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 your 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:

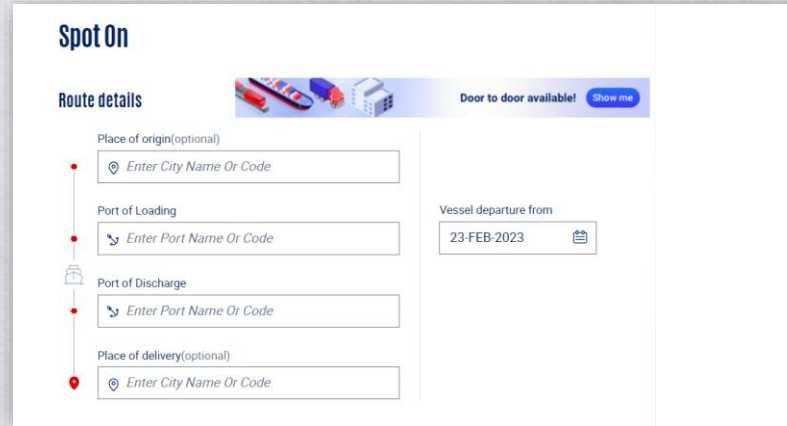
 [Inland prices](#)

 [Carrier charges](#)


 [Public prices](#)

 [Local charges](#)


**Also applicable to APL, ANL and CNC*



Spot On

Route details  Door to door available! [Show me](#)

Place of origin(optional)

Port of Loading Vessel departure from
 23-FEB-2023 

Port of Discharge

Place of delivery(optional)

Door-to-door:

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

**Also applicable to APL, ANL and CNC*

— Make a booking

Already have a quote?

Access your existing quotes or contractual rates at:

My Quotations

If you received a quote from your salesperson-in-charge, you can check with them directly on the validity of your contract.

Booking FAQs

Q: My booking was released to a later sailing. Why?

A: There is either insufficient space on board or no available equipment. Rest assured, your booking will be placed on the next earliest available vessel.

Q: How early in advance can I place bookings?

A: Booking window is currently set at 8 weeks prior ETD.

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

Turnaround time:

General booking: Your standard booking will be confirmed in 1 working hour (only if booking instructions are complete)

**Also applicable to APL, ANL and CNC*

— **Make** a booking for special cargo or dangerous goods

Make a booking online (subject to pre-booking checks/acceptance).

Pre-booking acceptance

Special cargo

- Complete the [Out Of Gauge \(OOG\) form](#) and upload it on <https://www.cma-cgm.com/my-cma-cgm> or send it to lca.booking@cma-cgm.com

Dangerous Goods (DG)

- Attach a copy of the Material Safety Data Sheet (MSDS) and upload it on <https://www.cma-cgm.com/my-cma-cgm> or send it to lca.booking@cma-cgm.com

Booking release

You can check your booking with our booking team at lca.booking@cma-cgm.com

Post-booking

Dangerous Goods (DG)

- Final DG document needs to be submitted before Dangerous Goods cut off which is indicated on the booking confirmation. The shipper is required to mail their final document with container number to prt.service@cma-cgm.com

**Also applicable to APL, ANL and CNC*

— Amend a booking

If you have missed out any information on your booking request, you can request for changes.

Making an amendment before the booking is released:

Send your changes to our booking team at lca.booking@cma-cgm.com

Turnaround time after making your request:

3 working hours.

Making an amendment after the booking has been released:

Make your changes on My CMA CGM under the Shipment Dashboard.

Amendments need to be submitted before cut off date. If not, it can be declined or can be subject to booking amendment fee.

If you make your amendment after the sailing of the vessel, all changes need to be requested via Customer Service.

Amend information

Step by step guide

Turnaround time after making your request:

3 working hours.



*Also applicable to APL, ANL and CNC

— 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](#)

Shipment Dashboard | All Export/Import Shipments

[Download Now](#) • [Schedule an extract](#)

Create Booking
Change view

Rate your shipment dashboard

All
My Shipments

History : 2 Months ▼

| ↕ Shipment Ref <small>My Ref</small> | ↕ From <small>(Receipt or POL)</small> | ↕ POL <small>ETD</small> | ↕ Export Voyage <small>Vessel</small> | ↕ POD <small>ETA</small> | ↕ Shipment <small>Status</small> | ↕ To do | <input type="checkbox"/> |
|---|---|---|--|--------------------------------------|-------------------------------------|---------|--------------------------|
| ISB1224385 | ISKENDERUN , TR | ISKENDERUN , TR 14-FEB-2023 21:00 | 0NVD2N1MA MYNY | NOUAKCHOTT , MR 03-MAR-2023 07:00 | Booking Processing | ⋮ | <input type="checkbox"/> |
| > ISB1218915 | ALIAGA (IZMIR AREA) , TR | ALIAGA (IZMIR AREA) , TR 16-FEB-2023 11:00 | 0HFDPN1MA CMA CGM BARRACUDA | SZCZECIN , PL | Cancelled | ⋮ | <input type="checkbox"/> |
| > SIJ0417553 | SINGAPORE , SG | SINGAPORE , SG | | ROTTERDAM , NL | Cancelled | ⋮ | <input type="checkbox"/> |
| > SIJ0417536 | SINGAPORE , SG | SINGAPORE , SG | | ROTTERDAM , NL | Cancelled | ⋮ | <input type="checkbox"/> |

**Also applicable to APL, ANL and CNC*

— Container trucking and collection

When collecting your empty container from the depot:



Depot information

Your pick up depot information is indicated in your Release Order.



Enquire about Haulage

We can provide carrier haulage, send us place of pick up details to email pri.service@cma-cgm.com we will inform our best rate and assist you with pick at depot and stuffing. External haulier can also assist you.



Enquire about Equipment

Send your enquiries or claims on damaged container replacements (with photos) to pri.service@cma-cgm.com



Container Nomination Service

In case you need container nomination / pre assign unit (additional fee) please add information at time of booking request in comments: CONTAINER NOMINATION SERVICE



Export Vessel Schedule

Full information about vessel cut off, shipping instructions/MRN, container pick up or terminal cut off are available on our [EXPORT SCHEDULE & CUSTOMS DATA](#).

**Please note that an entry will only be created in the Container Management System (CMS) one day prior to container collection.*

**Also applicable to APL, ANL and CNC*

— **Mandatory** information in shipping instruction

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

Mandatory information required for your shipment:

- Booking number
- Shipper
- Consignee
- POL/Receipt
- POD
- Container number and seal number
- Number of packages
- Cargo description
- 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
- Customs Clearance document number must be mentioned on SI comments and NRM/T2L etc copy must be sent to ssc.iberiadocs@cma-cgm.com



**Also applicable to APL, ANL and CNC*

– Submit Shipping Instructions (SI)

How to submit Shipping Instructions (SI)

- Electronic submission: [Shipment view](#)
- Manual submission: ssc.iberiadocs@cma-cgm.com
- 3rd party submission (e.g., Intra)

How to merge or split an SI

How to update container details

Turnaround time and release

| Bill of Lading (BL) draft turnaround time | Amendment turnaround time | Bill of Lading (BL) release |
|---|---------------------------|--|
| 3 working hours | 3 working hours | Day after vessel loading if SI draft approved. |

**Also applicable to APL, ANL and CNC*

— 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

Mandatory submission needed prior vessel arrival.

As part of PSA's regulations and requirements.



Electronic submission:

Submit on [our website](#).



Manual submission:

Manually fill up the VGM form and submit to our VGM team at ssc.vgm@cma-cgm.com.

*Also applicable to APL, ANL and CNC

— 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:

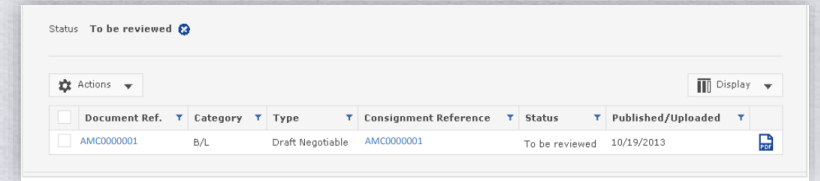
[Draft BL](#)

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  and click on "Modify".

Turnaround time : 3 working hours



| Document Ref. | Category | Type | Consignment Reference | Status | Published/Uploaded |
|---------------|----------|------------------|-----------------------|----------------|--------------------|
| AMC0000001 | B/L | Draft Negotiable | AMC0000001 | To be reviewed | 10/19/2013 |

Issuance of Original BL

Access your BL by booking or reference number here:

[Bill of Lading](#)

Web print original BL:

[Video guide](#)

Paperless BL:

[Find out more](#)

**Also applicable to APL, ANL and CNC*

— Make payment

Find your invoice and get more information on our payment guidelines.

- A** Invoices are available in EDICOM: **BUSINESSMAIL**
First time access registration needed.

- B** Export / Import / Local cross payment dispute email :
lca.reclamacao@cma-cgm.com

- C** Notice of Arrival (NOA) or invoice not received:
Provide us with your BL number and sent email to
prt.service@cma-cgm.com.

Make a Payment

Step by step guide

Payment proof: After payment, please send the remittance slip copy/transfer identifying Bill Of Lading (BL) number to gst.lca.referral@cma-cgm.com

Turnaround time: After payment, your Bill of Lading (BL) will be released within 3 working hours, if receiver after 17 PM release will be done on the next day.

**Also applicable to APL, ANL and CNC*

— Access your documents

Access your shipment documents online.

Documents not reflected on Document Dashboard?

- Notice of Arrival (NOA) will only be reflected on consignee's account
- Invoices will be available thru on EDICOM platform on payer's account.
- Documents for customs clearance will only be ready one day after vessel's arrival



BL not reflected on Document Dashboard?

- For negotiable BL:
 1. Surrender your Original Bill of Lading (OBL) by dropping an email to prt.service@cma-cgm.com with the reason for surrendering and ensuring that the back of the OBL is endorsed
 2. Check if the Telex Message or OBL was received
 3. Provide us with your BL number at prt.service@cma-cgm.com so that we can check why the BL is held back
- For Sea Waybill :
 1. Provide us with your BL number at prt.service@cma-cgm.com so that we can check why the BL is held back.

**Also applicable to APL, ANL and CNC*

— 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 [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 prt.service@cma-cgm.com so that we can check.

Turnaround time: You can expect a response in 4 working hours.

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

The information has yet to be transmitted into the system.

— Import: Container return

Returning of empty containers for importers

Depot information is available on **Release Order**.

Lists of depots:

A

PTLISCM I

Alcont Lisbon

Lugar de D. Pedro
Instalacoes da Cavan,
2690-361 Santa Iria de
Azoia, Portugal

[+351 21 958 7480](tel:+351219587480)

B

PTLISDALV

ALB Alverca

Tv. Custódio José Bispa,

2615-036 Alverca do
Ribatejo, Portugal

C

PTLISDREM

Repnunmar Lisbon

Rua do 5º Centenário nº
4, Quinta de São João
das Areias,

2685-870 Sacavém,
Portugal

[+351 21 865 0100](tel:+351218650100)

D

PTLISDLIS

Liscont

Zona Terminal
Contentores De Alcântara
Sul Edif. Liscont,

1399-002 Lisboa,
Portugal

[+351 21 393 9900](tel:+351213939900)

**Also applicable to APL, ANL and CNC*

Where is the returning depot for my empty container?

Information on **Delivery Order Release**.

Save costs and increase productivity through the reuse or exchange of containers. Speak to your CMA CGM Customer Service, Sales or Logistics contact for more information.

— Import: Container return

Returning of empty containers for importers

Depot information is available on **Release Order**.

Lists of depots:

A

PTSETDSPC

Lisboa SPC

P. Logístico SPC
Marinhas de D. Ana
2625-106 Pova de Sta.
Iria

B

PTSETDSET

SADOPORT

Terminal Multiusos Porto
Setúbal Zona 2, Setúbal,
2910-793 Setúbal,
Portugal
[+351 265 545 090](tel:+351265545090)

C

PTLEIDSAR

Sardao

Alameda Infanta D^a.
Mafalda, 118
4455-852 Sta. Cruz do
Bispo
Portugal
+351 229 990 600

D

PTLEIDALB

ALB LEIXOES

Av. Maria Brito,
4455-495 Perafita,
Portugal
[+351 22 099 8211](tel:+351220998211)

**Also applicable to APL, ANL and CNC*

Where is the returning depot for my empty container?

Information on **Delivery Release Order**.

Save costs and increase productivity through the reuse or exchange of containers. Speak to your CMA CGM Customer Service, Sales or Logistics contact for more information.

Value Added 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 your 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 **Business Support**

— Contact us

Need to reach out to our various departments?

Portugal Contacts

Portugal customer service email:
prt.service@cma-cgm.com.

Need to speak to a Customer Service agent?

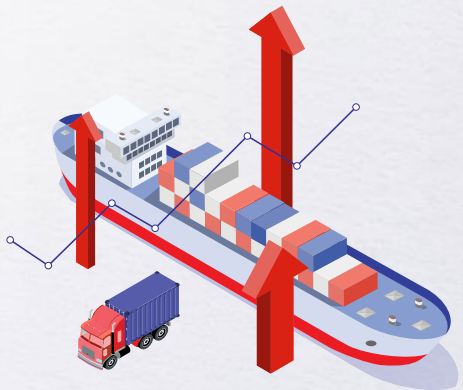
Access our one-stop solution for all customer queries:

[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

GAS VITALITY



Import, export and Demurrage and Detention charges



Useful links

— Import, export and Demurrage and Detention charges

Import and export charges local charges:

Online at:

[CMA CGM | CMA CGM | PORTUGAL Local Charges \(cma-cgm.com\)](#)

[Demurrage and Detention \(D&D\) charges and free days](#) [Storage and Monitoring charges and free days](#)

- 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](#)

Portugal Ports

[Lisboa port](#)

[Figueira da Foz](#)

[Ponta Delgada port](#)

[Leixoes port](#)

[Setubal port](#)

[Sines port](#)

Canical 30

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

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



THANK YOU