

Verified Gross Mass (VGM) Tutorial FAQ

Q1: Where can I find my VGM declaration?

The VGM declaration can be found in the “VGM Dashboard” in the column “Current Status “status ‘Validated’.

Q2: How do I get my tare weight?

You can access a container list using the tab ‘Upload Excel Sheet’. When you open the Excel file you will find the tare weight of each container.

Q3: Where do I find my cut-off date?

You will find the cut-off date for each container in the VGM dashboard. You can also find details in the booking confirmation.

Q4: How do I filter my missing VGM?

We will create a filter which will allow the display of just missing VGM. In the meantime, you can access this information in the column ‘VGM integrated ‘, use the filter ‘less than’ and then enter the value 1. You will see only the containers for which there is no VGM present in our system.

Q5: What does “Not assigned” mean in the container list?

Where the container number is not yet associated to the booking, you will see a flag “not assigned”. However, you can submit your VGM with the container number you have.

Q6: How long can I see the containers on my dashboard?

You can see your containers until the vessel departure.

Q7: Is it free to declare VGM via the eBusiness platform?

Yes, there is no charge.

Q8: Is the VGM product available for all my shipments or only the one made on CMA CGM website?

Yes, you will see the entire list of your shipments. It is recommended that you book and make your SI on line.

Q9: How can I access the VGM upload?

You must have created an eBusiness account. Go the eBusiness Menu / VGM Upload.

Q10: Once declared, can I modify my VGM?

You will need to upload the VGM a second time. This will overwrite the previous declaration once validated by our team.

Q11: If I forget to declare the VGM do I receive a notification?

You will receive an email informing you to declare the VGM 5 days before the cut-off until the cut-off. Once you declared it you will not receive any additional email.

Q12: I have an error. How can I correct my data?

You will have to re-upload the information via the template and submit it again.

Q13: I would like to use my own Excel Template. Is that possible?

No, it is not possible. You have to use our template which you can upload in the VGM Upload section.

For more information, please contact your local representative.