


VESSEL SCHEDULE

- Vessel Schedule can be accessed via CMA CGM website
- URL: <https://www.cma-cgm.com/ebusiness/schedules/port>
- CMA CGM app  on Android and Apple Store
- If help required, contact: [e-commerce](#) or [booking desk](#)

QUOTATION

Request freight rate from Sales Team to have access to **SQ: Special Quotation** reference

SQ: is a mandatory for online booking

SPERCIAL POD REQUIREMENT

Shipper's responsibility to provide CMA CGM "**special requirement of POD**"

Below are examples (*not limited to*):

Cargo Tracking Note (CTN or BSC)

- Guinea Bissau, Niger, Liberia, Benin(Cotonou)

Electronic Cargo Tracking Note (ECTN) or (BIETC) or (BESC)

- Congo (Brazzaville / Pointe Noire)
- Gabon
- Tchad
- Senegal
- Sierra Leone

Feri Number

- DR Congo (Matadi/ Kinshasa)

Pre-shipment cargo Inspection (PSI)

- Uganda, Zimbabwe
- Commercial invoice and packing list

Form M

- Nigeria

SPERCIAL CARGO REQUIRMENT

Hazardous cargo (*fill Hazardous DG form*)

- UN number, Class, Packaging group, flash point, proper shipping name, marine pollutant
- Attach hazardous sticker on all four(4) sides of container

Tank (*fill Hazardous DG form if Tank is hazardous or contained residue of hazardous*)

- Tank certificate
- Flexi tank(*fill flexi tank LOI*)

Wood (Timber)

- Follow TIDD procedures

BOOKING**Booking request to be placed via:**

- CMA CGM portal (mandatory);
URL: <https://www.cma-cgm.com/ebusiness/booking/request>
- Intra portal
- GT Nexus portal

VERIFIED GROSS MASS(VGM)**Shipper's responsibility to weigh container with:**

- Method 1 or Method 2
- Submit VGM to CMA CGM via online (CMA CGM Portal)
- **No VGM; No Load**
- URL: <https://www.cma-cgm.com/ebusiness/vgm/declaration>

SHIPPING INSTRUCTIONS**Shipping instruction to be submitted via CMA CGM Website**

- URL: <https://www.cma-cgm.com/ebusiness/si/request/step1>

CHANGE OF SHIPMENT PARTIES

- Surrender full sets of OBL in CMA CGM office
- Attached LOI on Shipper's letter head
- LOR (Letter of renouncement) is required from old consignee if needed
- USD 25 + 18.55 vat will be charged for amendment
- USD 10 will be charged for reprinting of new set of OBL issuance
- POD customs fine applicable if any

CHANGE OF DESTINATION AFTER VESSEL SAILING

- Surrender full sets of OBL in CMA CGM office
- Attached LOI on Shipper's letter head
- COD acceptance is subject to HO and POD approval
- COD cost to be advised after completing of formalities

TELEX RELEASE / SURRENDER

- Surrender full sets of OBL in CMA CGM office
- Attached [Express Release form](#) on Shipper's letter head

SEAWAY BILL OF LADING

- Seaway Bill only allowed for direct shipper
- Seaway Bill **not** state "**to the order**"

PART LOAD BL PROCEDURE**OPENING HOURS**

Below timings will be observed throughout the year except for Bank/Public Holidays

Monday to Friday

- Working 8:00 am to 5:00 pm

Contacts:**E-commerce Rep.**

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Booking Desk

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Generic Emails:

General Inbox: tma.genmbox@cma-cgm.com
Customer Care: tma.customerservice@cma-cgm.com
Booking desk: tma.exportbkn@cma-cgm.com
VGM: tma.vgmcontact@cma-cgm.com
Import: tma.importdocs@cma-cgm.com
Export: tma.exportdoc@cma-cgm.com
Manifest: tma.manifest@cma-cgm.com
Operations: tma.operations@cma-cgm.com
Intermodal: TMA.TBL@cma-cgm.com
Logistics: tma.ils@cma-cgm.com
Sales: tma.sales@cma-cgm.com
Account: tma.accounts@cma-cgm.com
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