CMA CGM – MY CUSTOMER SERVICE(MY CS)

1 My Customer Service(MYCS) Features

2 MY Customer Service Login

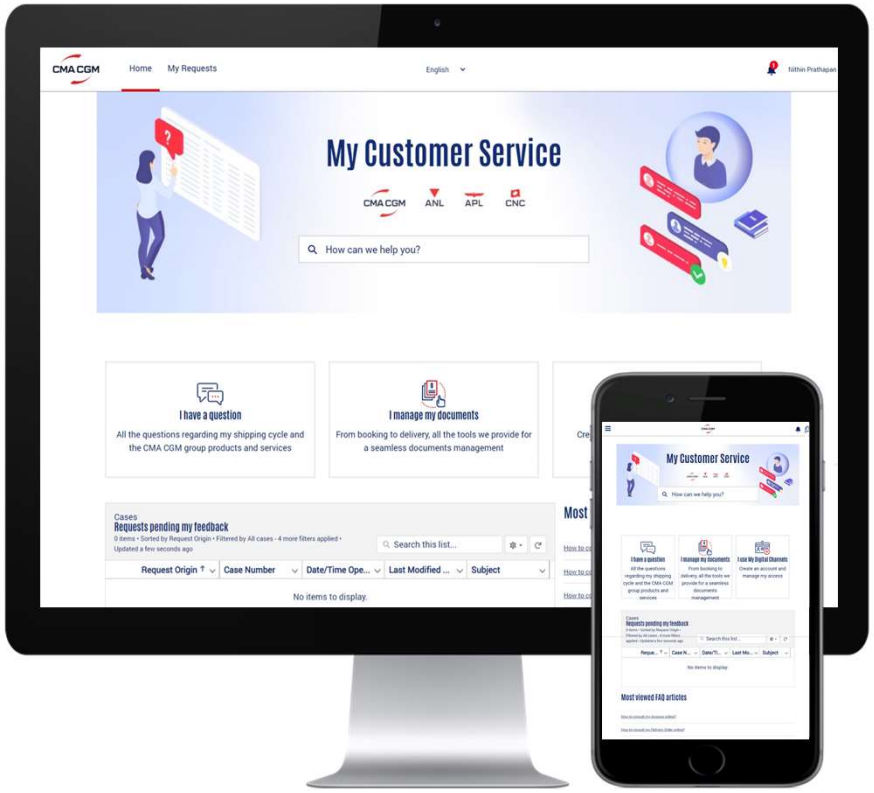
3 Customer Intentions

4 MY Customer Service Dashboard

My Customer Service (MyCS) - Features

A dedicated
Online Support Platform

The digital platform, MyCustomerService.cma-cgm.com, facilitates interactions between customers and CMA CGM teams through its user-friendly interface.



Delegate Feature

Share ticket details within your organization to all users

Saves time & efforts

By reaching us with ease via a single portal. No more unnecessary emails

Boost Efficiency

By getting faster and more accurate response from the best agents.

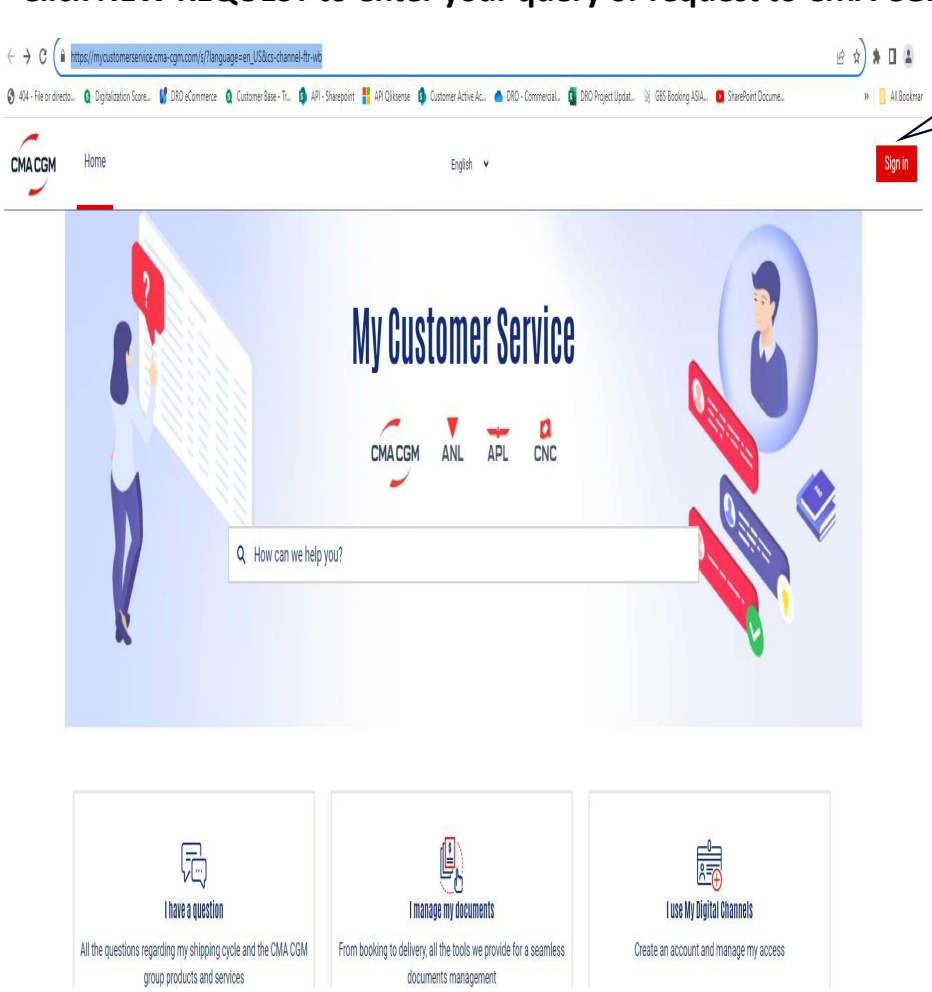
Gain visibility

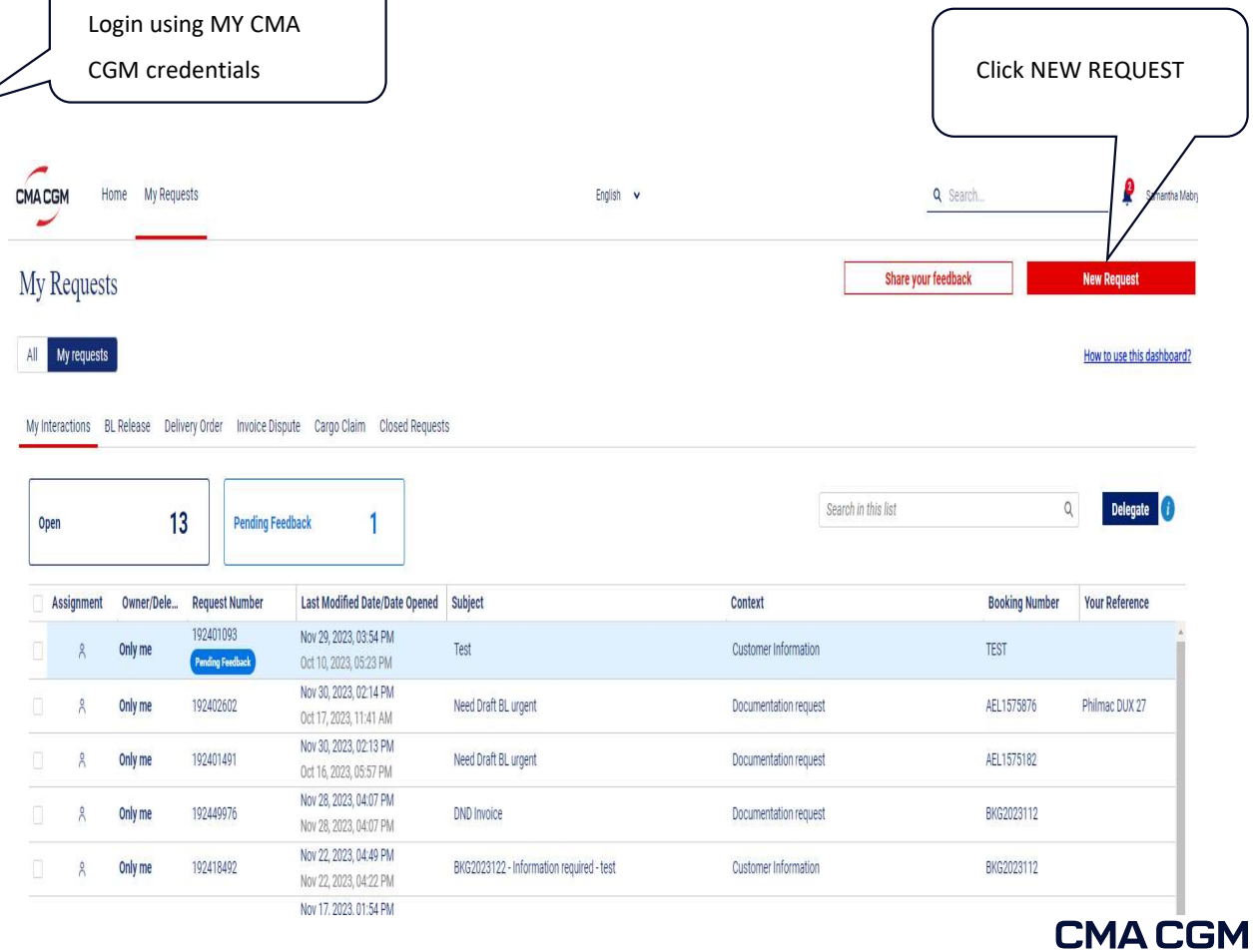
By keeping track of all your requests in one place.

My Customer Service (MyCS) - Login

Access URL MY CUSTOMER SERVICE and login using MY CMA CGM credentials

Click NEW REQUEST to enter your query or request to CMA CGM





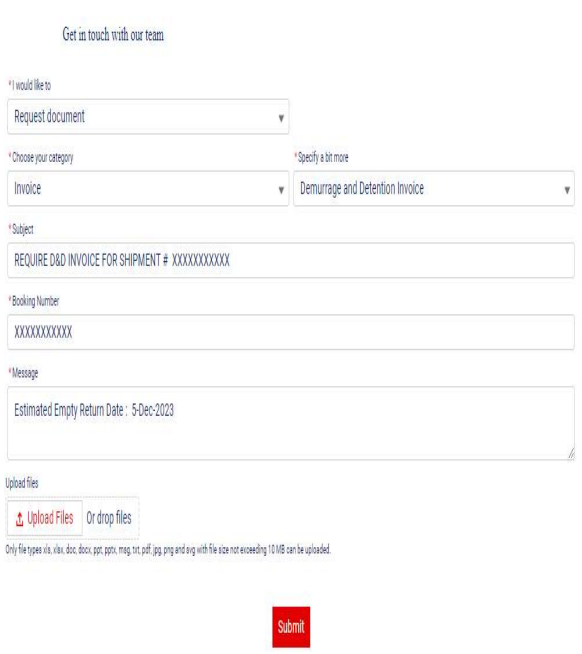
My Customer Service (MyCS) – Customer Intention#1 - REQUEST INVOICE

If you are unable to retrieve it from MY CMACGM INVOICE DASHBORD within the below timelines , please raise a request via MY CUSTOMER SERVICE which is our dedicated online support platform.

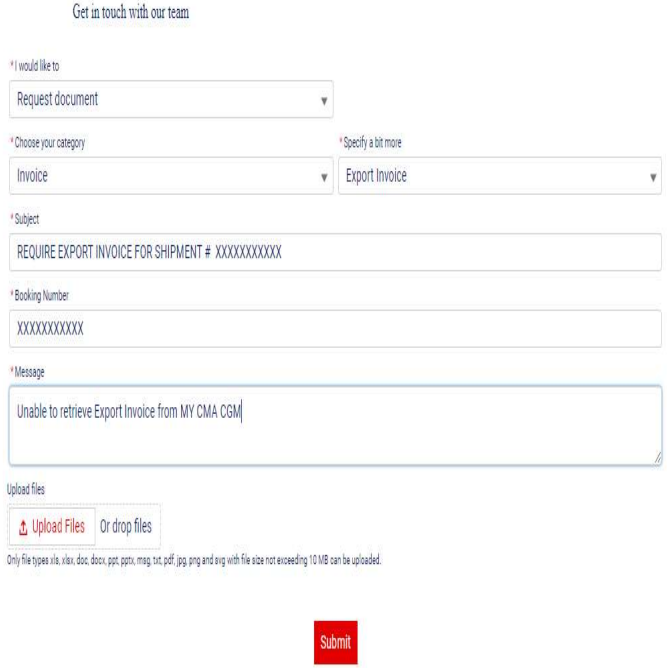
Timelines for receiving invoices from CMA CGM :

For export shipments: Invoices are generated max within 48 hours of vessel sailing & will be available on the web excluding weekends and public holidays.
For Import shipments: Invoices are generated max within 24 hours of vessel Arrival & will be available on the web, excluding weekends and public holidays.
For export D&D , Storage & Monitoring : will be generated max within 96 hours from the container return date and will be available on the web.
For import D&D : will be generated within 4 hours of raising a request in MYCS with the commitment date of returning the empty container.

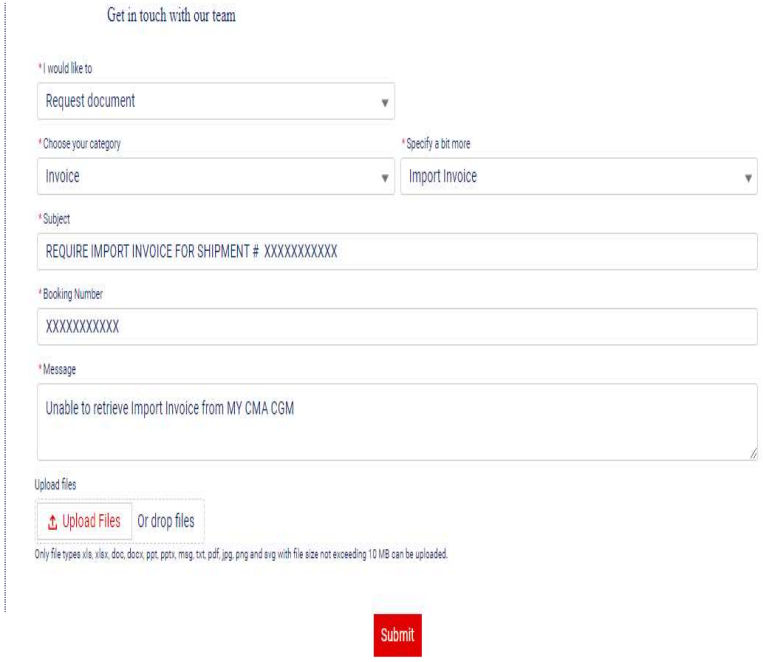
Request for DND Invoice



Unable to Retrieve Export Invoice



Unable to Retrieve Import Invoice

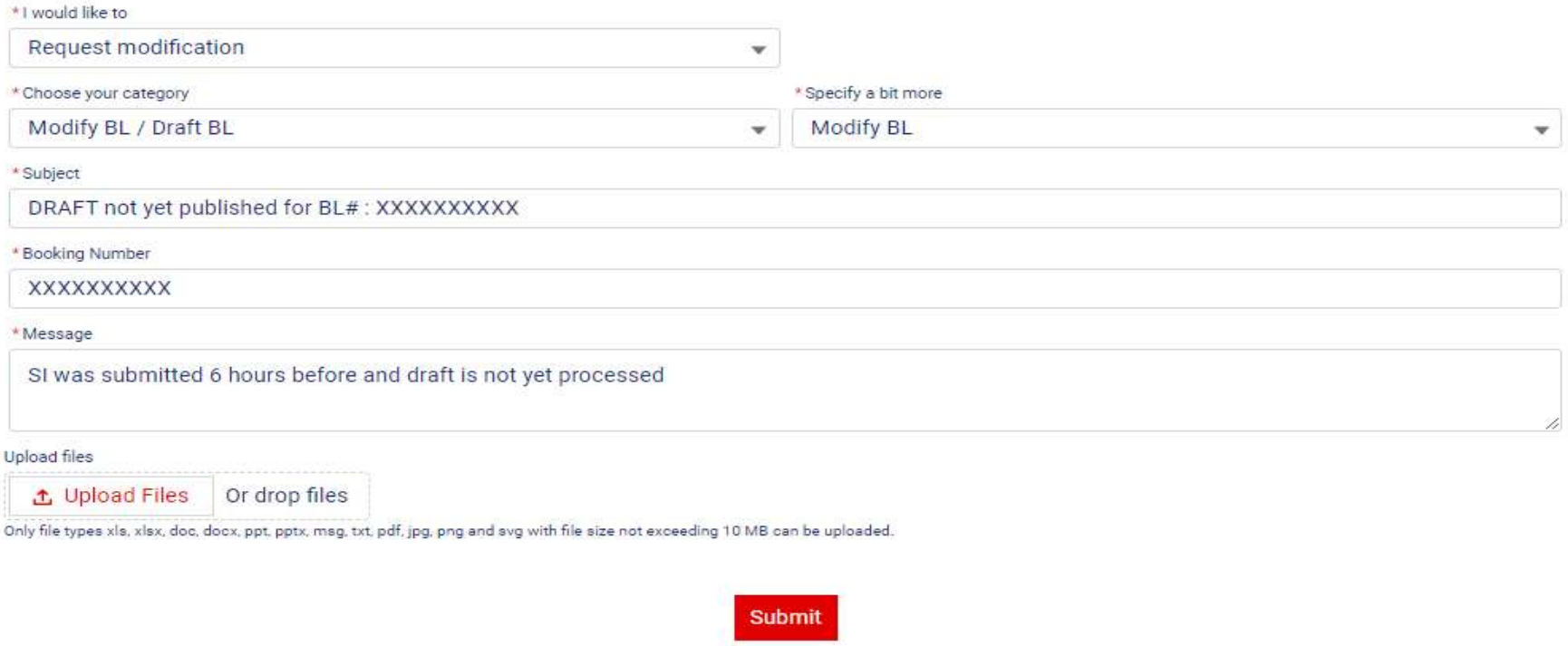


My Customer Service (MyCS) – Customer Intention#2 - Followup on Delay in BLs

If there is a delay in BL draft is not published , or delay in Amendment Request being processed please raise a follow up request in MY CUSTOMER SERVICE which is our dedicated online support platform.

Timelines for Draft Publishing / BL Amendment Request :

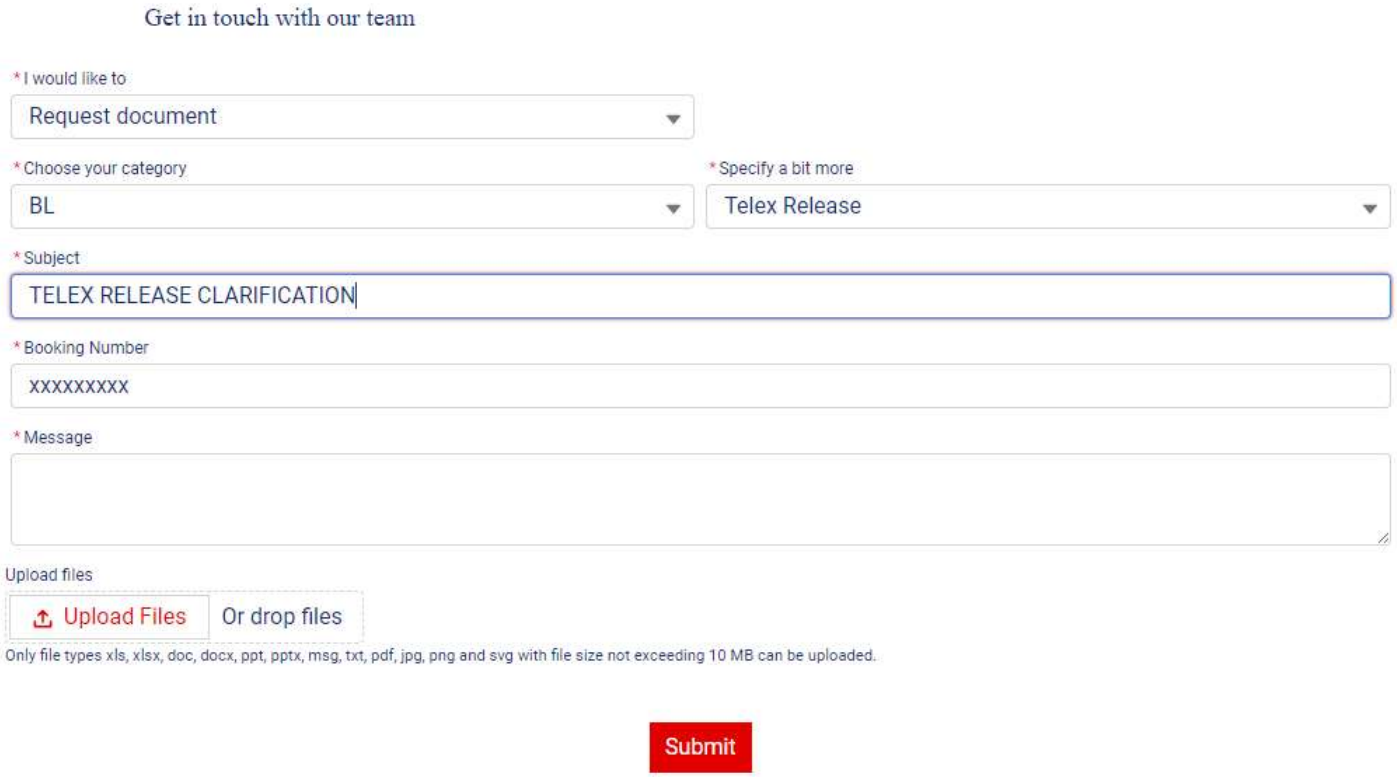
BL drafts are generated and uploaded online within 4 working hours of receipt of SI.
Amendments are processed and revised bl drafts will be uploaded within 3 working hours.



My Customer Service (MyCS) – Customer Intention#3 - Telex Release Request

1. Follow the detailed guide on Telex process and the LOI template is updated on UAE Local website.
2. Use the MY CS BL Release Request option and select – BL surrender option to initiate Telex release request by taking Appointment slot. Attach OBL Copy, LOI, and Payment proof. Surrender your full set of OBL at our counter during the Schedule time.
3. If you need any further guidance on Telex release process reach out to our customer service team via MY CS – "New Request" form by Choosing the Option Telex release.

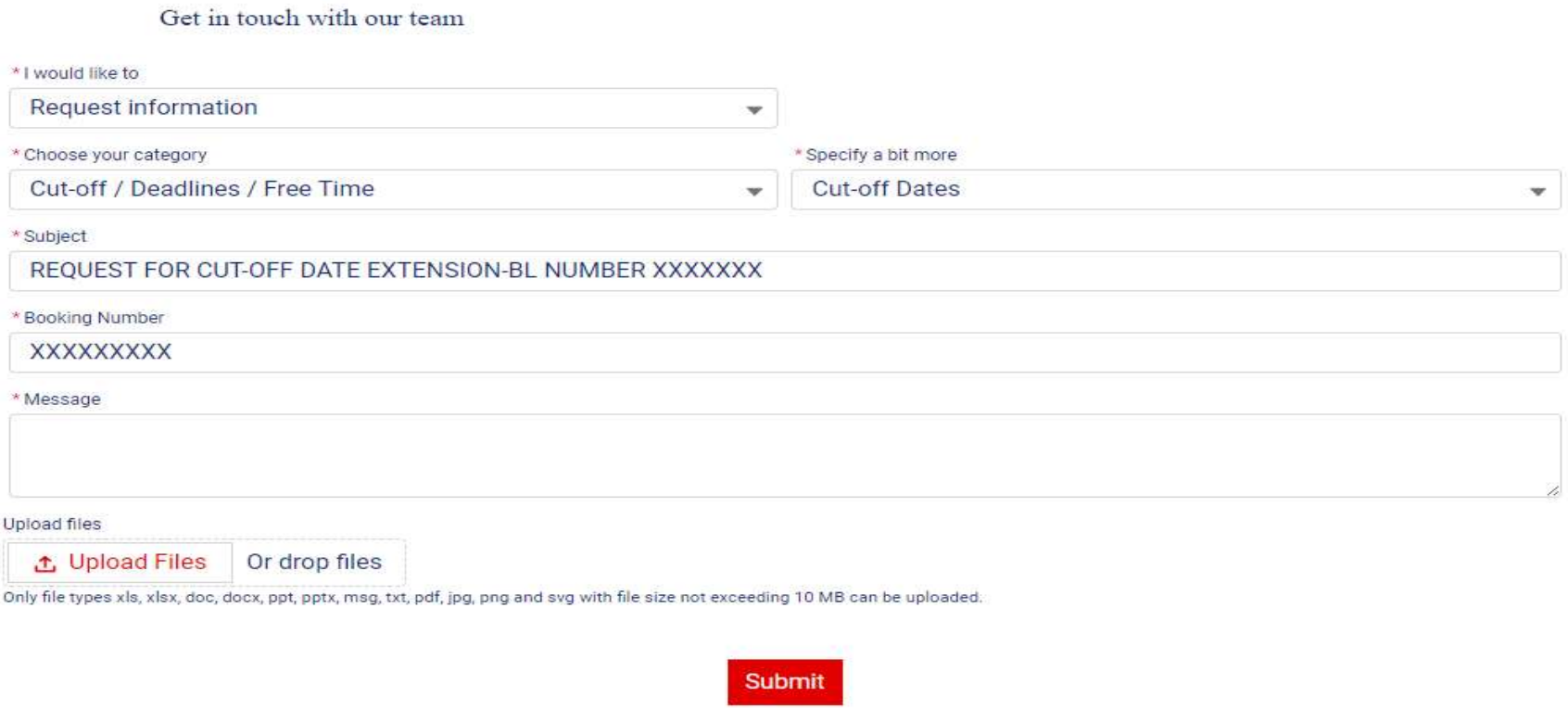
Request for guidance on Telex Release process/ Follow up on Telex Release Request



My Customer Service (MyCS) – Customer Intention#4 - Cut Off Extension Request

To inform any Cut-off Extension –please raise a follow-up request in MY CUSTOMER SERVICE which is our dedicated online support platform.

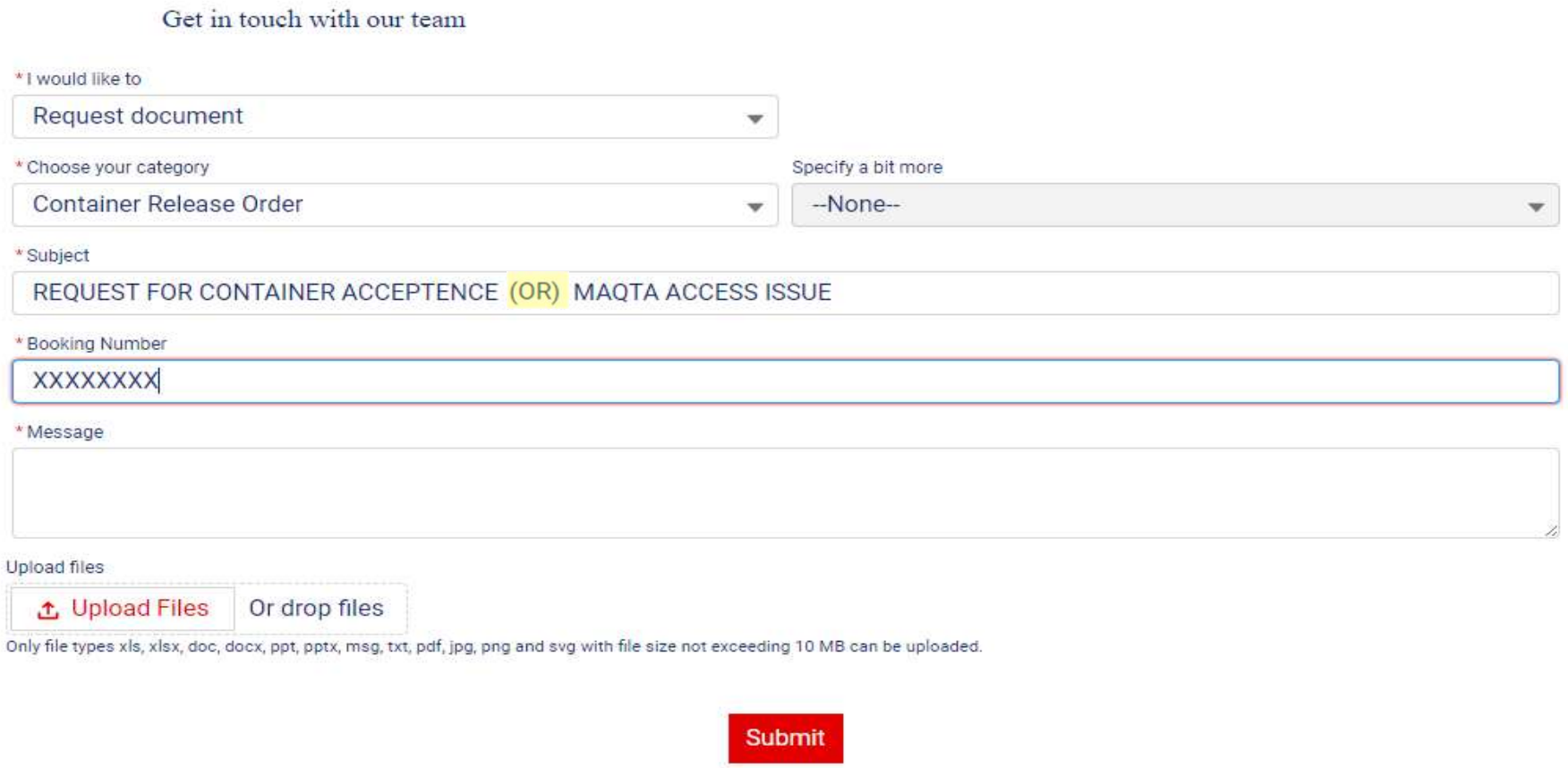
Request for Cut-Off Extension



My Customer Service (MyCS) – Customer Intention#5 - Container Acceptance Error/ Maqta access

For any issue with Container Acceptance in DPW/Maqta access –please raise a follow-up request in MY CUSTOMER SERVICE which is our dedicated online support platform.

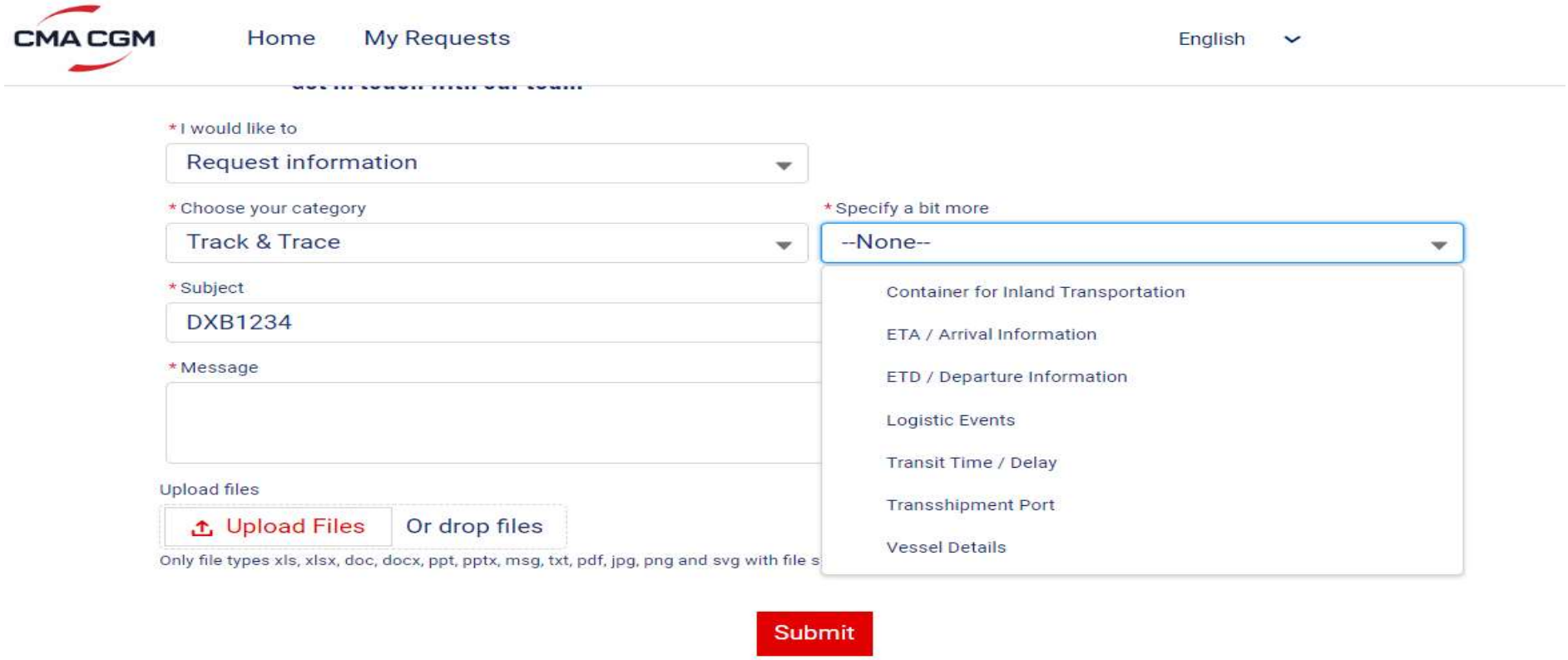
Request for Container Acceptance Error/ Maqta access



My Customer Service (MyCS) – Customer Intention#6 - Tracking events

First track your container on MYCMA CGM eBusiness website. For any queries / clarification on tracking events please raise a follow-up request in MY CUSTOMER SERVICE which is our dedicated online support platform.

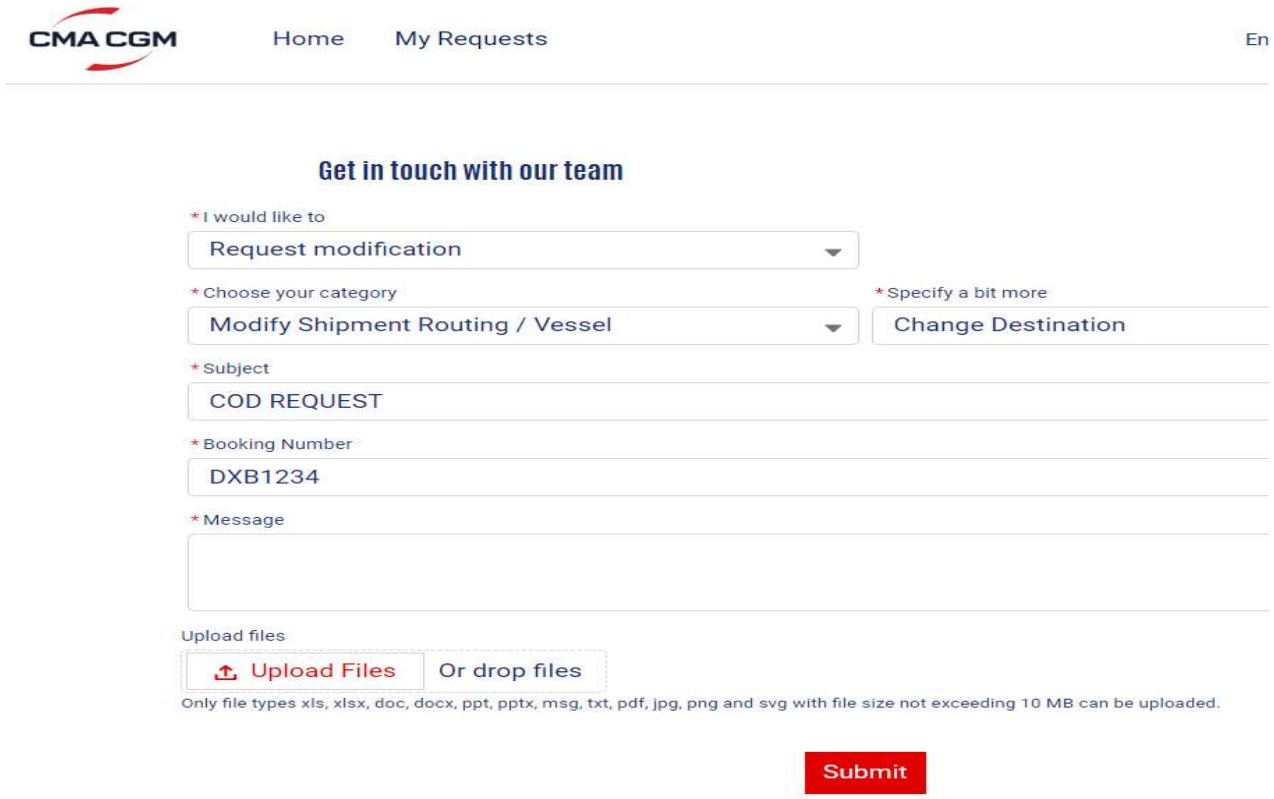
Request for Tracking Events



My Customer Service (MyCS) – Customer Intention#7 - COD Change of destination request

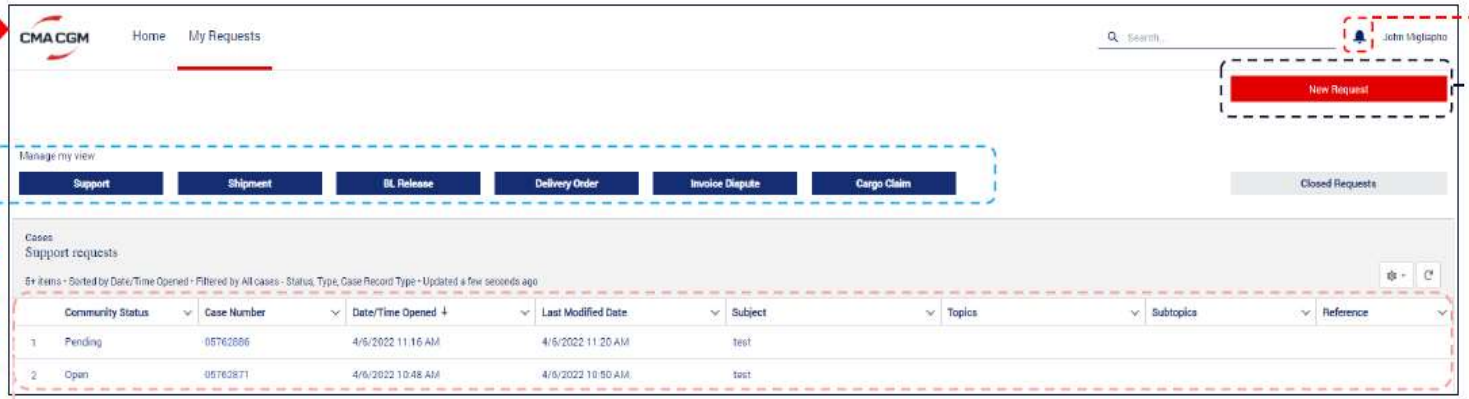
For all COD request, please raise a request in MY CUSTOMER SERVICE which is our dedicated online support platform.

Request for Tracking Events



My Customer Service (MyCS) – Dashboard – Followup on status of the request received

Customers can have visibility and details related to their requests by clicking on "My Requests"



This button can be used to create a new case from "My Requests" environment without having to restart the whole selfcare path.

Requests are grouped into categories. By clicking on one of them, customer will see the cases related to that selection.

This section shows cases status (open, pending, close) as well as case details such as case number, dates, etc.

This notification symbol informs customer of any update related to their cases.