



CMA CGM – MY CUSTOMER SERVICE(MY CS)

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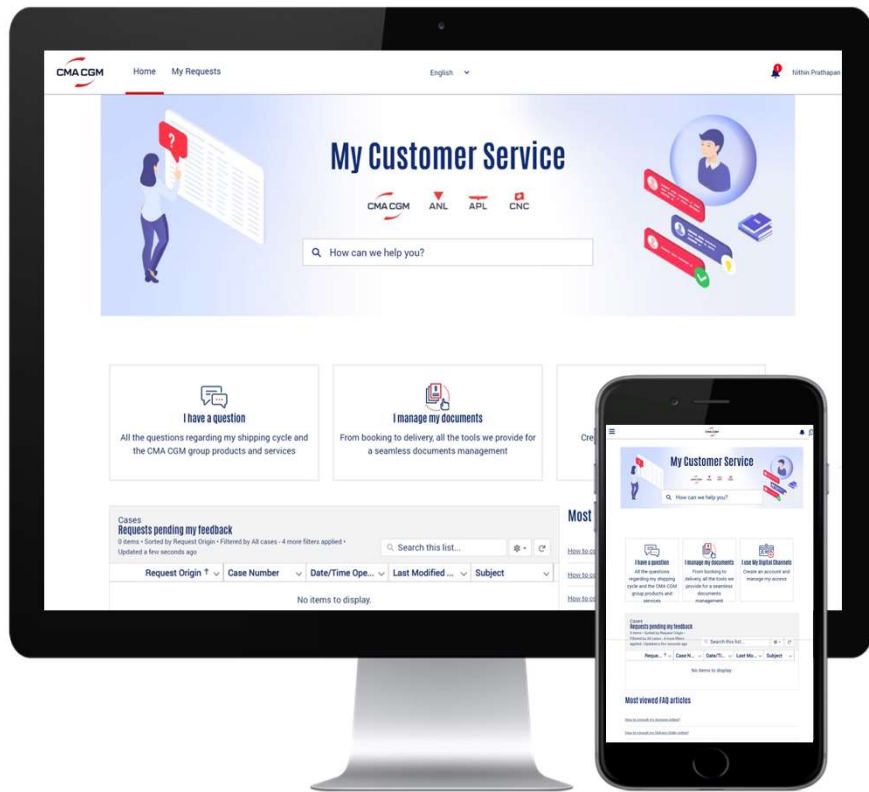
MY Customer Service Dashboard

— 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

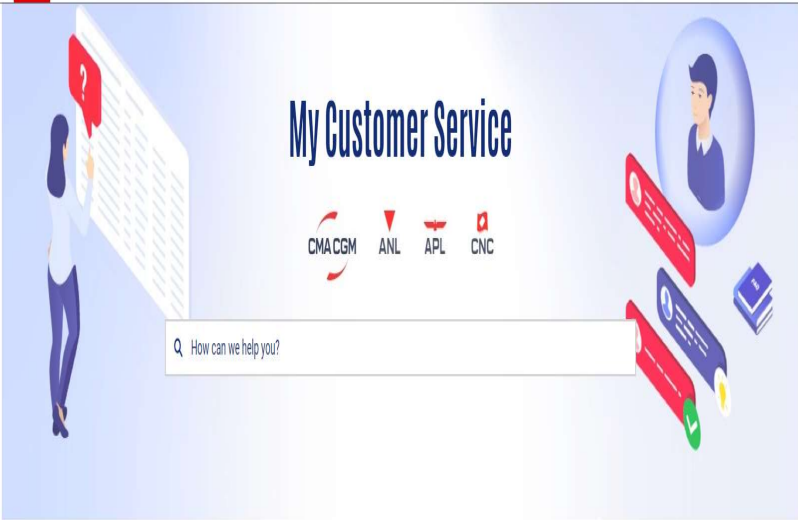
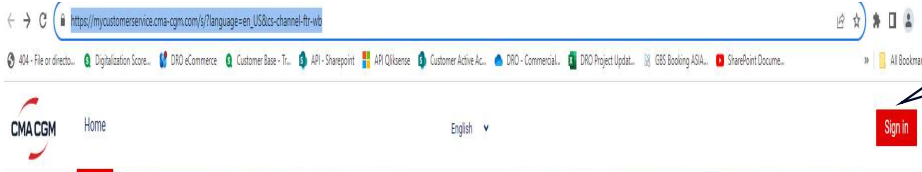
By keeping track of all your requests in one place.



My Customer Service (MyCS) - Login

Access URL [MY CUSTOMER SERVICE](https://mycustomerservice.cma-cgm.com/) and login using MY CMA CGM credentials

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



I have a question
All the questions regarding my shipping cycle and the CMA CGM group products and services

I manage my documents
From booking to delivery, all the tools we provide for a seamless documents management

I use My Digital Channels
Create an account and manage my access



My Requests

All My requests [How to use this dashboard?](#)

My Interactions | [BL Release](#) | [Delivery Order](#) | [Invoice Dispute](#) | [Cargo Claim](#) | [Closed Requests](#)

Open **13** Pending Feedback **1**

Search in this list [Delegate](#)

Assignment	Owner/Dele...	Request Number	Last Modified Date/Date Opened	Subject	Context	Booking Number	Your Reference
<input type="checkbox"/>	Only me	192401093	Nov 29, 2023, 03:54 PM Oct 10, 2023, 05:23 PM	Test	Customer Information	TEST	
<input type="checkbox"/>	Only me	192402602	Nov 30, 2023, 02:14 PM Oct 17, 2023, 11:41 AM	Need Draft BL urgent	Documentation request	AEL1575876	Philmac DUX 27
<input type="checkbox"/>	Only me	192401491	Nov 30, 2023, 02:13 PM Oct 16, 2023, 05:57 PM	Need Draft BL urgent	Documentation request	AEL1575182	
<input type="checkbox"/>	Only me	192449976	Nov 28, 2023, 04:07 PM Nov 28, 2023, 04:07 PM	DND Invoice	Documentation request	BKG2023112	
<input type="checkbox"/>	Only me	192418492	Nov 22, 2023, 04:49 PM Nov 22, 2023, 04:22 PM Nov 17, 2023, 01:54 PM	BKG2023122 - Information required -test	Customer Information	BKG2023112	



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

Get in touch with our team

*I would like to
Request document

*Choose your category
Invoice

*Specify a bit more
Demurrage and Detention Invoice

*Subject
REQUIRE D&D INVOICE FOR SHIPMENT # XXXXXXXXXXXXX

*Booking Number
XXXXXXXXXXXX

*Message
Estimated Empty Return Date : 5-Dec-2023

Upload files
Upload Files Or drop files

Only file types xls, xlsx, doc, docx, ppt, pptx, msg, txt, pdf, jpg, png and avg with file size not exceeding 10 MB can be uploaded.

Submit

Unable to Retrieve Export Invoice

Get in touch with our team

*I would like to
Request document

*Choose your category
Invoice

*Specify a bit more
Export Invoice

*Subject
REQUIRE EXPORT INVOICE FOR SHIPMENT # XXXXXXXXXXXXX

*Booking Number
XXXXXXXXXXXX

*Message
Unable to retrieve Export Invoice from MY CMA CGM

Upload files
Upload Files Or drop files

Only file types xls, xlsx, doc, docx, ppt, pptx, msg, txt, pdf, jpg, png and avg with file size not exceeding 10 MB can be uploaded.

Submit

Unable to Retrieve Import Invoice

Get in touch with our team

*I would like to
Request document

*Choose your category
Invoice

*Specify a bit more
Import Invoice

*Subject
REQUIRE IMPORT INVOICE FOR SHIPMENT # XXXXXXXXXXXXX

*Booking Number
XXXXXXXXXXXX

*Message
Unable to retrieve Import Invoice from MY CMA CGM

Upload files
Upload Files Or drop files

Only file types xls, xlsx, doc, docx, ppt, pptx, msg, txt, pdf, jpg, png and avg with file size not exceeding 10 MB can be uploaded.

Submit



— 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.*

* I would like to
Request modification

* Choose your category
Modify BL / Draft BL

* Specify a bit more
Modify BL

* Subject
DRAFT not yet published for BL# : XXXXXXXXXXX

* Booking Number
XXXXXXXXXX

* Message
SI was submitted 6 hours before and draft is not yet processed

Upload files
 Or drop files

Only file types xls,xlsx, doc, docx, ppt, pptx, msg, txt, pdf, jpg, png and svg with file size not exceeding 10 MB can be uploaded.

Submit



— 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

Get in touch with our team

* I would like to
Request document

* Choose your category
BL

* Specify a bit more
Telex Release

* Subject
TELEX RELEASE CLARIFICATION

* Booking Number
XXXXXXXXXX

* Message

Upload files
Upload Files Or drop files

Only file types xls, xlsx, doc, docx, ppt, pptx, msg, txt, pdf, jpg, png and svg with file size not exceeding 10 MB can be uploaded.

Submit



— 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

Get in touch with our team

* I would like to

Request information ▼

* Choose your category

Cut-off / Deadlines / Free Time ▼

* Specify a bit more

Cut-off Dates ▼

* Subject

REQUEST FOR CUT-OFF DATE EXTENSION-BL NUMBER XXXXXXXX

* Booking Number

XXXXXXXXXX

* Message

Upload files

 Upload Files Or drop files

Only file types xls, xlsx, doc, docx, ppt, pptx, msg, txt, pdf, jpg, png and svg with file size not exceeding 10 MB can be uploaded.

Submit



— 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

Get in touch with our team

* I would like to

* Choose your category

Specify a bit more

* Subject

* Booking Number

* Message

Upload files

 Or drop files

Only file types xls,xlsx, doc, docx, ppt, pptx, msg, txt, pdf, jpg, png and svg with file size not exceeding 10 MB can be uploaded.



— 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



Home My Requests

English ▼

* I would like to

Request information ▼

* Choose your category

Track & Trace ▼

* Subject

DXB1234

* Message

Upload files

Upload Files

Or drop files

Only file types xls, xlsx, doc, docx, ppt, pptx, msg, txt, pdf, jpg, png and svg with file s

* Specify a bit more

--None-- ▼

Container for Inland Transportation

ETA / Arrival Information

ETD / Departure Information

Logistic Events

Transit Time / Delay

Transshipment Port

Vessel Details


Submit



— 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



Home My Requests En

Get in touch with our team

* I would like to
Request modification

* Choose your category
Modify Shipment Routing / Vessel

* Specify a bit more
Change Destination

* Subject
COD REQUEST

* Booking Number
DXB1234

* Message

Upload files
 Or drop files

Only file types xls, xlsx, doc, docx, ppt, pptx, msg, txt, pdf, jpg, png and svg with file size not exceeding 10 MB can be uploaded.



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"

1

2

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

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.

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