



## **BOOKING CATALOGUE**

Since bookings are now auto processed by our Shared Service Centre (SSC) in India, please ensure to update the following mandatory information accurately while placing your bookings online on our CMA CGM Website to enable quick release of bookings within minimum turnaround time.

### ➤ **Standard Bookings:**

- Haulier code must necessarily be updated in the booking remarks field.
- If cargo is Vehicles, LOI must be uploaded.
- Heavy duty containers, if required, must be mentioned in the booking remarks field.
- For Cargo lubricants, Origin and Packing should be mentioned in the booking remarks field.
- For Cargo Bitumen, LOI mentioning the packaging and Certificate of Origin required.

### ➤ **OOG Bookings:**

- OOG Dimensions should be mandatorily updated at booking stage.
- OOG form with all the mandatory details must be uploaded.

### ➤ **Flexi Bookings:**

- Flexi form should be filled with all relevant details and uploaded.
- Country of Origin to be mentioned in the Booking Remarks column.
- MSDS should be uploaded.
- Valid Container Owners Association (COA) certificate must be uploaded.
- Booking to clearly indicate as Flexi Booking on the booking remarks.

### ➤ **Reefer Bookings:**

- Exact commodity
- Set Temperature
- Date and Pick up time.
- Ventilation if open or closed with Percentage required.
- For commodity Pharma products minimum 48 hours will be required for PTI & 24 hours for all other cargo.

### ➤ **SOC Bookings:**

- Valid CSC Certificate from valid IICL Surveyor is required to be uploaded.
- LOI to be provided on Shipper letter head with Name and Designation of the Signatory.
- If tank containers then valid periodic tank certificate is required
- If Clean Tanks planned then Clean Tank Certificate is mandatorily required.



➤ **DG Bookings:**

- DG Form in Excel format must be filled completely with all the information to be uploaded.
- MSDS to be uploaded.
- In case of requirement of LOE at destination, it must be provided along with DG form.
- DG approval will take 24 hours for CMA Operated Vessel and 48 hours for Partner Operated Vessel.

## **DOCUMENTATION CATALOGUE**

### **EXPORT SHIPMENTS:**

The following documentation requirements must be mandatorily updated while submitting the Shipping Instructions to avoid queries and to enable quick turnaround of BL drafts within minimum turnaround time by our Shared Service Centers (SSC).

➤ **Shipper and Consignee Details:**

- It is mandatory to update the full style address of Shipper, Consignee and Notify party and contact details including Email id and Telephone numbers of Consignee at destination.

➤ **Cargo in Transit:**

- If the consignee details mentioned are of a different location than the port of discharge then it is mandatory to mention the Cargo in Transit Clause while submitting Shipping Instructions.
- If Cargo is in Transit, then Shipping Instructions should clearly mention the same.

➤ **Container Seal:**

- It is mandatory to provide Container Seal numbers along with the container number while submitting the SI.

➤ **Cargo Description:**

- It is mandatory to mention the exact commodity in the SI and not just the brand names.
- If commodity is Vehicles, then Mandatory to mention then Model, Year and Chassis no.
  - I. For Angola: Vehicles should be less than 6 years old.
  - II. For Congo, Democratic Republic: Vehicles should be less than 20 years. If more than 7 seaters, then should be less than 7 years.
  - III. For Nigeria / Madagascar: Vehicles should be less than 15 years old.
  - IV. For Namibia: Vehicles should be less than 5 years old.
  - V. For Tema: Vehicles should be less than 10 years old.



- If Mixed Cargo then it is mandatory to mention cargo description as Assorted Household Items, Supermarket items, Assorted Building materials or Assorted Electrical items depending on the cargo mix on your invoice and packing list of the said container.
- Cargo description in foreign language must mandatorily have an English translation.

➤ **Freight terms:**

- It is mandatory to mention freight terms as per booking done to avoid queries and delays in BL drafts. Alternatively, it must be ensured that the booking is placed with the correct freight terms to ensure accuracy of BL drafts and invoices.

➤ **LC requirements:**

- If any special clauses or conditions to be obliged on the BLs as per LC requirements, then this must be clarified at the time of booking to enable necessary approvals and turnaround of BL drafts.

➤ **Mandatory Destination Documentation Requirements to be updated in the SI / mentioned on the BL:**

- Angola / Angola: NIF No. is mandatory. Consignee details must necessarily pertain to destination else container will be Retained on Board (ROB).
- Benin / Central Africa / Chad / Conakry / Niger / Congo: ECTN is mandatory.
- Chinese destinations: USIC / CTC No and Email id of Consignee is mandatory.
- Gabon: BIETC No. is mandatory.
- Kenya / Tanzania: Gross Cargo Weight + Tare Weight should be mandatorily equivalent the VGM weight.
- Malta: VAT No is mandatory.
- US / Canada: STC Pallets NOT Allowed in cargo description. HBL No is mandatory if consignee is mentioned as forwarder on the SI.
- Netherlands / Reunion / Thailand / Romania: Container wise cargo description and HS Code is mandatory.
- Nigeria: Form M No. is mandatory.
- Monrovia: CTN no. is mandatory.
- India: GSTIN No. and IEC No and official Email id of Consignee.
- Ukraine: Tax Id and Permit No. of Consignee.
- Aruba / Brazil / Chile / Costa Rica / Dominican Republic / Ecuador / Grenada / Guatemala / Honduras / Nicaragua / Panama: Freight BL is mandatory.
- Maldives: Volume of Part BLs (FCL / LCL) and BRN No. is mandatory.
- Mauritius: BRN No is mandatory if consignee is a forwarder.
- Freetown: ENS number is mandatory.

Please ensure Bookings and Shipping Instructions are submitted as advised above to ensure enhanced service delivery.



### **IMPORT SHIPMENTS:**

The following documents must be uploaded online to enable us to issue the Delivery Order within 24 hours.

1. Consignee Authorization Letter for Delivery Order.
2. Third party Letter if Delivery order is required to be issued to a 3rd Party.
3. Payment receipt.
4. Emirates ID of the person requesting the Delivery order.

In case of further assistance, you may communicate with us as below.

- For Booking queries, kindly write to us at [dxb.customerservice@cma-cgm.com](mailto:dxb.customerservice@cma-cgm.com) or contact us on 04 3138211.
- For Export Documentation, kindly send your queries to [dxb.ccexpdocs@cma-cgm.com](mailto:dxb.ccexpdocs@cma-cgm.com) or contact us on 043138222.
- For Import Documentation, you may write to us at [dxb.ccimpcs@cma-cgm.com](mailto:dxb.ccimpcs@cma-cgm.com) or contact us on 04 3138233.