



INFORMATION GUIDE

QUOTATION

Request freight rate from [Sales team](#) to have access to **SQ**: [Special Quotation reference](#).
[Service quotation \(SQ\)](#) is mandatory for online booking on CMA-CGM E-business portal.

BOOKING REQUEST

Request are to be placed on CMA CGM [E-business portal](#). Your hassle-free online booking solution tool, a virtual repository of your bookings and providing real-time status updates/alerts.

SHIPPING INSTRUCTIONS

Shipping instructions is to be submitted via CMA CGM Website [SI Request](#).

VERIFIED GROSS MASS(VGM)

The Shipper is responsible to weigh container with either Method 1 or Method 2 and proceed to submit VGM to CMA CGM via online [VGM Declaration](#)

B/L DRAFT CHECKING

B/L Draft will be published online via the website. BL draft follow-up email can be sent to [Export Documentation team](#).

If help required, kindly contact [E-commerce](#) , [Booking Desk](#) or [Office & Contacts](#).



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

CHANGE OF SHIPMENT PARTIES (Shipper, Consignee or Notify)

- Surrender full sets of OBL in CMA CGM office
- Attached LOI on Shipper's letter head
- Charges may be applied
- POD customs fine applicable if any

OPENING HOURS

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

Monday to Thursday

8:00 am to 5:00pm

Friday

8:00am – 4.00pm.