



## **EXPORT PROCEDURES**

### **QUOTATION**

In line with CMA CGM's strategy to quickly develop our e-commerce penetration, we have a pricing module called "My Prices" which allows customers to:

1. Get access to all negotiated rates online at any time from any device (smartphones, tablets, PC).
2. Receive an instant quotation for any port.
3. Place booking online directly from the result page.
4. Selection of price components to consider (ocean freight, freight surcharges, export charges - prepaid, import charges - collect);
5. New element in result line, price and transit time.
6. Link to routing result page.
7. Direct link from charges details to local charges section of local websites and D&D tariff (pdf) of POL and POD countries

This feature is accessible to all CMA CGM's website registered customers, from the navigation menu "*Routes & Pricing*" > "*My Prices*". CMA CGM gives its customers the ability to quickly and easily check online, their negotiated ocean freight offers linked to their quotations and contracts, as well as surcharges that might be applicable.

You can also request freight rate from [Sales team](#) to have access to [Special Quotation reference](#). This is mandatory for online bookings 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 - 4:30pm.