

# HOW TO CHECK YOUR REQUEST ON MYCS

**Carriers** CMA CGM, CNC, ANL and APL

**Scope** All Types of Requests on MyCS:

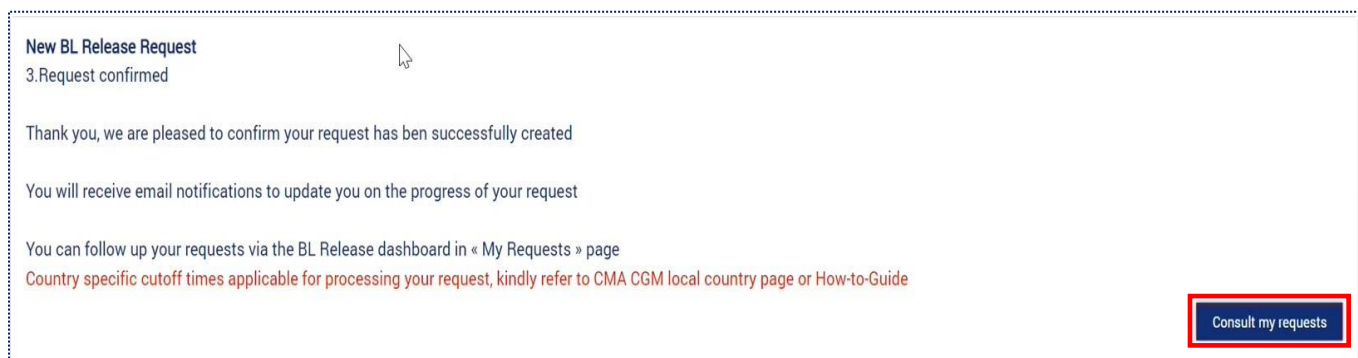
- **Export BL Release:** OBL (release at CMA counter or via Web OBL – Home Printing), Seaway Bill, TELEX & Paperless BL
- **Delivery Order: DO Release, DO Extension**
- **Invoice Dispute**

\*On My Customer Service, please submit **1 request for only 1 BL Number**. CMA will respond and discuss with you on this portal until your request is completed, without communication via mail.

\*\*You can access to MyCS on mobile phone.

**To check your created request, there are 2 following ways:**

- Click on **Consult my requests** in the final dialogue:



New BL Release Request  
3.Request confirmed

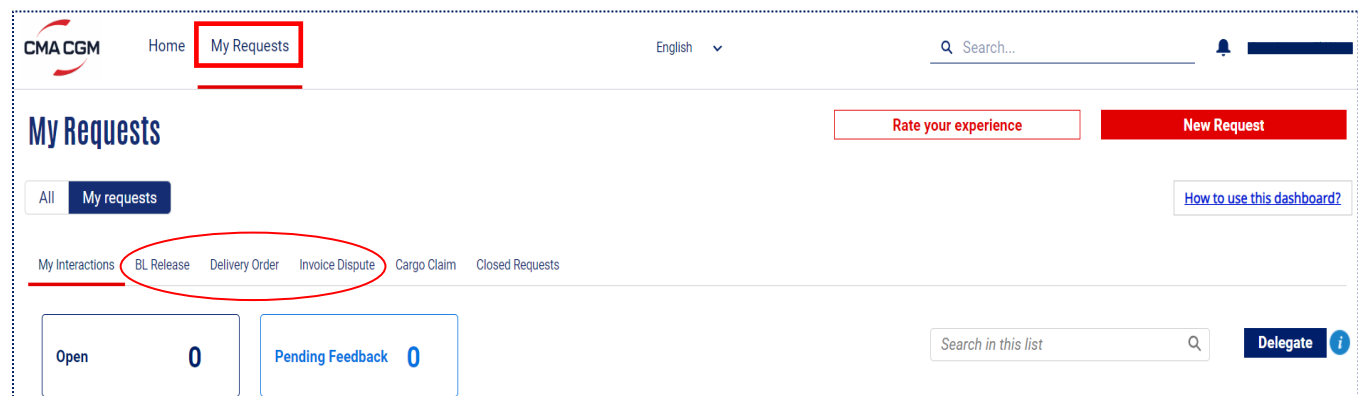
Thank you, we are pleased to confirm your request has ben successfully created

You will receive email notifications to update you on the progress of your request

You can follow up your requests via the BL Release dashboard in « My Requests » page  
Country specific cutoff times applicable for processing your request, kindly refer to CMA CGM local country page or How-to-Guide

[Consult my requests](#)

- Click on **My Requests** (next to Home), then click on the right tab in which your request has been created (BL Release/Delivery Order/Invoice Dispute):



CMA CGM Home **My Requests** English

Search...

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My Requests

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

My Interactions **BL Release** Delivery Order Invoice Dispute Cargo Claim Closed Requests

Open 0 Pending Feedback 0

Search in this list Delegate

# HOW TO CHECK YOUR REQUEST ON MYCS

Details of your request will be indicated as the image below:

## For example: BL Release Request



The screenshot shows the CMA CGM My Requests interface. At the top, there is a navigation bar with 'Home' and 'My Requests' tabs, a search bar, and a user profile for 'Samantha M'. Below the navigation bar, the 'My Requests' section is active, with sub-tabs for 'Support', 'Shipment', 'BL Release', 'Delivery Order', and 'Closed Requests'. The 'BL Release' tab is selected. Below the sub-tabs, there are three summary boxes: 'Pending Feedback' with a count of 0, 'Open' with a count of 118, and 'Rejected' with a count of 13. A search bar labeled 'Search in this list' is located to the right of these boxes. Below the summary boxes is a table with the following columns: Request Nu..., Last Modified Date..., BL Release Status, BL Number, Subtopic, Counter App..., Agency location, and Schedule time. The table contains two rows of data:

Request Nu...	Last Modified Date...	BL Release Status	BL Number	Subtopic	Counter App...	Agency location	Schedule time
73153926	Feb 20, 2023, 05:32 PM	Awaiting Payment Validation	GNC0214843A	Others		Vietnam - Ho Chi Minh	Feb 21, 2023, 02:00 P
73150961	Feb 20, 2023, 01:39 PM	Rejected	GNC0214843A	Others		Cambodia - Phnom Penh	

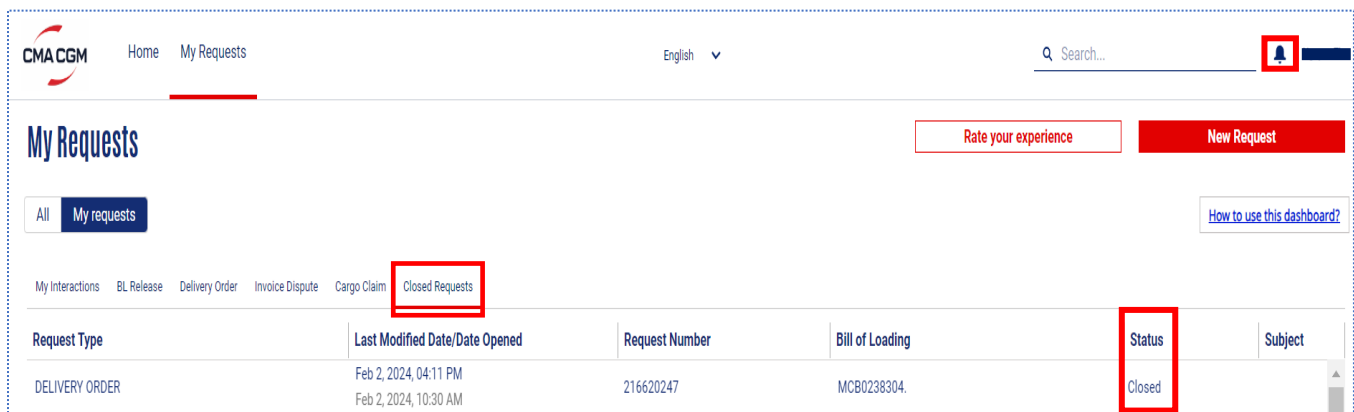
- **Request Number**
- **Last Modified Date/Date Opened**
- **BL Release/Delivery Order/Invoice Dispute Status:**  
*Awaiting Payment Validation:* Your request is pending for our checking and approval.
- **BL Number:** only 1 valid BL Number
- **Subtopic:** Service Type
- **Counter Appointment**
- **Agency location:** Vietnam – Ho Chi Minh/Vietnam – Hai Phong
- **Schedule time** (only for request which has Counter Appointment)

After successful submission, you need to keep track of your request (via mail and on MyCS) to update CMA's response. Once we reply to your request, it will be updated as 2 following statuses: **Approved** (it has been closed) and **Rejected**.

# HOW TO CHECK YOUR REQUEST ON MYCS

## 1. Your Request has been approved:

When your request is successfully approved (DO or BL is released/DO is extended or updated freetime/Invoice is amended), CMA will send notification on MyCS (click on the **Bell icon** to check) and an email to your mailbox. Besides, your case will disappear at BL Release/Delivery Order/Invoice Dispute tab and be shifted to **Closed Requests** (as the image below).



## 2. Your Request has been rejected:

If your request is still missing any payment or required documents, it will be rejected. CMA will send notification on MyCS (click on the **Bell icon** to check) and an email to your mailbox.

After document or payment completion, you can **re-open your request** (no need to submit the new request) by following these steps below:

**Step 1:** Go to **Detail Screen** of your request. There are 3 ways:

- Click on the **Request Number** in the email CMA has sent to your mailbox
- On MyCS: Click on the **Bell icon (at the top right, next to username)** to check out Notification
- On MyCS: Click on **My Requests (1)** => **BL Release/Delivery Order/Invoice Dispute tab (2)** => **Request Number (3)** linked to BL which has **“Rejected”** status (as below):

# HOW TO CHECK YOUR REQUEST ON MYCS

**My Requests**

Rate your experience | New Request

All My requests | How to use this dashboard?

My Interactions | BL Release | **Delivery Order** | Invoice Dispute | Cargo Claim | Closed Requests

Open 5 | Pending Feedback 0 | Rejected 5

Search in this list

Assignment	Owner/Delegated Wi...	Request Num...	Last Modified Date/Date Opened	Delivery Order Status	BL Number	Subtopic	Counter App...	Agency loca...	Schedule time
	Only me	216407506	Feb 1, 2024, 03:07 PM Feb 1, 2024, 02:42 PM	Rejected	MCB0238304	New Delivery Order			

**Step 2:** You will be directed to the **Detail Screen**, then click on **Reopen Request** button:

Request Number: 216407506 | Service Type: New Delivery Order | Delivery Order Status: Rejected | Payment reference number: [Redacted]

BL Number: MCB0238304 | Counter Appointment: [Redacted] | Agency location: Vietnam - Ho Chi Minh | Schedule time: [Redacted]

**My Customer Service**  
Thu 1-FEB-2024 At 3:07:42 PM

Your request has been rejected due to the following : Others.  
Có thông tin tàu về 02-FEB. Quý khách vui lòng kiểm tra với hàng nhập và gửi lại yêu cầu vào ngày tàu cập với thông tin nhận EDO : MST + Tên ctý + SDT người nhận.

[Redacted] created this case.  
Thu 1-FEB-2024 At 2:42:11 PM

**Request rejected**

Dear Customer,

Your request has been rejected due to the following : Others  
Có thông tin tàu về 02-FEB. Quý khách vui lòng kiểm tra với hàng nhập và gửi lại yêu cầu vào ngày tàu cập với thông tin nhận EDO : MST + Tên ctý + SDT người nhận.  
If a counter appointment has been scheduled, it has now been cancelled.

If you want to re-submit your request, please click on the [Reopen] button below.  
Be sure to provide relevant updated information or missing supporting document(s).

If needed, kindly arrange a new counter appointment. We advise you to use our eCommerce website to retrieve documents related to your shipments.

**Reopen Request**

**Step 3:** Submit and inform us your completion of missing information to fulfill your request:

You can add **comments** at **Additional information or instruction** or upload more files at **Payment Document(s)** and/or **Supporting Document(s)**. Then, click on **Next**.

# HOW TO CHECK YOUR REQUEST ON MYCS

Request rejected

BL Number  
EID0718975C, EID0718975D, EID0718975E, EID0718975F

Agency Location  
Vietnam - Ho Chi Minh

Service Type  
OBL Release

Do you need an appointment?  
NO

2. Provide your documents

Payment Document(s)  
Upload Files Or drop files

Supporting Document(s)  
Upload Files Or drop files

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

Payment reference number  
test

Files (2)

Date	Name	Size
1307 Jul 18, 2023 - 193.87 KB	Supporting Document	
1307 Jul 18, 2023 - 193.87 KB	Payment Document	

Additional information or instruction

Next

Close

## Step 4: Your request has been re-submitted successfully:

Reused request submitted

You have successfully re-submitted your request.

You will receive notification to update you on its progress and you can follow it up at any time in "My Requests" dashboard.

Thank you

Finish

Click on **Finish**, then wait for our responses to your ticket completion as the first case. You can discuss your request with CMA on MyCS by using Reopen Request function, which eases our interaction without mail missing or delay.

AVAILABLE ON

**MY** CMA CGM **MY** ANL **MY** APL **MY** CNC