



CUSTOMER ADVISORY
#PK2023 – 106

SUBJECT: Improved MYCS Process for Delivery Order Issuance

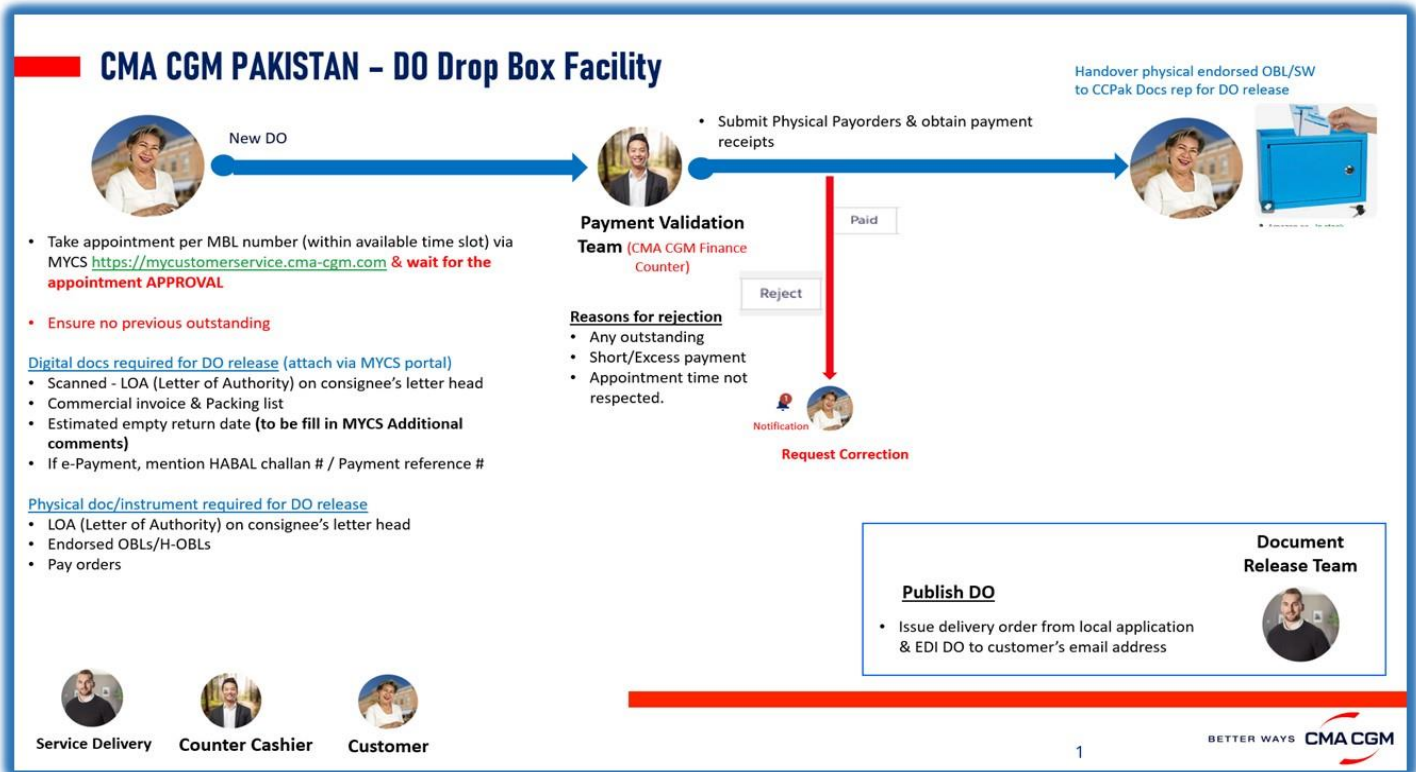
Dear Customer,

As you are aware, we recently implemented a DO release process.

The following are the improvements made for your convenience.

Refer to the attached documents for:

- 1) Registration on CMA CGM Website – Mandatory requirement to enroll in MYCS system [**File name : 1. CMA CGM Website – Registration on page 2]**
- 2) User Guide to book appointments through MYCS [**File name : 2. MYCS User Guide - DO Release – page no 3,4 & 5]**
- 3) Format of LOA (Letter of Authority) on consignee letter head [**File name : 3. CMA CGM Pakistan - LOA (Letter of Authority) – page number 6, 7 & 8]**



Karachi: 5th Floor, Bahira Complex IV, Chaudhry Khaliq uz Zaman Road, Karachi. UAN: +92 (0) 21 111 946 873 Fax: +92 (0) 21 35147821-2
Lahore: Suite # 704, 705, 7th Floor, Al Hafeez Business Centre, 89-B/III, Lahore. Tel: +92 (0) 42 35872030-6
Faisalabad: Office # 02, 2nd Floor, Sitara Tower, New Civil Lines, Bilal Chowk, Faisalabad. Tel: +92 (0) 41 2647455-60 www.cma-cgm.com;

HOW TO REGISTER (CLEARING AGENTS / CONSIGNEES)

LOGIN TO WWW.CMA-CGM.COM



GO TO MY CMA CGM AT RIGHT SIDE



GO TO Register an account



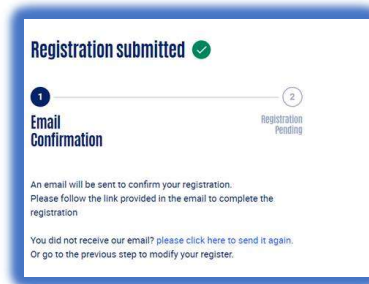
FILL UP THE FORM

Choose your Language	<i>English</i>	Login ID	<i>Your email to register</i>
Password	<i>Your desired password</i>	Confirm Password	<i>Type password again</i>
First Name	<i>Your First Name</i>	Last Name	<i>Your Last Name</i>
Phone Number	<i>Type Contact Number</i>	Department	<i>Imports</i>
Company Name	<i>Your Company Name</i>	Address	<i>Your office address</i>
Company Type	<i>Customs</i>	For more Information	<i>Leave blank</i>
City	<i>Your City</i>	Zip code	<i>Your area code</i>
Country/ Region	<i>Pakistan</i>		
Legal Identifier Type	<i>Leave Blank</i>		
VAT Number	<i>Your NTN number</i>		
CMA CGM Shipping Docs. Ref.		<i>Leave Blank</i>	
Customer Admin		<i>Leave Blank</i>	
Carriers		<i>Tick on CMA CGM & ANL LOGO</i>	
SUBMIT THE FORM			



AS THE FORM SUBMITTED, AN EMAIL WILL BE SENT TO THE EMAIL ADDRESS MENTIONED IN THE FORM

CLICK TO CONFIRM REGISTRATION



CMA CGM office will send you an email for your legal documents (Letter head & NTN copy), kindly attach on email for activation.



After Activation, Sign in to WWW.CMA-CGM.COM with your ID and PW (as mentioned in form)



Click on MY-CMA CGM



For Consignees: Click on Invoice Dashboard (Notification setup shall be turned on for invoices)

For Consignees & agents: You can calculate D&D charges under "Manage your Invoices tab"

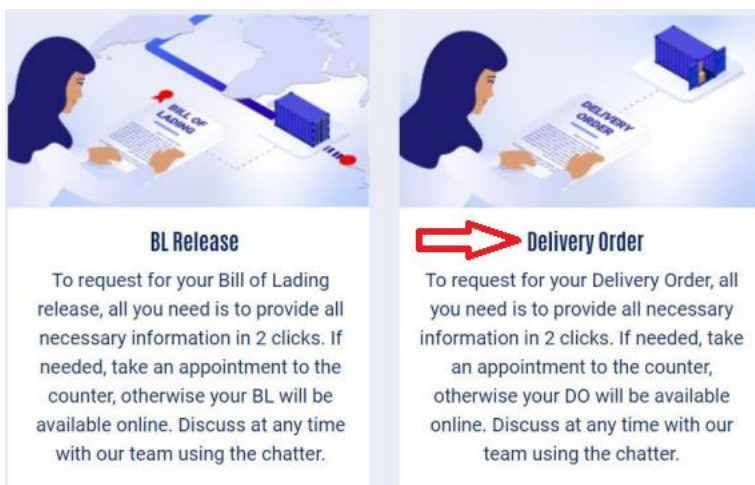
**** STEP BY STEP USER GUIDE – DO RELEASE ****

Dear Customer,

Since, we have already guided the process of requesting the delivery order through MYCS last year. It is requested now to use the portal to apply for the DO through appointment,

Detailed Process:

- Please login to CMA website.
- GO on “MY customer Service” following link <https://mycustomerservice.cma-cgm.com/>
- Then click on BL Release or DO as per your requirement



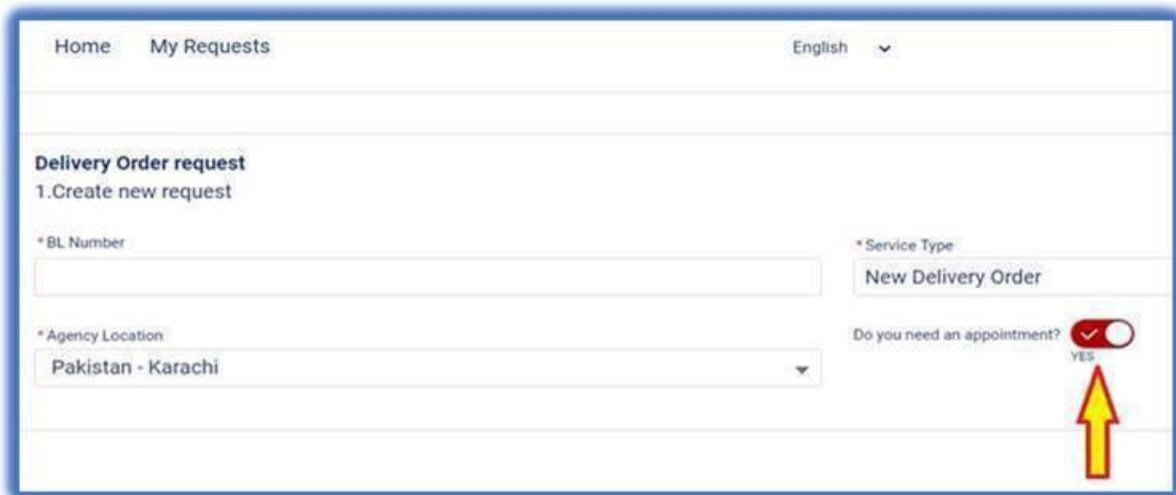
STEP 1:

BL Number – Your current BL number against which the DO to be issued.

Service Type- Selection e.g. “New Delivery order” ; “DO Validity Extension”. Etc.

Agency Location: Pakistan - Karachi

Need Appointment: Move Button to “Yes”.



STEP 2:

- **Time Zone:** Select Pakistan Standard Time.
- **Select the date & time.**
- **Click Next**

Select Service Appointment Time

April 3, 2022 - April 9, 2022

Time Zone:
(GMT+05:00) Pakistan Standard Time (Asia/Karachi)

SUN 3 MON 4 TUE 5 WED 6 THU 7

9:00 - 10:00 am
10:00 - 11:00 am

9:00 - 10:00 am
10:00 - 11:00 am

STEP 3: - Please review and click NEXT

New Delivery Order request
Review Appointment

- **Start Time:** 4/6/2022 9:00 AM
- **End Time:** 4/6/2022 10:00 AM

Counter Details
5th Floor, Bahria Complex IV, - Choudhry Khaliq-uz-Zaman Road, - Gizri,
75600 KARACHI,
PAKISTAN

STEP 4:

- **In payment Documents**, optional
- **In Supporting Documents**, pls see below in point # 1 & 2.
 - 1) Scan & attached **<CMA CGM Pakistan - LOA (Letter of Authority) on consignee's letter head >**
Original LOA required to be submitted at the time of DO release.
 - 2) Commercial Invoice & Packing List.
- **In Additional Comment:** Mention Empty return date as stated below. We will create original invoice for you. the NOC will be validated as per process accordingly.
- **In Payment reference number:** Put online transaction ID however, if through pay order, kindly put a "." i.e. dot.

Delivery Order request
2. Provide your documents

Payment Document(s) Payment reference number

[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

Additional information or instruction

Empty Return Date : 29-Dec-2023

[Previous](#) [Submit](#)

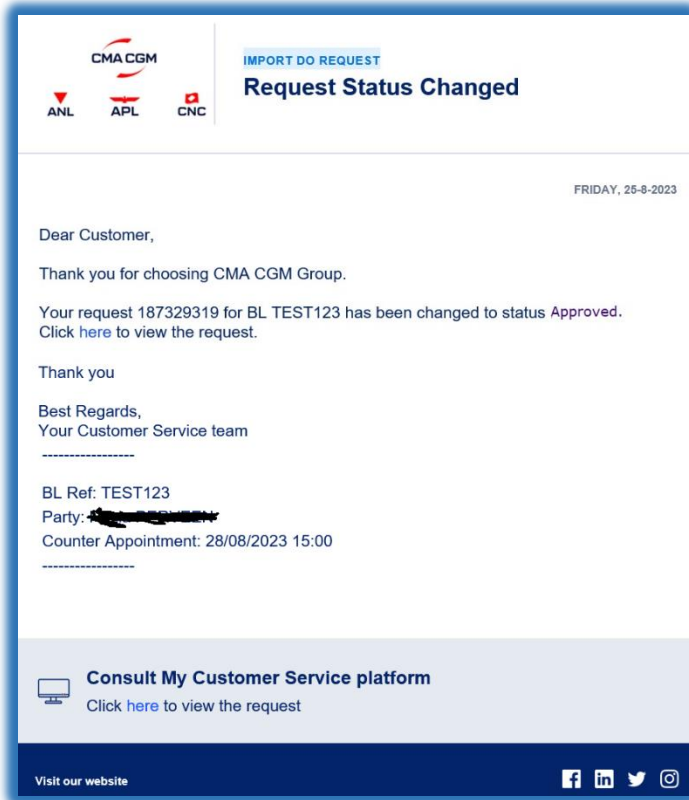
STEP :5

Click NEXT, You are done.

STEP :6

Please wait for the APPROVAL message until CMA team validate your documents, in-case of REJECTION, pls fulfill the requirements & re-open the appointment for submission.

Once the document validation is completed, you will receive the message below from CMA office. Kindly print it and handover to your representative attending the appointment. The proforma of the message is given as below.



--- End Of Document ---

LETTER OF AUTHORITY

From:

[Consignee's full company name, address]

Duly represented by:

[Consignee's representative name]

To:

CMA CGM Pakistan (Pvt) Ltd.

5th Floor, Bahria Complex IV,

Choudhry Khaliq-uz-Zaman Road,

Gizri, Karachi

Shipment details:

Vessel: **As per BL**.....

Voyage no: **As per BL**.....

Port of loading: ... **As per BL**.....

Port of discharge: **As per BL**.....

Bills of Lading no: dated: **As per BL**..... (the "Bills of Lading")

Goods description : **As per BL**..... shipped in container number(s) : **As per BL**..... (the "Goods")..... **As per BL**.....

Shipper: **As per BL**.....

Consignee:

Notify: **As per BL**.....

Dear Sirs,

We write to inform You that [Broker's name and address] company has been appointed (the "Authorized Party") to act on Our behalf in effecting delivery of the Goods, including (but not limited to) customs handling, and more generally to perform the following actions in Our name and/or on Our behalf in connection with the Goods that We have shipped or intend to ship with **CMA CGM Pakistan (Pvt) Ltd** (the "Carrier"):

X Request delivery from the Carrier of goods consigned or endorsed to [consignee's company name] under original bills of lading, and/or consigned to [consignee's company name] under sea waybills including requesting release of any delivery order to the Authorized Party

The purpose of this letter is to clarify the terms on which We have granted authority to the Authorized Party:

1. We expressly authorise the Authorized Party named above to perform all of the actions selected above and to sign all related documentation and agreements (including without limitation letters of indemnity) in Our name and/or on Our behalf and hereby request the Carrier to act in accordance therewith.
2. We expressly authorise the Carrier to release Our Goods (including release of any delivery order) to the Authorized Party upon presentation of an original bill of lading, or identification against a sea waybill, unless We have given prior notice to the contrary to the Carrier in writing.
3. We expressly declare that Carrier shall be entitled to collect all freights, fees and charges (including without limitation demurrage, detention and storage charges) with regard to any of Our Goods consignments from the Authorized Party; notwithstanding the foregoing, We are and remain primarily liable for all such freights, fees and charges towards the Carrier.
4. In consideration of Your complying or taking steps to comply with Our above request, We hereby agree to irrevocably and unconditionally indemnify the Carrier and **CMA CGM Pakistan (Pvt) Ltd** (the "**Carrier Agent**"), their underwriters, subsidiaries, affiliates, servants, officers, directors, contractors/sub-contractors and agents (together the "**Carrier Interests**") against all consequences of Your so doing and to hold each and all of the above mentioned parties harmless in respect of any claims, liability, loss, damages, fines, penalties, cost and expense (including legal fees and expenses) of whatsoever nature which they may sustain or incur as arising of or in connection with Our above request.
5. In the event that any claims are made or legal proceedings are commenced against the Carrier and/or the Carrier Agent and/or any Carrier Interests in connection with Our above request, We hereby agree to provide You or them on demand with sufficient funds and all necessary documents to defend the same.
6. If, in connection with Our above request, the vessel, any other vessel involved in the carriage of the goods pursuant to a bill of lading or sea waybill, any vessel or other assets belonging to You, Your servants, agents or sub-contractors, or any assets in the same or associated ownership, management or control as any of the foregoing, should be arrested or detained or should the arrest or detention thereof be threatened, or should there be any interference in the use or trading of the vessel or any other vessel as aforesaid (whether by virtue of a caveat being entered on the ship's registry or otherwise howsoever), We hereby agree to provide on demand such bail or other security as may be required to prevent such arrest or detention or to secure the release of such vessel(s) or property or to remove such interference and agree to indemnify the Carrier and/or the Carrier Agent and/or the Carrier Interests and hold them harmless in respect of any claims, liability, loss, damages, fines, penalties, cost and expense (including legal fees and expenses) caused by or arising out of such arrest or detention or threatened arrest or detention or such interference, whether or not such arrest or detention or threatened arrest or detention or such interference may be justified.
7. We hereby acknowledge and agree that this letter of authority and Us granting authority to the Authorized Party, shall at all times be subject to the terms and conditions of any original bills of lading consigned or endorsed to Us and/or sea waybills consigned to Us, including but not limited to any rights, defences, exceptions, limitations and liberties contained therein. We confirm having read and accept to be bound by the terms and conditions of the CMA CGM bill of lading which are located on the CMA CGM Web site

To be printed on Consignee's Letter Head

at the following address: <http://www.cma-cgm.com/products-services/shipping-guide/bl-clauses>.

8. We hereby agree that this letter of authority shall be governed by and construed in accordance with the laws of France and that any dispute which may arise out of or in connection with this letter of authority be submitted to the exclusive jurisdiction of the commercial Court of Marseille, France and shall be subject to the terms and conditions of the Carrier's respective bill of lading and/or sea waybill. Notwithstanding the foregoing, We agree that You and/or the Carrier Agent and/or the Carrier Interests shall also be entitled to institute proceedings against any person liable hereunder in the courts having jurisdiction in the place where any person liable hereunder has its registered office.
9. We reserve the right to cancel this letter of authority by providing notification to the Carrier in writing. Such notification shall provide the Carrier a reasonable period of time to effect such cancellation of authority. In any case, this letter of authority shall remain in effect and valid until the Carrier's liability is fully discharged according any competent law and/or regulation and/or terms and conditions of original bill of lading and/or sea waybill.
10. Where this letter of authority is signed electronically, We confirm We agree to sign this letter of authority by electronic signature (whatever form the electronic signature takes) and that this method of signature shall, for the purposes of validity, enforceability and admissibility be conclusive evidence of our intention to be bound by this letter of authority as if signed by Our manuscript signature.

If you have any queries, please do not hesitate to contact Us.

Yours faithfully,

[Name and title of consignee's signatory]

[Name and stamp of consignee's company]