

My Customer Service Online

MY CSO- IMPORT DELIVERY ORDER REQUEST

Taking your experience with us to the next level

MY CSO is our new customer service portal which will Connect you with our support team via a unique channel. It helps you to keep a clear overview of all your interactions with us in one place.

Discover Import Delivery Order process through MY CSO (Pilot Customers)



To start your Import DO Request on MYCSO –you need to be registered on CMA CGM E-Business Platform



Enter your BL number and opt for a counter appointment (appointment are only for Delivery order collection)



Attach the mandatory documents (Payment and other supporting docs) and submit the request



Follow your DO request status from the MYCSO Import DO Dashboard. Receive web and e-mail Notifications instantly

How to access MY CSO and place a request for Import Delivery Order?



STEP 1:

To access MY CSO, click on this [\[link\]](#) and enter your CMA CGM eBusiness login and password.

Not registered yet, Sign On [\[NOW\]](#)

Online tools



Shipment tracking

Follow your shipment live through the vessel's position at sea: all you need to do is to enter the shipment reference number to track the shipment live on a map! View ETA and the remaining days to POD directly.



BL Release

To request for your Bill of Lading release, all you need is to provide all necessary information in 2 clicks. If needed, take an appointment to the counter, otherwise your BL will be available online. Discuss at any time with our team using the chatter.



Delivery Order

To request for your Delivery Order, all you need is to provide all necessary information in 2 clicks. If needed, take an appointment to the counter, otherwise your DO will be available online. Discuss at any time with our team using the chatter.

STEP 2:

Once logged in MY CSO scroll down to the bottom of the page select "Delivery Order" tile from the online tools option and Place your "New Delivery Order Request" online in few simple steps.

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STEP 3: How to place a New request?

- Enter the BL number
- Agency Location as “Kuwait –Kuwait City”
- Select the Service Type – New Delivery Order, DO Validity extension and DO Reissuance
- Always ON the option “ Do you need appointment” and choose your preferred appointment slot for Visiting CMA CGM Kuwait office and collecting your documents_
- Click Next

STEP 4: Select Date/Time for counter appointment (ONLY for OBL)

- Time Zone shows the local time; not to be changed
- Select the Date / Time to visit Agency counter for OBL surrender
- Click on the calendar icon to view additional options if your desired Date / Time is not displayed on the screen.
- The 1st available time will be 1 hrs from time of request
- Click Next

STEP 5: Upload Payment and supporting documents

- Using the [Upload Files] or [Drop files] , attach the relevant supporting documents
- Payment related supporting documents should be linked to [Payment Document]
- Other supporting documents like Letter of Authorisation should be linked to [Supporting Document]
- For all New requests - Payment and Supporting documents are mandatory
- Enter any comments to be shared with the Agency staff relevant for this DO request under “ Additional Comment” Tab

STEP 6: You will see the Acknowledgement message that Delivery Order request is successfully submitted to CMA CGM Agency, Click on Next and your request is **COMPLETED**.

New Delivery Order request
Create New Import Request

Your request has been successfully created. You would receive email notifications to update you on the progress of your request. You can also monitor the progress of your requests via the Import DO Request dashboard.

Previous
Next

STEP 7: You can monitor the request status from the option “My requests” the new request with the Case Number with the Status as “Awaiting Payment Validation” for all request type. If the request is missing any info the request will be rejected by CMA CGM office.

Manage my view

Support
BL Release
Delivery Order

Cases
Delivery Order

5+ items • Sorted by Date/Time Opened • Filtered by All cases - Status, Case Record Type, Subprocess Status • Updated a few seconds ago

| Import DO Status | Case Number | BL Number | Subtopics | Counter Appo... | Schedule Time |
|------------------|-------------|-----------|------------------|-----------------|--------------------|
| ⊗ Rejected | 113828779 | 57468 | NewDeliveryOrder | 📍 🕒 | 5/25/2022 11:00 AM |
| ⊗ Rejected | 110585556 | 96643 | NewDeliveryOrder | | |
| ⊗ Rejected | 110363052 | 96433 | NewDeliveryOrder | | |

STEP 8: An email would be sent to your registered e-mail id confirming Request creation.



MY REQUEST: IMPORT DELIVERY ORDER DASHBOARD

Home My Requests

Use the SEARCH bar to search the request using case/BL#

1

No items to display

Cases
BL Release

0 items • Sorted by BL Release Status • Filtered by All cases - Status, Case Record Type, Subprocess Status • Updated 11 minutes ago

| BL Release Status | Case Number | BL Number | Subtopics | Counter Appointment | Appointment Location | Schedule Time | Date/Time Op |
|---------------------|-------------|-----------|-----------|---------------------|----------------------|---------------|--------------|
| No items to display | | | | | | | |

Cases
Delivery Order

5+ items • Sorted by Date/Time Opened • Filtered by All cases - Status, Case Record Type, Subprocess Status • Updated a few seconds ago

| Import DO Status | Case Number | BL Number | Subtopics | Counter Appointment | Schedule Time | Date/Time Opened |
|------------------|-------------|-----------|------------------|---------------------|--------------------|-------------------|
| ⊗ Rejected | 113828779 | 57468 | NewDeliveryOrder | 📍 🕒 | 5/25/2022 11:00 AM | 5/23/2022 9:13 AM |
| ⊗ Rejected | 110585556 | 96643 | NewDeliveryOrder | | | 5/3/2022 12:47 PM |
| ⊗ Rejected | 110363052 | 96433 | NewDeliveryOrder | | | 4/30/2022 8:42 PM |

1. Use the “Search” option to filter the request you are looking for.
2. The Dashboard gives an overview on all your DO requests.
 - Case Number : You have a unique number for each request
 - BL Number : The BL Number related to your DO request
 - Counter Pickup : Icon indicates if you requested for Agency counter appointment
 - Schedule Time : What was your requested Date/Time to visit the Agency counter
 - Import DO Status : Status of your DO request –Awaiting Payment Validation, Awaiting DO approval, DO approved, DO Published and Rejected.
 - Date/Time Opened : The date/time you submitted the DO request

NO Duplicate entries to be submitted for same BL number

- If DO was already requested for the entered BL number, this error will be displayed, showing the corresponding Case number.
- Use the Search field to search for the Case number or enter a different BL number

New Delivery Order request
Create New Import Request

* BL Number
11234567

Import DO Request 20635421 already raised for this BL Number.

* Agency Location

Delivery Order request – Request rejected

When your request is incomplete or needs for information to process, CMA CGM Agent could Reject your DO request for various reasons (Incorrect BL, Partial Payment, insufficient Documents etc.)

1. When your request is rejected, you will get an e-mail notification.
2. Take the case/BL number to retrieve the request and understand the Rejection reason.
3. Please note: Your appointment will be automatically cancelled when your case is rejected.

Click on the Bell button to see your web Notification. This also shows the rejection reason

My Import DO Request

| Case N... | BL Number | Counter Pick... | Schedule Time | Import DO Status | Date/Time Opened | Date/Time Closed |
|-----------|-----------|-----------------|-------------------|----------------------|-------------------|------------------|
| 1 | 20635447 | | 7/4/2021 9:00 AM | X Rejected | 7/3/2021 11:27 PM | 7/5/2021 9:09 AM |
| 2 | 20635442 | | 7/11/2021 8:00 AM | X Rejected | 7/3/2021 11:24 PM | 7/4/2021 7:38 PM |
| 3 | 20635431 | | 7/4/2021 8:00 AM | X Rejected | 7/3/2021 11:18 PM | 7/5/2021 9:08 AM |

Notifications

- Your request 20635447 has been updated: Request 20635447 Your Import request has been rejected due to the following : Less Amount short paid The related appointment has been cancelled
- Rejection of the request Request 20635447 Your Import request has been rejected due to the following : Less Amount short paid The related appointment has been cancelled

Request Status Changed

Dear Customer,
Thank you for choosing CMA CGM Group.
Your request 04786669 for BL ABC00001 has been changed to status Rejected. Click on the link below to view the request.
Thank you
Best Regards,
CMA CGM Group eCustomer Support

BL Ref: ABC000001
Party: NOVA Community T1
Counter Appointment: 19/05/2021 17:00

Consult My CMA CGM Customer Service platform
Click here to view the Request status

Delivery Order request – Re Submit Rejected Request

You can reopen a rejected case and provide the correct/requested information on the same case.

- Click on the Case number in the Dashboard or Select the case using Search option or from the Dashboard.
- The case details will show including the Rejection reason
- Click Next
- You have take a new appointment (in case of OBL), attach missing document or provide missing info through “Additional Comment option” and Submit.
- Your case will reopen

Import Do Request 20635421

| Request Number | BL Number | Import DO Status | Counter Pickup | Schedule Time |
|----------------|-----------|------------------|----------------|-------------------|
| 20635421 | 11234567 | Rejected | | 7/6/2021 12:00 PM |

This record was updated.
July 4, 2021 at 8:15 PM

Status
Open to Closed

Case Owner
AE-DXB-CMA-IMP-COUNTER-IMPDO to MA EDEN MENDOZA

Reuse Request
Request has been rejected.
Agency Location
UAE - Dubai
11234567
Appointment has been cancelled.

Files (2)

| Date | Name | Size |
|-------------|---------------------|----------|
| Jul 3, 2021 | SUPPORTING DOCUMENT | 29.15 KB |

Request 20635421 Your Import request has been rejected due to the following : Less Amount BL NUMBER WRG The related appointment has been cancelled

Next

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Delivery Order request – DO Approved and Published

- You will receive an e-mail and Web notification once your DO request is approved
- Click on the case number in the email notification.
- The Delivery Order document will be available as [Agency Document]
- You can Download the document and Print
- The Agency comments will be shared in the Case details if any.
- Or Go to My Request -> closed Request and download the documents.

Manage my view

| Support | | BL Release | | Delivery Order | | |
|---|-----------|-----------------|-------------------|------------------|-------------------|-------------------|
| Closed Requests | | | | | | |
| 10+ Items • Sorted by Import DO Status • Filtered by All cases - Import DO Status, Case Record Type • Updated a few seconds ago | | | | | | |
| Case N... | BL Number | Counter Pick... | Schedule Time | Import DO Status | Date/Time Opened | Date/Time Closed |
| 1 | 20078692 | | 5/18/2021 6:00 AM | DO Approved | 5/18/2021 1:11 AM | |
| 2 | 20480456 | | 6/28/2021 8:00 AM | DO Approved | 6/22/2021 1:56 PM | 6/22/2021 2:01 PM |
| 3 | 20634635 | | 7/6/2021 11:00 AM | DO Approved | 7/3/2021 4:58 PM | 7/4/2021 4:39 PM |

Import Do Request 20634647

Request Number: 20634647 | BL Number: NBZN096177 | Import DO Status: DO Published | Counter Pickup: | Schedule Time: 7/6/2021 11:00 AM

Download DO from here

This record was updated. July 4, 2021 at 3:34 PM

Status: Pending to Closed
Status: Open to Pending

Show All Updates

Sachin PARMER (CMA CGM SA)
July 4, 2021 at 4:37 PM
DO Attached

CMA CGM Agent Comment

Files (3)

| Date | Name | Size | Document Type |
|-------------|------------------------|----------|---------------------|
| Jul 4, 2021 | CMA CGM DELIVERY ORDER | 28.6 KB | Agency Document |
| Jul 3, 2021 | CREDIT LETTER | 26.25 KB | Payment Document |
| Jul 3, 2021 | SUPPORTING DOCUMENT | 29.15 KB | Supporting Document |

In case of any questions on Submitting Import delivery Order request on CMA CGM MY CSO Platform, please contact:
Email: kwi.ccimport@cma-cgm.com