



Netherlands

Tuesday 08th of June 2023

Our Initiatives to meet your Expectations

At CMA CGM, we are continually striving to enhance our customers experience when working with us. From the feedback our customers have shared with us, we identified the following improvement actions:

Your Expectations

It is vital to have all aspects of a booking request clarified immediately so that the booking can be finalized and confirmation received

In today's competitive environment, booking confirmations and reactions to issues, must come quickly no matter when submitted.

Booking confirmations should come as fast as possible in the new competitive environment.

Our Initiatives

MyCustomerService Portal (MyCS)

We are pleased to share that you will now be able to reach us via [MYCS](#)—our easy-to-use online customer service portal built to make it easy to directly interact with us – to get answers quickly and efficiently manage requests

Shifting System

We implemented new shift working arrangement including contact points to ensure accessibility for emergency cases. You can visit our [website](#) for information.

Booking TAT Improvement

Detailed root-cause analysis followed by process and system improvements have been engaged on our export booking process. We are happy to share that as a result the **turnaround time of bookings has improved with 87% of bookings confirmed within 1 hour** (compared to 67% end of 2022)

For further details on these initiatives and others to improve your customer experience please contact Sinan SEN (rtm.ssen@cmacgm.com) or your regular CMA CGM Holland Customer Care or Sales contacts.

