



## 公司及行業新聞

6 May 2021

**台灣：使用在線工具，減少面對面接觸**

**Taiwan: Go online to minimize social contact**

Dear Valued Customers,

親愛的顧客，您好：

To minimize physical contact, we urge you to use our eBusiness services and make payments via bank transfer. Please find below all our available online tools.

為了減少面對面接觸，請大家多使用我們的電子商務，並使用銀行匯款方式。可供使用的在線工具，請參考如下所述。

| Exports (Online Requests and Document Availability)<br>出口 (線上各種需求及可用之文檔) |   |   |  |
|--|---|---|--|
| Booking<br>訂艙  | Documentation<br>文件   | Event Notifications<br>and Shipment<br>Tracking<br>事件通知及貨物追蹤                    | Invoice<br>發票收據                              |
| New booking submission<br>提交新訂艙需求  | Shipping Instructions (SI) submission<br>提交 S/O (Shipping Order) 資料 | General export notification for vessel delay and rolled shipment<br>出口船舶延誤及退關通知 | Freight invoice<br>運費發票                      |
| Booking amendment<br>更改訂艙需求  | Bill of Lading (BL) draft<br>查看核對提單                                 | Container tracking<br>貨物追蹤  | Detention & Demurrage (D&D) invoice<br>延滯費發票 |
| Booking confirmation<br>訂艙確認   | BL confirmation<br>提單確認   | Notifications for changes in shipment during journey<br>航程中運輸變更的通知              |  |
|  | Waybills / Original BL  |   |  |
|  | Paperless BL<br>無紙化提單   |   |  |



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### Imports (Online Requests and Document Availability)

#### 進口 (線上各種需求及可用之文檔)

Notice of Arrival (NOA)

到貨通知書

Freight invoice

運費發票

D&D invoice

延滯費發票

If you do not have an eBusiness account, register today by clicking on the relevant link:

[My CMA CGM](#) | [My ANL](#) | [My APL](#) | [My CNC](#)

Upon successful registration, the same login ID and password can be used across all online platforms of the carriers within the CMA CGM Group.

若您還未擁有一個電子商務賬號，請點擊以下相關鏈接註冊：

[My CMA CGM](#) | [My ANL](#) | [My APL](#) | [My CNC](#)

成功註冊賬號後，您便可使用相同的登錄 ID 和密碼，登錄達飛集團下所有海運品牌的在線平台。



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In the event you require additional assistance, our existing email addresses remain available. Please ensure to send to the right email address for a faster response.

如果您需要其他幫助，仍然可以電郵以下信箱。請務必發送到正確的電子郵件地址，以更快得到回應。

| No. | Request<br>詢問 / 要求   | Email  |
|-----|--|--|
| 1   | Booking request/ Booking amendments<br>訂艙需求/訂艙更正                   | <a href="mailto:tw.booking@cma-cgm.com">tw.booking@cma-cgm.com</a>                   |
| 2   | Booking request (breakbulk cargo)<br>訂艙需求/訂艙更正(breakbulk cargo)    | <a href="mailto:tpe.customerservice@cma-cgm.com">tpe.customerservice@cma-cgm.com</a> |
| 3   | First BL draft<br>提供核對提單   | <a href="mailto:tpe.twdocbackup@cma-cgm.com">tpe.twdocbackup@cma-cgm.com</a>         |
| 4   | Shipping Instructions<br>Amendments to BL draft<br>S/O 資料提供 & 更改提單 | <a href="mailto:tpe.twdocbackup@cma-cgm.com">tpe.twdocbackup@cma-cgm.com</a>         |
| 5   | Invoice/ charges issue<br>收費單 & 發票問題                               | <a href="mailto:gsc.twnftr@cma-cgm.com">gsc.twnftr@cma-cgm.com</a>                   |
| 6   | Import Notice of Arrival (NOA)<br>到貨通知書                            | <a href="mailto:tpe.importcs@cma-cgm.com">tpe.importcs@cma-cgm.com</a>               |
| 7   | Import invoices<br>進口收費單 & 收據問題                                    | <a href="mailto:tpe.importcs@cma-cgm.com">tpe.importcs@cma-cgm.com</a>               |



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For services currently unavailable online, please send your requests to the respective email addresses below. Please ensure to send to the specified email address corresponding to your needs for a shorter turnaround time.

對於目前還未在線的服務，只需將您的需求發送到以下指定信箱，我們便能在最短的時間內為您服務。

| Exports (Non-online inquiries/Requests)<br>出口 (非在線上之詢問 / 要求)                                 |  |
|--|--|
| Export Customer Service<br>出口客戶服務  | Email  |
| Change of Destination (COD) requests<br>要求更改卸貨港  | <a href="mailto:tpe.customerservice@cma-cgm.com">tpe.customerservice@cma-cgm.com</a> |
| Export shipment inquiries (not to be used for booking, booking amendment)<br>出口貨運詢問 (訂艙問題除外) |  |
| Export Documentation<br>出口文件   | Email  |
| Telex Release<br>電放事宜  | <a href="mailto:tpe.customerservice@cma-cgm.com">tpe.customerservice@cma-cgm.com</a> |
| Switch BL<br>第三地提單換單   |  |
| BL release over counter<br>提單櫃台發放事宜  |  |
| Final waybill by email<br>Sea Waybill 線上拋單   |  |
| BL print at destination<br>目的地發單事宜   |  |
| Container Closing Relevant Issues<br>出口結關相關問題  | Email  |
| Kaohsiung/Taichung/Keelung/Taipei<br>台灣地區各港口   | <a href="mailto:tpe.cargo_readiness@cma-cgm.com">tpe.cargo_readiness@cma-cgm.com</a> |
| Invoice Revision   | Email  |
| Export freight invoice disputes<br>出口運費發票詢問  | <a href="mailto:gsc.twnftr@cma-cgm.com">gsc.twnftr@cma-cgm.com</a>                   |
| D&D invoice disputes<br>出口免費期 & 延滯費相關問題  | <a href="mailto:tpe.ddsm@cma-cgm.com">tpe.ddsm@cma-cgm.com</a>                       |



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| Imports (Non-online inquiries/Requests)<br>進口 (非在線上之詢問 / 要求)   |  |
|--|--|
| NOA and import invoice follow-ups (all ports)<br>到貨通知 & 進口收據   | <a href="mailto:tpe.importcs@cma-cgm.com">tpe.importcs@cma-cgm.com</a> |
| Change of Destination (COD) request<br>要求更改卸貨港   |  |
| Dangerous Goods (DG) manifest<br>危險品艙單   |  |
| Other import inquiries (not to be used for Delivery Order, NOA and invoice follow-ups)<br>其他各項進口相關問題 |  |
| D&D invoice disputes (all ports)<br>進口免費期 & 延滯費相關問題  | <a href="mailto:tpe.ddsm@cma-cgm.com">tpe.ddsm@cma-cgm.com</a>         |
| <b>Import Delivery Order Request</b><br><b>進口小提單之詢問</b>  | <b>Email</b>   |
| Kaohsiung/Taichung/Keelung/Taipei Discharge<br>台灣地區各港口   | <a href="mailto:tpe.importcs@cma-cgm.com">tpe.importcs@cma-cgm.com</a> |

Please contact your local representative if you need any assistance. Thank you for your business and continued support.

如需協助，請與我們聯繫，我們都很樂意為您們服務。

Yours Sincerely

**CMA CGM Group**



**植樹造林 關愛地球**  
11萬棵樹 為地球充“植”

**CMA CGM**  
GROUP