



## Export Services Easy Access

---

Please note: You may now select menu options during the introduction message and be immediately directed to your destination.

### Make or Amend Bookings:

INTTRA: [www.intra.com](http://www.intra.com) - CMA CGM is fully EDI/desktop enabled  
Web: [www.cma-cgm.com/usa](http://www.cma-cgm.com/usa) - "Export Booking Form"  
Sent directly to booking Customer Service

Customer Service Hours: 8:00 a.m. to 8:00 p.m. Eastern (8:00 to 5:00 p.m. Pacific)

### Dry, General:

E-mail: [usa.exportbookings@cma-cgm.com](mailto:usa.exportbookings@cma-cgm.com) (all services)  
Phone: 1-877-556-6308 (press option #1, followed by option #1)

### Refrigerated Cargo:

E-mail: [usa.exportreefer@cma-cgm.com](mailto:usa.exportreefer@cma-cgm.com) (all services)  
Phone: 1-877-556-6308 (press option #1, followed by option #3)

### Specialized Equipment / Hazardous: (including flat racks or out of gauge

E-mail: [usa.specializedbookings@cma-cgm.com](mailto:usa.specializedbookings@cma-cgm.com)  
Phone: 1-877-556-6308 (press option #1, followed by option #3)

Hazardous E-mail: [usa.hazcargo@cma-cgm.com](mailto:usa.hazcargo@cma-cgm.com)  
Hazardous Phone: (757) 961-2217 Hazardous Fax: 1-877-620-1903

Note: Hazardous containers will not be accepted at the port until a dangerous goods declaration is received and appropriate approvals are secured. When booking through INTTRA, please fax or e-mail your dangerous goods declaration as soon as you receive the INTTRA booking number to ensure hazardous approval is obtained.

### Vessel Schedules, Tracing and Tracking, Cut-off Info, Pre-carriage Rates:

INTTRA: [www.intra.com](http://www.intra.com) – CMA CGM is fully EDI/desktop enabled through INTTRA  
Web: [www.cma-cgm.com/usa](http://www.cma-cgm.com/usa)

---

### CMA CGM (America) LLC

5701 Lake Wright Drive, Norfolk, Virginia 23502-1868, Tel: 1-877-556-6308

**Other Customer Service Issues, Including Documentation Questions:**

E-mail: [usa.exportcs@cma-cgm.com](mailto:usa.exportcs@cma-cgm.com) (all services – except Cagema)  
Phone: 1-877-556-6308 (press option #1, followed by option #2)  
Fax: 1-866-333-4222 (documentation only) “Never Busy Fax”

E-mail: [ccc.documentation@cma-cgm.com](mailto:ccc.documentation@cma-cgm.com) (for Cagema service)  
Phone: (305) 398-3600 (for Cagema service)  
Fax: (305) 398-3636 (for Cagema service)

**Rate Disputes:**

E-mail: [usa.expdisputes@cma-cgm.com](mailto:usa.expdisputes@cma-cgm.com) (all services – except Cagema)  
[ccc.expportrateaudit@cma-cgm.com](mailto:ccc.expportrateaudit@cma-cgm.com) (for Cagema service)

**Create, Correct or Send Shipping Instructions:**

INTTRA: [www.intra.com](http://www.intra.com) – CMA CGM is fully EDI/desktop enabled through INTTRA  
Fax: 1-866-333-4222 (documentation only) “Never Busy Fax”  
E-mail: [usa.exportsi@cma-cgm.com](mailto:usa.exportsi@cma-cgm.com)

**Print Draft Copies, Waybills or Original Bills of Lading:**

INTTRA: [www.intra.com](http://www.intra.com) – CMA CGM is fully EDI/desktop enabled through INTTRA  
eServices: [www.cma-cgm.com](http://www.cma-cgm.com) (registered users)

**Freight Payments:**

ACH: ABA / Routing Number: 051000017  
Account Number: 004127083809

Wire Transfers: Bank of America  
ABA Number: 026009593  
Account Number: 004127083809  
Account Name: CMA CGM (America) LLC – Operational Account

Address: Bank of America  
One Commercial Place  
Norfolk, VA 23510-2103

Freight Cashier: CMA CGM (America) LLC  
Attention: Freight Cashier  
5701 Lake Wright Drive  
Norfolk, VA 23502-1868

**CMA CGM (America) LLC**

5701 Lake Wright Drive, Norfolk, Virginia 23502-1868, Tel: 1-877-556-6308