




VESSEL SCHEDULE

- Vessel Schedule can be accessed via CMA CGM website
- URL: <https://www.cma-cgm.com/ebusiness/schedules/port>
- CMA CGM app  on Android and Apple Store
- If help required, contact: [e-commerce](#) or [booking desk](#)

QUOTATION

Request freight rate from Sales Team to have access to **SQ: Special Quotation** reference

SQ: is a mandatory for online booking

SPERCIAL POD REQUIREMENT

Shipper's responsibility to provide CMA CGM "**special requirement of POD**" Below are examples (*not limited to*):

Cargo Tracking Note (CTN or BSC)

- Guinea Bissau, Niger, Nigeria

Electronic Cargo Tracking Note (ECTN) or (BIETC) or (BESC)

- Congo (Brazzaville / Pointe Noire)
- Gabon
- Tchad

Feri Number

- DR Congo (Matadi/ Kinshasa)

Form M

- Nigeria

SPERCIAL CARGO REQUIRMENT

Hazardous cargo (*fill Hazardous DG form*)

- UN number, Class, Packaging group, flash point, proper shipping name, marine pollutant
- Attach hazardous sticker on all four(4) sides of container



BOOKING

Booking request to be placed via:

- CMA CGM portal (recommended);
URL: <https://www.cma-cgm.com/ebusiness/booking/request>
- Direct in CMA CGM Office

VERIFIED GROSS MASS(VGM)

Shipper's responsibility to weigh container with:

- Method 1 or Method 2
- Submit VGM to CMA CGM via online (CMA CGM Portal)
- **No VGM; No Load**
- URL: <https://www.cma-cgm.com/ebusiness/vgm/declaration>

SHIPPING INSTRUCTIONS

Shipping instruction to be submitted via CMA CGM Website

- URL: <https://www.cma-cgm.com/ebusiness/si/request/step1>

CHANGE OF SHIPMENT PARTIES *(Shipper, Consignee or Notify)*

- Surrender full sets of OBL in CMA CGM office
- Attached LOI on Shipper's letter head
- LOR (Letter of renouncement) is required from old consignee if needed
- XAF 30,000 + 19.25% VAT will be charged for reprinting of new set of OBL issuance
- POD customs fine applicable if any

CHANGE OF DESTINATION AFTER VESSEL SAILING

- Surrender full sets of OBL in CMA CGM office
- Attached LOI on Shipper's letter head
- COD acceptance is subject to HO and POD approval
- COD cost to be advised after completing of formalities
- COD fees: \$300/teu + freight additional + re-stow cost



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TELEX RELEASE / SURRENDER

- Surrender full sets of OBL in CMA CGM office
- Attached Express Release form on Shipper's letter head

SEAWAY BILL

- Seaway Bill allowed
- Seaway Bill must **not** state "***to the order***"

OPENING HOURS

Below timings will be observed throughout the year except for Bank/Public Holidays

Monday to Friday

- | | |
|-----------|---------------------|
| • Working | 7:30 am to 12:00 pm |
| • Lunch | 12:00pm to 1:00 pm |
| • Working | 1:00pm to 16:30 pm |



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Contacts:

Customer Care

dlo.customerservice@cma-cgm.com

Mob: +237- 233424965

eCommerce Rep.

SOUGA Brice

dlo.bsouga@cma-cgm.com

Mob: +237- 691831809

Booking Desk

dlo.booking@cma-cgm.com

Contact : +237- 233424965

Sales Rep

dlo.sales@cma-cgm.com

Contact : +237- 233424965

SSC Desk

SSC.cmdocteam@cma-cgm.com

Service Delivery/Export Doc

dlo.doc-export@cma-cgm.com

Contact : +237- 233424965



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Generic Emails:

General Inbox:	<u>dlo.geninbox@cma-cgm.com</u>
Customer Care:	<u>dlo.customerservice@cma-cgm.com</u>
Booking desk:	<u>dlo.booking@cma-cgm.com</u>
VGM:	<u>dlo.vgmcontact@cma-cgm.com</u>
Import:	<u>dlo.doc-import@cma-cgm.com</u>
Export:	<u>dlo.doc-export@cma-cgm.com</u>
Operations:	<u>dlo.opsdouala@cma-cgm.com</u>
Intermodal:	<u>dlo.tbl@cma-cgm.com</u>
Logistics:	<u>dlo.log@cma-cgm.com</u>
Sales:	<u>dlo.sales@cma-cgm.com</u>
Account:	<u>dlo.finance@cma-cgm.com</u>