Introduction

Founded in 1978, the CMA CGM Group is a leading worldwide shipping group. From its base in Marseille, the CMA CGM Group is present in more than 160 countries through its network of over 655 agencies. With a young and diversified fleet of 470 vessels, the CMA CGM Group serves 400 of the world’s 521 commercial ports.

The purpose of this document is to give full information and guidelines for import processes:

- Arrival Notice
- Invoicing & Payment of Freight / Local charges, D&D & Container deposit
- Delivery Order / Web CRO
- Container Empty returns
- Container Deposit refund process
- Contacts, website & helpful links
Arrival Notice

Arrival Notices will be send to customer 2 to 1 day before vessel arrival at port of destination. For arrangement to receive notification of arrival notice via CMA CGM web portal, please visit below link for registration; customer support will assist you after registration is completed. https://www.cma-cgm.com/ebusiness/registration/information

Freight / Local Charges Invoice, D&D

Freight & local charges invoices (PDF copy) are send directly to the consignee or notify party in the BL thru email. All units (except SOC) are subject to demurrage, detention (combine/merge) per tariff. See below link: http://www.cma-cgm.com/static/DemDet/Attachments/DD_Tarifs_PH%20-%2031-03-2017.pdf Demurrage computation is available upon request at the billing counter or email: mnl.billing@cma-cgm.com.
For credit customers with special requirement, copy of original invoice are couriered or delivered to the intended delivery address as arranged.

**Payment of Freight, D&D Charges & Container Deposit**

*For wire transfer:* Please email proof of bank transfer to mnl.finance@cma-cgm.com with details of shipment, BL & invoice reference.

*For payment by Cheque:* please deliver to CMA CGM Philippines office present to our cashier at the counter for official receipt issuance.

*For payment in cash:* proceed to any BDO branch, fill up bank deposit slip with corresponding reference number; pay to BDO teller and surrender the original deposit slip to our counter for official receipt issuance. Or you may also email your deposit slip to our finance team for validation at mnl.finance@cma-cgm.com.

Banco De Oro (BDO)
One E com Center Branch
G/F One E-com Center, Palm Coast Avenue,
Mall of Asia Complex, Pasay City, Philippines

Account Name: CMA CGM PHILIPPINES INC

PESO (PHP)
Account Number: 00628-02345-91

DOLLAR (USD)
Account Number: 10628-02320-84

SWIFT CODE: BNORPHMM
Delivery Order

**Delivery Order against ORIGINAL MASTER B/L:**
- Original Master B/L (with complete endorsement i.e. Consignee, forwarder and bank)
- Duly endorsed Consignee or Notify party container guarantee (CMA CGM format)
- If OBL is “TO ORDER” of a Bank/Shipper (Bank/Shipper must endorse/stamp)
- A letter using consignee letterhead authorizing broker to process, plus photo copy of ID with picture
- Original copies of payment receipts issued by CCP cashier attached to above listed docs.

**Delivery Order against SEA WAY MASTER B/L:**
- Duly endorsed Consignee or Notify party container guarantee (CMA CGM format)
- Seaway bill must NOT be “TO ORDER”
- A letter using consignee letterhead authorizing broker to process, plus photo copy of ID with picture
- Original copies of payment receipts issued by CCP cashier attached to above listed docs.
Delivery Order against TELEX RELEASE:
• Duly endorsed Consignee or Notify party container guarantee (CMA CGM format)
• A letter using consignee letterhead authorizing broker to process, plus photo copy of ID with picture
• Original copies of payment receipts issued by CCP cashier attached to above listed docs.

Note:
• Credit customer; are required to get endorsement from cashier before proceeding to DO counter
• Customer with the privilege of container deposit waiver; please ensure to get endorsement from cashier at the counter.

WEB Container Release Order (CRO)

For smooth release; brokers needs to ensure that respective Go Fast account are funded for the e-payment of equipment insurance and corresponding admin fees as per tariff of AISL. To get in touch please email gofast@cdec.com.ph or call/ send them a message at 0921 467 0342/0906 137 4585/ 02 439 9750.
Empty Container Returns:

Email request of empty return to:

mnl.north-terminal@cma-cgm.com - for containers arrived/discharged at Manila North terminal
mnl.south-terminal@cma-cgm.com – for containers arrived/discharged at Manila South Terminal

Instructions are also indicated or stamped to the original copy of DO.

**Important Reminder:**

- DO copy is required and should be attached in the email request of pre-advice
- Please send to only 1 email for the pre-advice (indicated in your DO); email of pre-advice sent to two email addresses might not be entertain & acknowledge.
- We encourage to use “**Import Empty Pre-advice**” as subject in the email for easy reference
- Turn around time of pre-advice is at 2 HR maximum
Container Deposit Refund:

Effective October 16, 2017 receiving and releasing are as follows:
• Schedule of Receiving: Every Monday & Tuesdays at 9:00 AM to 3:00 PM
• Schedule of Releasing: Every Thursday at 9:00 AM to 4:30 PM

Please refer to below with the list of required docs:
1. Container deposit refund request (Consignee/Notify party letter head)
2. Original copy of Provisional Receipt (PR)
3. EIR copy
4. Authorization letter & ID of authorized representative with picture

Receiving will be at CMA CGM Office at 9th floor North Quadrant, One Ecom Center Harbor Drive Mall of Asia Complex Pasay City.
For queries & concerns please do not hesitate to contact us at 479 5092 & 479 5046 and look for Ms Efrenel & Mirlyn.
CMA CGM Philippines
9/F North Quadrant One E-com Center
Harbor Drive, Mall of Asia Complex
Pasay City

**Import Customer Care:**
Email: mnl.importcs@cma-cgm.com & mnl.impdocs@cma-cgm.com
Telephone: 632 479 5099

**Other**
Payment Details: mnl.finance@cma-cgm.com
Demurrage & Detention: mnl.billing@cma-cgm.com
Freight Disputes: mnl.billing@cma-cgm.com
CMA CGM Corporate Website: http://www.cma-cgm.com

CMA CGM Philippines Website: http://www.cma-cgm.com/local/philippines

== Quick Links ==

TBA