



## CUSTOMER ADVISORY

25 March 2020

### Thailand – CMA CGM Cashier/Counter procedures during COVID-19 crisis

Dear Valued Customers,

At these challenging times, we encourage you to make use to the largest extent possible of the numerous e-business opportunities CMA CGM Group offers. If E-business is not manageable for you, **it will be preferable to choose: Way Bill/ Telex release / or OBL printing at destination.** To ensure business continuity while limiting queuing time and ensuring social distance, CMA CGM THAILAND will re-organize its counter and cashier processes, **effective 30<sup>th</sup> March 2020.**

- ✓ We will only accept payments received thru e-banking channels: prompt pay payments / e-payments. We will not handle cheques any longer in our Bangkok and Laem Cha Bang offices.
- ✓ All import and export documents will have to be provided via email to dedicated address (all details below). Upon reception and document checking, you will be provided with appointed time slot and appointment number. **Any customer coming without appointment, or outside of his appointed time slot will not be served.** This is to limit the crowd, control people flow, and ensure social distance is respected.
- ✓ Delivery Orders will only be issued and BLs released after evidence of payments in our bank account.

#### COUNTER EXPORT:

- ✓ We ask all customers to maximize the use of Sea Way Bill, E-Original Bill of Lading or PAPERLESS BL.
- ✓ E-LOIs are available, if customer register online and apply for it. Details are available on our E-learning tutorial. All details enclosed in <https://bit.ly/2WI8Ya3>.
- ✓ To ensure continuity of counter activities with limited (or no) on-site staffs, all softs documents (Confirmed draft BL + Invoice number +E-LOis if applicable+ Withholding tax certificate copy + Pay-in slip+ excel invoice recap in case of multiple payments) can be submitted by email to: [thd.blrelease@cma-cgm.com](mailto:thd.blrelease@cma-cgm.com)
- ✓ To be mentioned in email subject: Brand (CMA CGM/ANL/CNC/APL), vessel name, voyage number, and pick up place: BANGKOK or LAEM CHA BANG.
- ✓ Sea Way Bill, E-OBL or Paperless BLs, will be released/published after usual internal checking
- ✓ Receipt copy will be sent by email to customers
- ✓ Original withholding certificate to be exchanged with original receipt in our office when situation is back to normal
- ✓ We request all payments to be done by bank transfer a minimum of 4 hours before BL Pick up.



## CUSTOMER ADVISORY

### **When OBL are a in shipper's hands, special documentations can be applied:**

#### A/ For Express release request:

- ✓ scanned copy Recto/Verso of full set of OBL with bottom right corner cut
- ✓ special LOI from Shipper confirming the request for Telex Release (as per enclosed template "Express release COVID19.doc")

#### B/ For Modification request:

- ✓ standard written request as per our modification procedure
- ✓ scanned copy Recto/Verso of full set of OBL with bottom right corner cut (including serial numbers)

If Cnee is to order: CMA CGM Thailand team will inform Port of Discharge with serial number cancelled.

If the request involves a COD (Change of Destination) or Change of Consignee, CMA CGM Thailand team will send a message to Port of Discharge with serial number cancelled. The letter of renouncement from 1st consignee must be received before accepting the modification request.

### **COUNTER IMPORT**

- ✓ E-Delivery Order will be available.
- ✓ Customers will have to register for E-DO on our CMA CGM local application. ID number will be required, and no generic email address will be allowed.
- ✓ All softs documents (letter for D/O pick up, Invoice number, pay-in slips for freight and local charges and container deposit, OBL -if applicable-, will have to be submitted by email to: [thd.dorelease@cma-cgm.com](mailto:thd.dorelease@cma-cgm.com))
- ✓ To be mentioned in email subject: Brand (CMA CGM/ANL/CNC/APL), vessel name, voyage number, and pick up place: BANGKOK or LAEM CHA BANG.
- ✓ If import shipment is under Original BL, customer must return OBL to the nearest CMA office: Bangkok, Laem Cha Bang -if still operating. Alternatively, OBL can be sent back to CMA CGM port of loading or any other CMA CGM agencies, which will collect OBLs and send CMA CGM TH the release instruction.
- ✓ If import shipment is under telex release or seaway bill, customer must provide a letter to exchange DO + Payment slip before vessel arrival.
- ✓ Our E-DO will be sent to only 1 specific e-mail, set up at the time of EDO registration.
- ✓ We request all payments to be done by bank transfer a minimum of 4 hours before D/O Pick up.

### **When OBL are already in Consignee' hands, special documentations can be applied:**

- ✓ scanned copy Recto/Verso of OBL crossed with bottom right corner cut and mention of accomplishment signed and stamped by the consignee/receiver
- ✓ Written confirmation from Consignee/Holder of OBL that corresponding OBL (including serial numbers) will be surrendered to CMA CGM when situation is back to normal (as per enclosed template "Consignee release confirmation COVID19.doc")



## CUSTOMER ADVISORY

- ✓ Written instruction from Shipper confirming his approval to release goods to receiver (as per enclosed template “Shipper release confirmation COVID19.doc”)

You can continue managing your shipments remotely thanks to our ebusiness platform [My CMA CGM](#)

- [My Prices](#) – retrieve existing rates or obtain new instant quotation when no reference is available
- **Remote printing of Bill of Lading (BL)** – no need to visit our counter for Original BL
- [Bill of Lading paperless](#) – easy, instant and secure legal title transfer between parties online
- [E-Signature](#) – sign your documents electronically
- **E-Originals** – use where possible
- **E-Delivery** – at ports where this function is offered
- **E-Payment or Telegraphic Transfer** – when paying freight or container charges
- [Other e-tools on My CMA CGM](#) – explore more tools to help you organise, follow and manage your shipments and shipping transactions end-to-end from anywhere around the world
- [Mobile app](#) – Track, trace and plan your shipments directly via your mobile phone

Similar tools to the above are also available through [APL](#), [ANL](#) and [CNC](#).

While reconfirming CMA CGM Group Thailand’s commitment to assisting you in the best way, we thank you in advance for the attention and the cooperation you will deploy in this complex business phase.

We will of course update you should the situation require. We thank you for your business and continued support.

Best Regards,

Benoit de Quillacq

Managing Director CMA CGM THAILAND

**Please [Click Here](#) (“Express Release COVID19.doc”, “Consignee release confirmation COVID19.doc”, “Shipper release confirmation COVID19.doc” for who to contact and payment method)**