

**ONE PLACE,  
ONE CLICK**



# ePayment CUSTOMER FAQs

➤ For any questions, please contact your local customer service team.

➤ Visit [www.cma-cgm.com](http://www.cma-cgm.com)



## INVOICE

How can I find the invoice(s) to be paid?

Invoices can be accessed on the Invoice Dashboard within the CMA CGM/ANL eBusiness platform. Invoices with a status of “Open” or “Overdue” are typically eligible for payment. Only invoices in USD can be paid through ePayment. The “Pay” icon enables the user to quickly identify invoices eligible for online payment.

Who is authorized to process a payment online?

Registered users can access the Invoice Dashboard and process online payments. If you do not have access to the Invoice Dashboard or ePayment, simply send an email to [nam.ebusiness@usa.cma-cgm.com](mailto:nam.ebusiness@usa.cma-cgm.com).

*IMPORTANT: Please note that access will be granted to all My CMA CGM registered users for your company.*

## PAYMENT

What forms of payment are currently accepted?

Customers can pay via ACH, credit card (VISA and MasterCard) or VISA international debit card. Domestic debit cards are not accepted. Please note that credit card payments are subject to a 3.5% surcharge to cover credit card transactions fees.

How do I process a payment online?

Simply select your method of payment, enter payment details and submit.

After I submit payment, how long does it take for my account to be credited?

Generally, your CMA CGM/ANL account and dashboard will show as paid in our systems on the same day if payment is made during normal business hours.

The amount is automatically debited from your bank account within one to five working days.

## PAYMENT *(continued)*

How do I know my payment has been successfully submitted?

You will receive an email, and the payment status will be updated on the Invoice Dashboard when the payment is finalized. This email can be used as proof of payment for both CMA CGM and ANL.

What if my dashboard does not update or the transaction is not debited from my bank account?

If you notice any abnormalities in the payment process, feel free to reach out to your local account representative for assistance. *Please note that your dashboard should reflect the payment in 24 hours or less; however, it can take one to five working days for the amount to be debited from your bank account.*

Who do I contact for assistance or a demo on your ePayment features?

Simply reach out to your customer service representative, or send an email to [nam.ebusiness@usa.cma-cgm.com](mailto:nam.ebusiness@usa.cma-cgm.com).

## CHARGES

What fees are associated with ePayment?

Use of the ePayment platform is free of charge. Credit card payments are subject to a 3.5% surcharge to cover credit card transaction fees. There is no fee for debit cards and ACH.