



CUSTOMER ADVISORY

28 March 2022

Shanghai: Operational Status Update #1

Dear Valued Customer,

In view of the recent preventive measures taken by local authorities in Shanghai, please find the latest update as follows:

Terminals:

Operating normally.

Intermodal:

We may foresee some delayed trucking services into/from **Shanghai** due to local restrictions during this dynamic situation. Please liaise with your local CMA CGM agent to review alternative solutions/corridors for any sudden suspension due to local restrictions.

Barge and train services are operating normally.

Counter Services:

- **Shanghai:** Due to the dynamic situation, the latest information of Shanghai counter service will be posted on [LARA Toolkit](#) on daily basis until further notice.

You are strongly encouraged to use our solutions providing you with agility during this special time such as Sea Waybill release, telex release or print OBL at destination, and to leverage our digital solutions such as Paperless Bill of lading or Web OBL Print.

Collection and payment:

According to the latest measures put in place by the Shanghai authorities, areas in the municipality will experience lockdowns between March 28th and April 5th, and bank branches within the impacted areas will be temporarily suspended as a result. To mitigate the impact on the collection and payment of USD transactions, please take note of the following arrangements for your export and import business:

1. Invoice and Bank Account Information

- a. You can download your latest commercial invoices from [CMA CGM](#) invoice dashboard
- b. Our bank account information is indicated on the footer of each invoice.
- c. You are advised to confirm your payment currency and amount before settlement to avoid BL release delay or refund. Tax invoice will be printed based on confirmed Commercial invoice.

2. Payment Channel

- a. You are strongly encouraged to settle CNY payments via E-banking.
- b. Bulk Electronic Payment System (BEPS) is available for CNY payments 24x7, including during holidays – this will be triggered when “Normal” is selected as the transfer method. Payment is forecasted to hit CMA CGM’s bank account within TWO hours. In the event of any discrepancy or inconsistency, the time of complete payment into our account shall prevail.



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- c. To ensure our timely receipt of your payment, please DO NOT select “Real Time” or “Urgent” as the transfer method for E-banking. Otherwise, you will trigger High Value Payment System (HVPS) which will be released only on working days.
- 3. Payment Checking and Confirmation**
 - a. Please send your bank slip to email address: GSCCQ.NC.Receipt@cma-cgm.com.
 - b. Our Finance team will confirm payment in due time and inform our customer service department to proceed BL and cargo release.
- 4. USD Invoice and Payment**
 - a. Please contact your local remitting bank to check the release status about USD payment.
 - b. Upon your remitting bank releasing the USD payment, please present the USD tax invoice to proceed your remittance accordingly.
 - c. If USD payment is still not applicable for your local bank, it is acceptable to pay equivalent CNY as deposit based on exchange rate of USD1 to CNY6.60 for BL and cargo release in advance.
 - d. Bank slip is to be sent to GSCCQ.NC.Receipt@cma-cgm.com based on the payment location.
 - e. Once your remitting bank releases the USD payment, please proceed with your USD remittance. Excess CNY payment will be used for deduction or refund as your requirement. Please note that there is no interest for excess CNY payment.
- 5. Tax Invoice Issuance**
 - a. Please apply for tax invoice via [LARA Toolkit](#) website.
 - b. Kindly put several tax invoice applications in one order for easier handling.
 - c. We will print the E-tax invoice and the PDF version will be sent to your mailing address according to the Pre-order information.
- 6. Special Policy for Late Payment Fee**

CMA CGM China will exempt the Late Payment Fee penalty for the due date between March 28th 2022 and April 5th 2022 inclusive (subject to the change of the government policy). This policy will be deployed for SHANGHAI immediately. It is applicable for all cash accounts for all export shipments with POL & POP in SHANGHAI. It is not applicable for export shipment with cross-payment in SHANGHAI (POL ≠ SHANGHAI and POP = SHANGHAI). With the development of lock down situation in SHANGHAI, we will review and stop accepting cross-payment in SHANGHAI in order to reduce the impact on our service delivery to the customers.

Meanwhile, we will continue to monitor the situation and keep you posted with the latest development. Feel free to contact your usual local representative if you need any assistance. We thank you for your business and continued support.

Sincerely,

CMA CGM Group