



1 BOOKING

1.1 NEW REGISTRATION

- Register your organization on CMA CGM website
- URL: <https://www.cma-cgm.com/eBusiness/Registration/Information>
- Time lines: 12-24 hrs
- If help required, contact: e-commerce (rjk.ibusevac@cma-cgm.com)

1.2 NEW BOOKING

- New booking must be placed through CMA CGM Website
- URL: <https://www.cma-cgm.com/ebusiness/booking/request>
- Time lines: 2-4 hrs
- If help required on booking, contact: e-commerce or booking desk
- If help require on Quotation Reference, contact: Sales Rep (rjk.Salescontact@cma-cgm.com)

1.3 BOOKING AMENDMENTS

- Booking amendments must be done via CMA CGM Website
- Booking amendments can be sent to e-commerce (rjk.ibusevac@cma-cgm.com) or booking desk (rjk.exportdoc@cma-cgm.com)

2 SI/BL

2.1 SI SUBMISSION

- SI must to be submitted through CMA CGM Website
- URL: <https://www.cma-cgm.com/ebusiness/si/request/step1>
- Time lines: ENS/China filing cut off
- If help required, contact: e-commerce (rjk.ibusevac@cma-cgm.com) or booking desk (rjk.exportdoc@cma-cgm.com)



2.2 B/L DRAFT CHECKING

- B/L Draft will be provided by SSC Desk on registered email ID's of customers
- B/L Draft will be published online – CMA CGM Website
- BL draft follow-up email can be sent to SSC Desk + Export Doc
- All LOIs must be sent to Export Doc
- If help required, contact: Export Doc (rjk.exportdoc@cma-cgm.com)

2.3 B/L AMENDMENT BEFORE BL ISSUANCE

- BL Amendment to be done on CMA CGM Website
- BL Amendment can be sent via mail to SSC Desk, copy Export Doc Team
- If help required, contact: e-commerce (rjk.ibusevac@cma-cgm.com), Export Doc (rjk.exportdoc@cma-cgm.com)

2.4 B/L AMENDMENT AFTER BL ISSUANCE

- Original BL must be surrendered at CMA CGM office
- LOI must be filled out and sent to Export Doc Team
- Amendment charges applicable(i.e. POL and POD customs fines, if any)

3 INVOICING

- Invoice can be accessed on CMA CGM Website
- URL: <https://www.cma-cgm.com/ebusiness/invoice>
- Invoice will be sent by Export Doc to registered email/customer email
- If help required, contact: e-commerce (rjk.ibusevac@cma-cgm.com), Export Doc (rjk.exportdoc@cma-cgm.com) or Sales Rep (rjk.Salescontact@cma-cgm.com)