

1. BOOKING

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](#)

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](#)

BOOKING AMENDMENTS

- Booking amendments must be done via CMA CGM Website

2. SI/BL

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 (3 days before vessel ETD)
- If help required, contact: [e-commerce](#) or [booking desk](#)

B/L DRAFT CHECKING

- B/L Draft will be published online in CMA CGM registered account
- 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](#)

B/L AMENDMENT BEFORE BL ISSUANCE

- BL Amendment to be done on CMA CGM Website
- BL Amendment can be sent to [SSC Desk](#), copy mark to [Export Doc](#) team
- If help required, contact: [e-commerce](#), [Export Doc](#)

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 (POL and POD customs fines, if any)

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](#), [Export Doc](#) or [Sales Rep](#)

BL ISSUANCE

- OBL, Telex release and Waybill to be issued upon payment of all charges
- For Telex release, fill out express release form, click [LOI](#)
- For Waybill, fill out, click [LOI](#)

Contacts:

Customer Care

E-commerce Rep.

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Booking Desk

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