



24 March 2020

COVID-19: Situation in INDONESIA (Update #1)

The current COVID-19 Outbreak spread is affecting the whole supply chain worldwide, raising potential major challenges.

The CMA CGM Group's priority is to ensure the health and safety of our staff members and partners, while ensuring a smooth business continuity despite the current extraordinary disruptions. We remain determined to ensure the delivery of a seamless customer experience, as much as the current conditions allows it.

On this page, you will find all the necessary information about **Indonesia** and our dedicated team of experts remains at your disposal to provide you with tailor-made solutions.

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Business Continuity Plan

Office is open with adjustment working hour

Our working hours in our Jakarta office have been revised to 07:30am to 16:15pm Mon - Fri. Our counter at our Jakarta office is open from 08:00am to 15:30pm. Customers are encouraged to contact us via email and phone as normal.

Our Jakarta office remains open and our staff is working on-site and from home where applicable, while complying with all sanitary directives issued by the Government and the CMA CGM Group. Our branch offices are working as normal. Likewise our depots.

We have a Business Continuity Plan that has been thoroughly tested. If the situation were to evolve, we are fully prepared to continue serving you remotely, with full access to our documents and software.

In a collective effort to slow down the spread of the Covid-19, please visit our offices only if necessary and prefer contacting us via email, phone or visit our websites:

- [My CMA CGM](#)
- [APL](#)
- [ANL](#)
- [CNC](#)

Operational situation in Indonesia

All our services are operational.

Our depots are fully functional : CCIS Jakarta, CCIS Surabaya

Terminals are in activity, with minor disruptions in some of them due to shift work:

- Port 1: JICT
- Port 2: NPCT
- ALL Others Port in Indonesia

Container deliveries are taking place.

Make use to the largest extent possible of the numerous e-business opportunities CMA CGM can offer on My CMA CGM



While governments worldwide are encouraging people to stay at home to limit the spread of the Covid-19, 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
- [E-Transactions](#) – [place your bookings and manage your documentation on the platform](#)
- [Remote printing of Bill of Lading \(BL\)](#) – no need to visit our counter, print your Original BL by yourself
- [Paperless Bill of Lading](#) – a fully digital Original BL, same value as paper but easier, faster, more secure and 100% digital
- [E-Signature](#) – sign documents online where applicable (Telex release and print at destination)
- [E-Invoice & E-Payment](#) - retrieve your invoices online and organize payment where applicable
- [E-Delivery Order](#) – get your delivery Order online in deployed countries
- [Other tools available on My CMA CGM](#) – discover more tools to help you organize, 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](#).

If you need support from our team to set up your account or navigate on the website, feel free to contact our eBusiness expert: dja.ebusiness@cma-cgm.com