



April 13, 2020

COVID-19: Situation in Philippines (#8)

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 allow it.

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

Business Continuity Plan

In line with the directives from the Government and from the CMA CGM Group, staff members are now working remotely. Our team is available by email and on their mobile phones (details [here](#))

We have activated our Business Continuity Plan and are operating in full capacity.

During the Enhanced Community Quarantine, most documents are now processed remotely but our Manila office remains open with a skeletal workforce for handling of original documents (see below).

Action	Cut Off Schedule	Remarks
OBL Submission	Daily from 9:00 AM to 3:00 PM	For OBL surrendered after 3:00 PM, Delivery Order will be processed on the following day
Import and Export Additional Certificates	Request via email should be one (1) day in advance	Scanned copy will be provided. Hard copy will be available upon request through email.
Stripping Request	Request via email should be one (1) day in advance	Scanned copy will be provided. Hard copy will be available upon request through email.
Export Declaration Submission	Receiving schedule 8:00 AM to 6:00 PM	
Container Deposit Refund - Submission of original documents	Tuesday: 9:00 AM to 5:00 PM Wednesday: 9:00 AM to 3:00 PM	Scanned copies of documents must be sent via email before submitting the original documents. Check releasing/pick up is every Thursday for those who have submitted completed original documents before Wednesday 3:00 PM



Main guidelines

- For payment methods, please [click here](#)
 - For list of open BDO branches, please [click here](#)
 - For list of open BPI branches, please [click here](#)
- For current container deposit refund procedure, please [click here](#)
- For Web DO process, please [click here](#)
- [For Export SWB and Telex releases](#) – please email your proof of payment and B/L request to mnl.expdocs@cma-cgm.com for CNC, CMA CGM and ANL; ph_mnldocs@apl.com for APL
- Detention & Demurrage (D&D) revalidation – please send your request and proof of payment to mnl.demdet@cma-cgm.com for CMA CGM, ANL and CNC; ph_mnldocs@apl.com for APL. For D&D calculator – access here for [CMA CGM/CNC/ANL](#) and [APL](#)
- For vessel arrival details and registry number, please [click here](#)

Operational situation in Philippines

Following a Joint Administrative Order No. 20-01 issued by the Philippine authorities, and to ease worsening congestion at the Manila terminals, please be reminded of the cargo withdrawal deadlines as per attached [guideline](#).

- Please take note that CMA CGM will be applying the Reefer Port Congestion Surcharge. For more details, please [click here](#)

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

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 Prices – retrieve existing rates or obtain new instant quotation when no reference is available. Available through [CMA CGM](#), [CNC](#), [ANL](#), and [APL](#)
- Remote Printing of Bill of Ladings (B/Ls) – no need to visit our counter for Original BL
- [Bill of Lading paperless](#) – easy, instant and secure legal title transfer between parties online
- Mobile App – track, trace and plan your shipments directly via your mobile phone. Available through [CMA CGM](#), [CNC](#), [ANL](#), and [APL](#)

If you need support from our team to set up your account or navigate on the website, feel free to contact your local representatives.



Local Industry News

Read the latest announcement and advisories from our industry partners!

ATI Advisories

- For ATI South Harbor and Batangas Operations Advisory as of March 26, 2020, please [click here](#)
- For copy of Manila South Harbor Relocation of offices as of April 11, 2020 please [click here](#)
- For copy of ATI online gatepass printing step-by-step guide as of April 13, 2020, please [click here](#)

BOC Advisories

- For copy of 7-day suspension to lodge goods as of March 23, 2020, please [click here](#)
- For copy of BOC-MICP helpdesks as of March 28, 2020, please [click here](#)

MICP Advisories

- For copy of MICT ACTS online payment as of April 11, 2020, please [click here](#)

PPA Advisories

- For copy of PPA notice of Prohibition Against Imposition of Additional Port Charges and Fees, Including Hazard Fee, in the Provision and Delivery of Port Services as of March 25, 2020, please [click here](#)

SBMA Advisories

- For copy of SBMA advisory as of March 27, 2020, please [click here](#)
- For copy of SBMA alternative payment options as of March 22, 2020, please [click here](#)

SBITC Advisories

- For copy of SBITC alternative payment options as of March 22, 2020, please [click here](#)

While reconfirming CMA CGM Group Philippines commitment to assisting you at best, we thank you in advance for the attention and the cooperation you will deploy in this complex business phase.

We will of course update you should the situation require, again we thank you for your business and continued support.