

COVID-19: Situation in Romania (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 Romania and our dedicated team of experts remains at your disposal to provide you with tailor-made solutions.

For import :

cnz.import@cma-cgm.com

For export :

bca.customerservexp@cma-cgm.com

Business Continuity Plan

In line with the directives from the Government and from the CMA CGM Group, most of our staff members are now working remotely.

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

A staff member it is still working on-site for collection / delivery of the documents.

Our team is available by email and on their usual office numbers / mobile phones.

Operational situation in Romania

All our services are operational.

Containers deliveries are taking place.

Terminals DP World and Socep are in activity.

We received following announcement from DP World terminal:

for an estimated period of four months, starting week 16, all Berthing Windows will be suspended at DPW Constanta. Vessels will be handled on a first come first served basis with terminal placing all efforts to efficiently serve all customers and cause minimum inconveniences to trades.

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 e-business 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](#) - retrieve your invoices online
- [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:

bca.cmandru@cma-cgm.com