



CUSTOMER ADVISORY

COVID-19: Situation in the United States (Update #1)

The current COVID-19 outbreak is affecting the entire supply chain worldwide, raising potential major challenges.

The CMA CGM Group's priority is to protect the health and safety of our staff members and partners, while ensuring smooth business continuity despite the extraordinary circumstances. We remain determined to deliver a seamless customer experience.

On this page, you will find all the necessary information about the U.S., and our dedicated team of experts remains at your disposal to provide you with tailor-made solutions. Please feel free to contact our U.S. customer service specialists at **1-877-556-6308** for any of your transportation needs.

Business Continuity Plan

In accordance with the directives from federal, state and local officials as well from the CMA CGM Group, some of our staff members are now working remotely.

We have activated our Business Continuity Plan and are operating at full capacity. Current actions include the following:

- We launched a sophisticated remote office infrastructure so we can continue to effectively serve our customers regardless of where our team members are located.
- We identified mission-critical functions and ensured those functions have multi-tiered coverage in the event of employee absence.
- We are utilizing social-distancing protocols as recommended by the World Health Organization (WHO) and Centers for Disease Control (CDC). These include leveraging our remote capabilities to decrease the number of staff in our buildings, closure of common areas and virtual meeting requirements.

Our team is available by email and via their usual office numbers.

Operational situation in the United States

All of our services are operational.

Our depots are fully functional.

Terminals are open and operational, with minor disruptions in some due to lower volumes.

Container deliveries are taking place where admissible. Keep in mind that non-essential freight is being delayed to accommodate urgent COVID-related needs (medical supplies, etc.) in some localities.



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Be sure to take advantage of the numerous e-business opportunities CMA CGM offers 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 on [My CMA CGM](#).

- [My Prices](#) – Retrieve existing rates or obtain new instant quotations when no reference is available.
- [E-Transactions](#) – Place your bookings and manage your documentation on the platform.
- [Remote Printing of Bill of Lading \(BL\)](#) – Print your Original BL by yourself.
- [Paperless Bill of Lading](#) – A fully digital Original BL with the 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.
- [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.

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