



# CMA CGM (America) LLC CUSTOMER CARE

## CUSTOMER SERVICE CENTER - SHIPPING

Monday – Friday

Hours: 8am – 5pm Central Time

(877) 556-6308

### EXPORT CUSTOMER SERVICE

(877) 556-6308 → Press 1 for Export  
usa.expcsv@cma-cgm.com

#### •Dry Cargo (Haz or not)

Bookings  
New & existing bookings

Ext 1  
usa.exportbookings@cma-cgm.com

Customer Service  
CS issues, documentation  
Change of Destination  
New/Revised SI, correction

Ext 2  
usa.expcsv@cma-cgm.com  
usa.destinationchange@cma-cgm.com  
usa.exportsi@cma-cgm.com

#### •Reefer Cargo

Incl Booking & Customer Service

Ext 3  
usa.exporeefer@cma-cgm.com

#### •Specialized Cargo (OT & FR)

Incl Booking & Customer Service

Ext 4  
usa.specializedbookings@cma-cgm.com

#### •Foreign to Foreign

Documentation & Invoice issues  
for non-US related shipments

Ext 5  
usa.foreign-foreign@cma-cgm.com

#### •Africa Desk

Incl Booking & Customer Service

Ext 6 or (866) 529-4445  
usa.expafriacargo@cma-cgm.com

#### •North/South Desk

Incl Booking & Customer Service

(844) 227-1594  
usa.north-south@cma-cgm.com

### IMPORT CUSTOMER SERVICE

(877) 556-6308 → Press 2 for Import  
usa.impcsv@cma-cgm.com

#### •Delivery Orders

Door Moves  
Releases must be in place 48hrs prior to the expiration of free time or storage charges may apply

#### Fax (877) 620-1896

usa.deliveryorders@cma-cgm.com

#### •Return of Empties

Door Moves  
To ensure that detention charges are not incurred, it is imperative that we receive an e-mail from the customer notifying that the empty container is ready for pick up

usa.emptynowavailable@cma-cgm.com

#### •Diversions

All diversion requests shall be sent 48 hours prior to vessel arrival

usa.importdiversions@cma-cgm.com

### VESSEL SCHEDULE INFORMATION

(877) 556-6308 → Press 5 for Schedule

The Vessel schedule provides our customers and partners updated information related to the upcoming vessels berthing dates.

### INSIDE SALES SUPPORT

(757) 961-1216 → **Midwest Region**  
usa.insalesmwr@cma-cgm.com

Commercial Support, rate quotation and contract information. Always copy your Outside Sales Rep on Commercial exchanges

### EQUIPMENT SUPPORT

(877) 556-6308 → Press 4 for Equipment

Return locations: <http://apps.usa.cma-cgm.com/econtainer>  
Issues with Container Release and Depots:

#### •Eastern Region Ext 1

usa.equipmenteast@cma-cgm.com

#### •Midwest Region Ext 2

usa.equipmenteast@cma-cgm.com

#### •Gulf Region Ext 3

usa.equipmentwest@cma-cgm.com

#### •West Coast Ext 4

usa.equipmentwest@cma-cgm.com

## CUSTOMER SERVICE CENTER - FINANCE

Monday – Friday

Hours: 8am – 5pm Eastern Time

### COLLECTION CENTER

(866) 253-3982

#### •Trucker Related Issues

Ext 1  
usa.truckeranddomestics@cma-cgm.com

#### •Florida Region

Ext 2  
usa.floridaregion@cma-cgm.com

#### •Gulf and Midwest Region

Ext 3  
usa.gulfregion@cma-cgm.com

#### •Northeast, West & Canada

Ext 4  
usa.northeastregion@cma-cgm.com

### DISPUTE CENTER

Dispute freight, detention & demurrage and maintenance & repair invoices

#### •Export Rate

usa.expdisputes@cma-cgm.com

#### •Import Rate

usa.impdisputes@cma-cgm.com

#### •Detention & Demurrage

usa.detdembilling@cma-cgm.com

#### •Maintenance & Repair

usa.matdisputes@cma-cgm.com

### PAYMENT INFORMATION

Wire/ACH Remittance:  
usa.wireinfo@cma-cgm.com

Checks Payable to:  
CMA CGM (America) LLC  
Attn: Freight Cashier  
5701 Lake Wright Drive  
Norfolk, VA, 23502-1868



# CMA CGM (America) LLC CUSTOMER CARE

## eBUSINESS SERVICES & SUPPORT

[www.cma-cgm.com/ebusiness/our-offer](http://www.cma-cgm.com/ebusiness/our-offer)

### eBUSINESS SERVICES

#### EXPORT

- Submit Booking Requests and Shipping Instructions\*
- Send modification requests for Bookings and SI\*
- View Booking Confirmations\*
- View and Print DRAFT Bills, Waybills and/or Original Bills\*
- Manage alerts for Booking Confirmation, DRAFT and OBL's\*

#### IMPORT

- View Un-freighted Arrival Notices\*
- Pick-up # and Last Free Day (At Rail Ramp)\*
- Customs and Release Information\*

#### GENERAL

- Obtain Vessel Schedules
- Track and Trace Containers
- Consult Routing & Transit Time
- Obtain Return Depot locations
- D&D Standard free time
- Access to Customized Dashboards\*
- View Invoice Copies and Payment Status
- Receive Notifications for ETA/ETD changes & Container Statuses

Container Return locations: <http://apps.usa.cma-cgm.com/econtainer>

### SUPPORT CENTER

- ☎ (877) 556-6308 → Press 3 for eBusiness
- ☎ (866) 926-2246 Dedicated eBusiness number
- ✉ [nam.ebusiness@cma-cgm.com](mailto:nam.ebusiness@cma-cgm.com)

*Our eBusiness team is dedicated to providing you the best customer experience by offering eBusiness solutions that help you effectively manage your transport information.*

*\*For registered customers only  
Please contact our eBusiness Team for registration*

## CUSTOMER SERVICE ELEVATED CONTACTS - SHIPPING

Monday – Friday

Hours: 8am – 5pm Central Time

☎ (877) 556-6308

### EXPORT CUSTOMER SERVICE

#### •Customer Service

Supervisor: Shannon McPeek	(757) 961-2426	<a href="mailto:usa.smcpeek@cma-cgm.com">usa.smcpeek@cma-cgm.com</a>
Manager: Jamie Young	(757) 961-2291	<a href="mailto:usa.jyoung@cma-cgm.com">usa.jyoung@cma-cgm.com</a>

#### •General Booking

Supervisor: Colleen Carter	(757) 961-2347	<a href="mailto:usa.ccarter@cma-cgm.com">usa.ccarter@cma-cgm.com</a>
Supervisor: Rob Dizon	(757) 763-6887	<a href="mailto:usa.rdizon@cma-cgm.com">usa.rdizon@cma-cgm.com</a>
Supervisor: Jessica Isom	(757) 306-6558	<a href="mailto:usa.jisom@cma-cgm.com">usa.jisom@cma-cgm.com</a>
Manager: Marta Gray	(757) 961-2224	<a href="mailto:usa.mgray@cma-cgm.com">usa.mgray@cma-cgm.com</a>

#### •Rates, Release and F2F

Supervisor: Tashauna Johnson	(757) 961-2478	<a href="mailto:usa.tjohnson@cma-cgm.com">usa.tjohnson@cma-cgm.com</a>
Manager: Michelle Ruby	(757) 961-2624	<a href="mailto:usa.mruby@cma-cgm.com">usa.mruby@cma-cgm.com</a>

#### •Documentation Support

Supervisor: Meri Derringer	(757) 961-2382	<a href="mailto:usa.mderringer@cma-cgm.com">usa.mderringer@cma-cgm.com</a>
Supervisor: Megan Guffie	(757) 352-2803	<a href="mailto:usa.mguffie@cma-cgm.com">usa.mguffie@cma-cgm.com</a>
Manager: Michelle Ruby	(757) 961-2604	<a href="mailto:usa.mruby@cma-cgm.com">usa.mruby@cma-cgm.com</a>

### INSIDE SALES

#### •Midwest Region

Supervisor: Stephanie Moger	(757) 961-2218	<a href="mailto:usa.smoger@cma-cgm.com">usa.smoger@cma-cgm.com</a>
Manager: Deborah Cooley	(757) 961-2365	<a href="mailto:usa.dcooley@cma-cgm.com">usa.dcooley@cma-cgm.com</a>

#### •Specialized Desk (Reefer, OOG, Break Bulk, Africa, Gov't Sales)

Supervisor Reefer, OOG, Break Bulk:		
Savannah Lamirand	(757) 961-2631	<a href="mailto:usa.slamirand@cma-cgm.com">usa.slamirand@cma-cgm.com</a>
Supervisor Africa, Gov't Sales:		
Vicki Stephens	(757) 961-2594	<a href="mailto:usa.vstephens@cma-cgm.com">usa.vstephens@cma-cgm.com</a>
Manager: Kristie Cooper	(757) 961-2366	<a href="mailto:usa.kcooper@cma-cgm.com">usa.kcooper@cma-cgm.com</a>

#### •North/South Desk

Supervisor: Kimberly Hancock	(757) 961-2687	<a href="mailto:usa.khancock@cma-cgm.com">usa.khancock@cma-cgm.com</a>
Manager: Adriana Ramirez	(757) 961-2559	<a href="mailto:usa.aramirez@cma-cgm.com">usa.aramirez@cma-cgm.com</a>

### IMPORT CUSTOMER SERVICE

#### •Customer Service

Supervisor: Alyssa Piggott	(757) 961-2115	<a href="mailto:usa.apiggott@cma-cgm.com">usa.apiggott@cma-cgm.com</a>
Supervisor: Amy Perkins	(757) 961-2624	<a href="mailto:usa.aperkins@cma-cgm.com">usa.aperkins@cma-cgm.com</a>
Manager: Stacy Clark	(757) 961-2398	<a href="mailto:usa.sclark@cma-cgm.com">usa.sclark@cma-cgm.com</a>