



25 March 2020

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

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Business Continuity Plan

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

We have activated our Business Continuity Plan and are operating in full capacity. Our team is available by email and on their usual office numbers / mobile phones. Our counters remain open, operating in full capacity.

Operational situation in Vietnam

All our services are operational.

Our depots are fully functional.

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

- Vung Tau: 100%
- Ho Chi Minh: 100%
- Haiphong: 100%
- Chu Lai: 100%
- Da Nang: 100%
- Nghi Son: 100%

Container deliveries are taking place.

Currently, we face the following operational impacts:

- Barging between HCMC / Vung Tau and Phnom Penh is currently on hold due to borders closure
- Extra berthing time due to additional checks

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:

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