



Customer Advisory

26/03/2020

Dear Customer,

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 France 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, all our staff members are now working remotely.

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

Letters (including original BL) sent in normal times to our offices in Bordeaux, Montoir, Dunkirk, Paris & Lyon, must now be sent directly to our agencies in Le Havre or Marseille and until further notice. A reception will be maintained in Le Havre and a succession will be ensured in Marseille.

Our team is available by email and on mobile phones.

Operational situation in France

Port operations:

Terminals are in activity.

However, stuffing and unstuffing activity on terminals is only functional in Le Havre, Dunkirk, and Montoir. Therefore, reception and delivery of OOG flat container is only available in these ports.

Transport Logistic:

Our depots are open and operate with a few scheduling arrangements as well as preventive measures for staff and drivers.



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However, as part of the business continuity plans put in place and in order to protect themselves from any contamination, external companies cannot carry out checks prior to picking up the empty container, on the depots.

We no longer provide land transportation for dangerous goods in carrier haulage (excepted for limited quantities by truck).

Then, due to current circumstances, our carrier haulage quotes for long distances usually quoted in ONE WAY must be confirmed by our customer service at the time of your booking. If the pre-routing or delivery conditions cannot be fulfilled in the conditions initially planned, our customer service will come back to you with a ROUND TRIP tariff offer.

Transport Logistic:

We invite you to favor the following solutions as much as possible:

- The Seaway Bill
- Printing of B / L at destination
- The dematerialized B / L

In addition, we are implementing a simplified procedure for the release of imported goods in case that the original BL cannot be presented. Our teams will communicate the detailed terms to you if you encounter this situation.

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



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- [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 experts:

Norman BOBEE – lhv.nbobee@cma-cgm.com

Christophe BERROCHE – lhv.cberroche@cma-cgm.com

Once again assuring you of CMA CGM France's commitment to provide you with the best possible service, we thank you in advance for your understanding and cooperation.

We will keep you informed of any developments in the current situation.

For any other question, our teams are available.

We thank you for your confidence.

Best regards,

CMA CGM Agences France