



Customer Advisory

14/04/2020

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.

Our business continuity plan is in place and we are fully operational.

Now you can call us again!

We have made it our priority to give you access to our customer Service again, thus, we have deployed a solution via Microsoft Teams.

We wish to inform you that the customer service teams can be contacted via the usual phone numbers available in the body of the email.

We also wish to inform you about the launch of the BUSINESS CONTINUITY PACK, a new global range of adapted solutions for our customers during the COVID-19 pandemic

With the BUSINESS CONTINUITY PACK, the CMA CGM Group provides comprehensive and customized solutions to:

- ⇒ **Adjust the pace of shipments** by prioritizing the fast transportation of urgent shipments, in particular for food, medical or pharmaceutical products, and slowing non-urgent shipments (DELAY IN TRANSIT, SEAPRIORITY Go, Landspeed, solutions offered by CEVA Logistics, a subsidiary of the CMA CGM Group);
- ⇒ **Support business activity and protect cargo** (NETWORKING Intermediation Services, SHIPFIN Trade Finance, SERENITY Cargo Value Guarantee, PHARMA Reefer Division and BARLOCK Security Device);
- ⇒ **Pursue business activity remotely with My CMA CGM**, the online platform developed by the Group to manage the entire transport cycle.



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DELAY IN TRANSIT: a new, flexible solution to temporarily store containers in a dedicated hub

Find all related information on our website at the following link – [BUSINESS CONTINUITY PACK](#)

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 experts:

Norman BOBEE – lhv.nbobee@cma-cgm.com



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Catherine BURY – lhv.cbury@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