



Customer Advisory

14/05/2020

Dear Customer,

With the application of deconfinement measures in France, we wish to inform you that part of our teams are working from some of our offices since Monday, May 11th, in strict observance of the health recommendations. Our Marseille, Le Havre, Rouen, Bordeaux, and Montoir offices are concerned.

Our Paris, Lyon, and Dunkirk offices will reopen as from May 18th.

Furthermore, we can now take mail delivery at our Marseille and Le Havre offices again.

We also wish to inform you that French port terminals are fully operational and that all our ships are operated as usual.

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



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- [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

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

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