



Customer Notification

SHORTFALL & LATE CANCELLATIONS

October 14th, 2021

Dear valued Customer,

In a still very challenging environment within the logistics and Shipping industry we are continuously trying to improve our operational processes.

Due to an increased number of booking showing missing mandatory information and/or a late booking cancellation close to the loadlist transmission to the concerned Terminal we are forced to strengthen our operational processes furthermore to ensure that your cargo is ready to be loaded.

It is a requirement that **48hrs prior to the ETB of the Vessel**, we either received all required information (Container number, SI, VGM, Container Gate in, booking is customs cleared) **or a response to our requests** that confirms your intention to meet the actual deadlines of the booked vessel according to the latest message you should have received from our Cargo Readiness Team.

Bookings with no empty container collected from the Depot will have to be automatically rolled to next available departure, unless a firm commitment of meeting the actual vessel deadlines was received as a reply to our email chaser from our Cargo Readiness Team (hbg.cargoreadiness@cma-cgm.com).

Bookings with missing mandatory informations and no commitment received will unfortunately have to be rolled without a possibility of a transfer of the booking back to the initial sailing in order not to impact the Terminal Operations.

We thank you for your continuous support.

Many thanks and best regards,

CMA CGM (Deutschland) GmbH