My CMA CGM China User Guide Ver.20250522

Contents

What is My CMA CGM China?

[My CMA CGM China (cma-cgm.com.cn)](cma-cgm.com.cn) is a *local APP handling Invoice and Bill of Lading requests* according to the local business procedures.

- If any freight or surcharge to be paid in China, *the Payer* needs to login *My CMA CGM China* requesting for VAT Invoice.
- When it comes to request about Original B/L issuance, B/L amendment and Telex Release, *the Booking Party* needs to login My CMA CGM China to submit the application or delegate Shipper to handle.

You can login *My CMA CGM China* using your CMA CGM Group eCommerce website ID & Password. In case you don't have yet, register now on https://www.cma-cgm.com/ebusiness/registration/information (Please use your company-domain email address to request for the account.)

Notices and Templates

Notices of local schedule or cutoff time update, business processes and templates will be published on *My CMA CGM China*.

When you pass the Booking Confirmation to your Supplier in China, please inform them of *My CMA CGM China* as well. And they can get first-hand operational information from below screens.

1. Announcement

2. Updates of Local Schedule and Cutoff Time

You may search vessel schedule and local cutoff times in "Schedule" menu. POL, Trade and ETD time range are mandatory to select. In case search failed, please try to shorten ETD time range.

You may also tick the records and click "Export" to download as excel file.

您可在"船期查询"菜单中搜索船期和各类截止时间。起运港、航线、 ETD 时间范围为必选项。

若查询失败, 请尝试缩短 ETD 时间范围。如需下载为 Excel, 请勾选相关记录, 然后点击"导出"。

Or search in Documentation -> Schedule Notify, please choose "Branch" according to Port of Loading.

选择"分公司"后可按文件类型、关键词、上传时间等条件搜索。（注：按船名/航次查询通知请在"标题"栏中输入；船代信息包含在船期表内）

3. **Notices and Templates**

Search templates in Documentation -> Files Download, choose "Branch" according to Port of Loading.

点击"资料下载"，选择"分公司"后可搜索，下载各类文件、保函格式。

Search holiday on-duty in Documentation -> Duty Inquiry, choose "Branch" according to Port of Loading.

点击"值班查询"，选择"分公司"后可查看各分公司客服节假日值班表。

4. **Empty Container Release Plan**

Check container release schedule by POL and container type in this menu.

The schedule will be weekly reviewed according to equipment supply vs demand.

For example, at Dalian, shipper can request to pick up 40ST container from vessel ETD-14 days.

5. **Booking Window**

   Booking Window for your reference on when CMA would start to take the bookings from China to various Trade Areas. Kindly note that Booking Request receive out of booking window would not be processed.

6. **Detention Demurrage Stop Date Query for Reefer**

   For Reefer containers load from Shekou, Yantian, Nansha, Shantou in South China, Stop Date Query provides you with information of the stop date CMA would use to calculate Detention Demurrage charges for you to plan empty container pickup date (Detention Demurrage start date).

   Query by POL & CMA mother vessel voyage number:

Booking Management

1. Booking Status Check

You may check the Booking Status directly on CMA CGM Group website, or advice your local supplier to check that on *My CMA CGM China* with either Web Ref No. or Booking Ref No.

After login, you may also search for all your bookings by vessel, voyage, POL and booking date.

2. Non-DG Chemical Documents Submission (Shanghai Only)

Click on "Booking -> Chemical Booking"

Search by Booking Reference, then click the icon to access "Detail"

Upload documents like MSDS, Certification for Safe Transport, non-DG LOI etc., add comments if necessary, then save and submit. In case any issue during review of the documents, we will indicate the on-hold / rejection reason for reference.

CHEMICALS DETAIL

Vessel	CMA CGM GEMINI	Voyage	0GX2FE
Booking No	CN▓▓▓▓▓▓		

REASONS

Pending Reason View more reasons	CMA booking team will review and advise issues to be clarified or corrected here	Customer Comment	

ATTACHMENT

[⬆ File] [✕ Cancel] Step1. upload documents

☐	File Name	⇕	Upload Time	⇕	Is Available	⇕	Download ∨
		No data available in table				Step2. save and submit	

[↑ Submit] [💾 Save]

DG Documents Management - Final Documents Upload

1. DG Final Documents Status Review

In "Booking -> DG File -Final upload", user can review DG documents status for one booking or all bookings on a voyage.

2. DG Final Documents Upload

Click "Details" or "Upload" button to start the upload of DG final documents.

The interface is divided into two parts: Upload and Records (DG File Detailed List)

Click "Select" to browse one or several files to upload. Then select file type from the List. (For example: the file to upload is DGD, so select "DGD English") and then click "Submit".

After successful submission, the DG document will display in DG File Detailed list

B/L Request

1. Request Submission

For any amendment on B/L contents after Shipping Instruction submission, **Booking Party** needs to login **My CMA CGM China** to submit request and LOI (if necessary), as well as confirm the surcharge.

Note: Cash customer need to settle amendment fees first, and send bank slip to dedicated AR team

1) Please search by B/L# in "B/L -> Request Amendment"

2) Tick the specific request from the list

- For countries/areas with Advanced Manifest filing, LOI is mandatory for B/L amendment.
- For countries/areas without Advanced Manifest filing, LOI is not required for B/L amendment.
- In case there's specific LOI requirement by destination countries/areas, no matter with or without Advanced Manifest filing, LOI submission together with B/L amendment request is necessary.

System will check on Port of Transshipment & Port of Discharge to tell if LOI is a must. And you may download the LOI template by clicking "File Download" button.

Upload LOI by clicking "File -> Save", then "Submit" your request.

For those B/L amendments which LOI is not required, you may choose either to input "Old Data" & "New Data" on the page directly, or to download a template from "File Download" to fill-in and upload. Please save your request first, then submit.

3) *My CMA CGM China* will trigger notification to registered email box about the progress of your request. You may also check it in "B/L -> View Amendment".

2. Delegate B/L Administration to Shipper

Booking Party may delegate B/L administration rights, so shipper can login **My CMA CGM China** to request for B/L amendment and B/L issuance.

Steps: "B/L" -> "Request Amendment" -> "BL Amendment" -> "Delegate BL Administration Right to Shipper" -> "Submit"

After that, Booking Party will no longer be able to raise B/L request.
For prepaid charges at China, by default, Booking Party is the payer and is still obliged to settle the payment to CMA Group even after delegating B/L Administration to Shipper. If Shipper will be the payer of prepaid charges, please indicate that in Shipping Instruction.

● BL Amendment ○ Telex Release ○ Issue Bill at Destination ○ Issue Bill at 3rd Place ○ Certificate ○ BL Lost	
○ Split Bill of Lading	400 CNY
○ Export Bill of Lading Amendment (General amendment requests eg. BL parties, marks, description, cargo information, seal, payment term/place, reefer temp. before vessel departure, OOG dimension, transport mode(rail/road),movements(FCL / LCL) etc.)	400 CNY
○ Export Bill of Lading-Change of invoice (Payer/Currency/Payment place of surcharge /Charges on BL)/Cancel Tax Invoice	400 CNY
○ Export Bill of Lading-Change of Service Quotation	400 CNY
○ Export Bill of Lading-Before vessel departure,Change of Destination/Movement Term(port to door) /Vessel/Hazardous Details	400 CNY
○ Export Bill of Lading-After vessel departure,Change of Destination/Movement Term(port to door) /Vessel/Returning/Hazardous Details	400 CNY
○ Bill Type Amendment (Amendment request to change BL type from NEGOTIABLE to SWB or update SWB to NEGOTIABLE)	400 CNY
○ Adding Mandatary Number(CTN,BIECT…ETC)	400 CNY
○ Delegate BL Administration Right to Shipper	0 CNY

Remark		Comment	

ATTACHMENT

[↥ File] [⊗ Cancel]

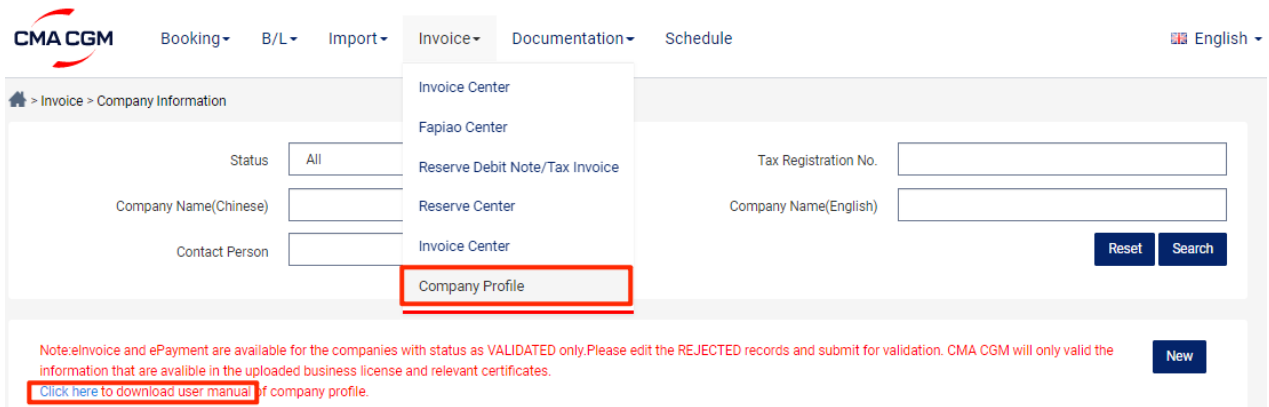| ☐	File Name	⇕	Upload Time	⌄	Remark	⇕	Is Available	⇕	Download
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[🖫 Save] [↑ Submit]

Invoice & Payment

In case any charges to be **paid in China**, payer can refer to below steps to request for VAT invoice (Fapiao).
By default, Booking Party is the payer of prepaid charges. If Shipper will be the payer, please indicate that in Shipping Instruction.

Note: Payment need to be settled **within billing date + 10 calendar days**, otherwise will subject to Late Payment Fee. You may subscribe notification for invoice on CMA Group eComm website.
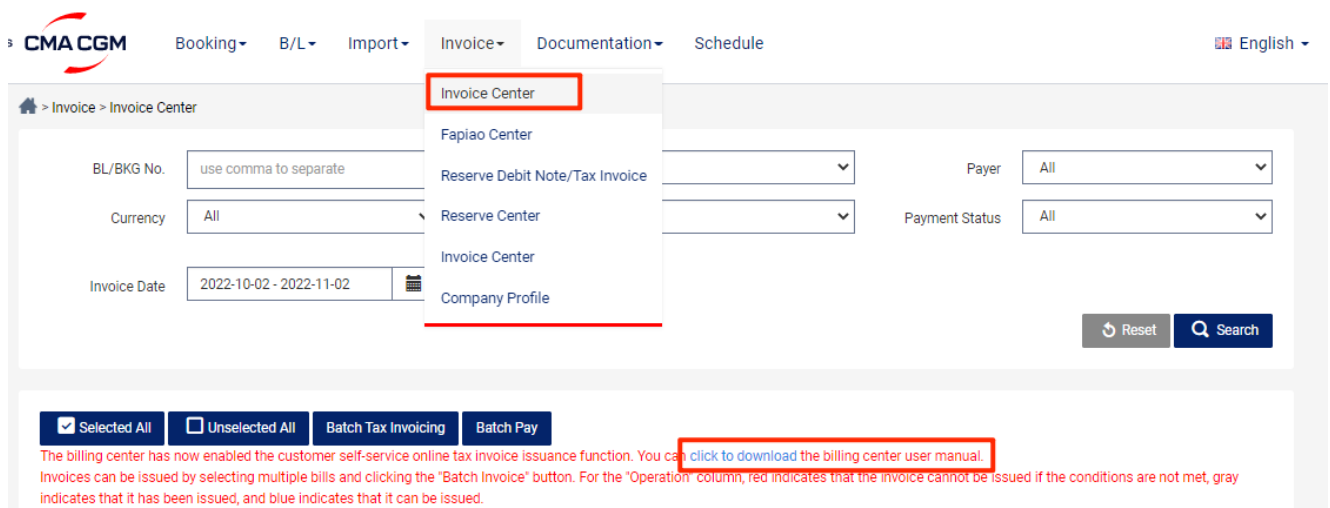
1. Maintain Payer Profile

Menu: Invoice -> Company Profile. For detailed steps, please refer to user guide

2. Invoice and Online Payment

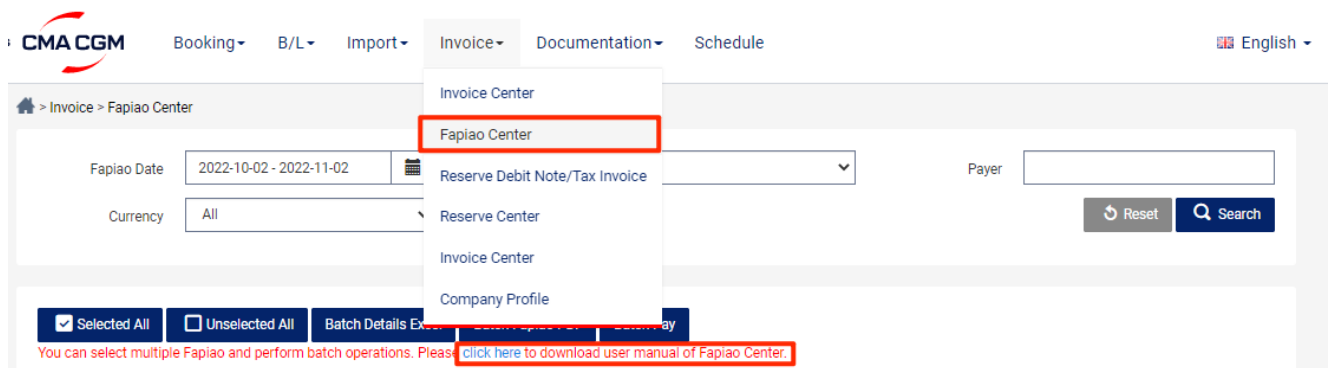Check your invoices at "Invoice Center" and pay online. For more details, please refer to the user manual.

3. VAT Invoice (AKA Fapiao)

You may download the VAT invoice from "Fapiao Center" and pay online there as well.
For more details, please refer to user manual.

Request for Original B/L or Telex Release

(Note: EBL customer doesn't need to make appointment for BL release.

Booking Party need to submit the request in *My CMA CGM China* or delegate shipper to do so.

For Cash customer, all Prepaid charges must be settled before B/L issuance or Telex Release. Please send bank slip to dedicated AR team

For Credit customer, please send payer information to GSCCQ.NC.Collector6@cma-cgm.com so as to enjoy the credit term.)

1. **Original B/L Issuance at POL**

   You may check your readied B/L(s) at "B/L -> OBL Reservation", choose specific B/L# and click "OBL Reservation" to make appointment.

   System will generate a QR code for successful appointment. Please print and bring it to our counter to pick up Original B/L. CMA CGM | China - Offices (cma-cgm.com)

   (预约成功系统会生成二维码，**请打印并妥善保管**，领单人员需携带该二维码至我司柜台领取提单。使用自助柜员机领取提单的除二维码外，还需扫描身份证。)

2. Telex Release or B/L Issuance at Other Places

1) Search by B/L# at "B/L -> Request Amendment"

2) Choose the request from the list.

3) Upload LOI (with Shipper and Booking Party stamps) by clicking "File -> Save", then "Submit" the request. LOI template can be found in "Documentation -> Files Download", choose "Branch" according to Port of Loading, and search by key words of the request.

Note: For no-credit customer in case you would like to get Telex Release Fee invoiced to settle payment first but hold on Telex Release Instruction to destination until your final decision. Please:

1) Tick the highlighted option before submitting request

2) When you would like to give the instruction, search the BL# at "B/L -> View Amendment", tick the highlighted option and confirm Telex Release.

My CMA CGM China will trigger notification to registered email box about the progress of request.

You may also check it in "B/L -> View Amendment".

Please settle the payment and send bank slip to dedicated AR team

Request for Debit Note of Import Charges

Step 1. Login My CMA CGM China

Step 2. Request for debit note at Import -> Reserve Debit Note

Step 3. Submit

Notification of Debit Note ready will be sent within 24hr, you may find the charge details on CMA CGM Group eCommerce website or check it in "Invoice Center"。

Contact Us

CMA CGM | China - Offices & Contacts (cma-cgm.com)