



EXPORT SERVICES – EASY ACCESS

On-line via the Web:

Make Bookings: www.intra.com - CMA CGM is fully EDI/desk top enabled through INTTRA.
www.cma-cgm.com/usa - “**Booking Request**” - sent directly to Customer Service.

All Other Services: www.intra.com – create/send shipping instructions; print proof copies, waybills, or original B/L’s.
<https://www.cma-cgm.com/en/eBusiness/eServices/Public/> – (**eServices**) obtain vessel schedules, track & trace; pick-up, IT, freight release, and customs clearance information. Providing print capabilities for drafts, waybills and/or originals to registered users.

Customer Service Inquiries:

Customer Service Hours: **Monday – Friday**
8:00 AM Eastern – 5:00 PM Pacific

Email: usa.cmacgmcustomerservice@cma-cgm.com

Phone: **(877) 556-6308 (Press 1 for Export Services)**

Export Services Prompt Quick Menu	
Dry & Hazardous - General Bookings & Customer Service	Press 1
General Customer Service, Documentation & Rate Disputes	Press 2
Reefers – Bookings & Customer Service	Press 3
Specialized (Flat Racks & Open Tops) – Bookings & Customer Service	Press 4
Foreign to Foreign – Bookings & Customer Service	Press 5

General Bookings (Dry/Hazardous)	Press 1
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Make/Change Bookings Email: usa.exportbookings@cma-cgm.com
 Phone: (877) 556-6308

Hazardous Info Email: usa.hazcargo@cma-cgm.com
 Phone: (757) 961-2217
 Fax: (877) 620-1903

General Customer Service, Documentation & Rate Disputes	Press 2
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Customer Service ONLY Email: usa.cmacgmcustomerservice@cma-cgm.com
 Fax: (877) 329-9513

Destination Changes usa.destinationchange@cma-cgm.com

Documentation ONLY Email: usa.exportsi@cma-cgm.com
 Send Shipping Instructions Fax: (866) 333-4222 “Never Busy Fax”

CAGEMA Service Disputes Email: ccc.cagemarateaudit@cma-cgm.com

Export Rate Dispute
Import Rate Dispute
Detention/Demurrage Dispute

Email: usa.expdisputes@cma-cgm.com
Email: usa.impdisputes@cma-cgm.com
Email: usa.detdembilling@cma-cgm.com

Reefers	Press 3
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Email: usa.exportreefer@cma-cgm.com

Specialized (Flat Racks & Open Tops)	Press 4
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Email: usa.specializedbookings@cma-cgm.com

Foreign to Foreign – Bookings & Customer Service	Press 5
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Email: usa.foreign-foreign@cma-cgm.com

Elevated contacts:

Customer Service Supervisors: Jennifer Franklin (757) 961-2463 usa.jfranklin@cma-cgm.com
Kristie Cooper (757) 961-2366 usa.kcooper@cma-cgm.com
Shannon McPeek(757)961-2426usa.smcpeek@cma-cgm.com

Customer Service Manager: Misty Palmer (757) 961-2549 usa.mpalmer@cma-cgm.com

Booking Supervisors: Colleen Carter (757) 961-2347 usa.ccarter@cma-cgm.com
Cliff Bailey (757) 961-2310 usa.cbailey@cma-cgm.com

Booking Manager: Jamie Young (757) 961-2291 usa.jyoung@cma-cgm.com

Documentation Manager: Michelle Ruby (757) 961-2604 usa.mruby@cma-cgm.com

Freight Cashier Information:

For Wire Transfers:	Bank Name and Address:	CIC GRANDES ENTERPRISES MARSEILLE 448 AVENUE DU PRADO BP 279 13269 MARSEILLE CEDEX 08, France
	IBAN Code For US\$ Account #:	FR76 1009 6181 0200 0642 3311 422
	Swift Code:	CMCIFRPP
	Bank Account #:	00064233114
	Beneficiary Name:	CMA-CGM America CTE AFFEC SPECIA FCT ATTILA
	Beneficiary Address:	SERVICE TRESORERIE, 4 QUAI D ARENCE 13002 MARSEILLE, FRANCE

Wire/ACH remittance: usa.wireinfo@cma-cgm.com

Checks Payable to: **CMA CGM (America) LLC**
Attn: Freight Cashier
5701 Lake Wright Drive
Norfolk, VA 23502-1868

Collections:

Collections hours: **Monday – Friday**
8:00 AM Eastern – 5:00 PM Pacific
Phone number: (866)253-3982

Florida: Email: usa.floridaregion@cma-cgm.com
Phone: (866) 253-3982 (prompt # 2)

Gulf: Email: usa.gulfregion@cma-cgm.com
Phone: (866) 253-3982 (prompt # 7)

Midwest: Email: usa.midwestregion@cma-cgm.com
Phone: (866) 253-3982 (prompt # 4)

Northeast: Email: usa.northeastregion@cma-cgm.com
Phone: (866) 253-3982 (prompt # 5)

South: Email: usa.southregion@cma-cgm.com
Phone: 866) 253-3982 (prompt # 3)

West and Canada: Email: usa.westandcanada@cma-cgm.com
Phone: (866) 253-3982 (prompt # 6)

For Trucker related AR issues: Email: usa.truckeranddomestics@cma-cgm.com
Phone: (866) 253-3982 (prompt # 1)