



Import Services Easy Access

Please note: You may now select menu options during the introduction message and be immediately directed to your destination.

Customer Service:

Phone: 1-877-556-6308 (press option #2)

E-mail: usa.csimport@cma-cgm.com

Customer Service Hours: 8:00 a.m. to 8:00 p.m. Eastern (Monday – Friday)
8:00 a.m. to 5:00 p.m. Pacific (Monday – Friday)

Delivery Orders for CMA CGM (America) LLC Door Moves:

E-mail: deliveryorders@cma-cgm.com

Fax: 1-877-620-1896

Return of Empties from CMA CGM (America) LLC Door Moves:

To ensure that detention charges are not accessed, it is imperative that CMA CGM (America) LLC receive an e-mail notifying us that an empty container is ready to be picked up.

E-mail: usa.emptynowavailable@cma-cgm.com

eServices:

Obtain vessel schedules, track and trace, pick up, IT, freight release and customs clearance information.

CMA CGM eServices Web site: www.cma-cgm.com

eServices Support: 1-866-926-2246

E-mail: usa.eservicesupport@cma-cgm.com

CMA CGM (America) LLC

5701 Lake Wright Drive, Norfolk, Virginia 23502-1868, Tel: 1-877-556-6308

Diversions: (must be received 48 hours prior to vessel arrival)

E-mail: usa.importdiversions@cma-cgm.com (import diversions only)

Wire Transfers:

Bank of America
ABA / Routing Number: 026009593
Account Number: 004127083809
Account Name: CMA CGM (America) LLC – Operational Account

Address: Bank of America
One Commercial Place
Norfolk, VA 23510-2103

Freight Cashier:

CMA CGM (America) LLC
Attention: Freight Cashier
5701 Lake Wright Drive
Norfolk, VA 23502-1868

Import Customer Service Supervisors:

Kristie Cooper	(757) 961-2366	usa.kcooper@cma-cgm.com
Kysha Johnson	(757) 961-2474	usa.kjohnson@cma-cgm.com
Michelle Wood	(757) 305-1727	usa.mwood@cma-cgm.com

Import Customer Service Manager:

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