



CMA CGM (America) LLC EASY ACCESS SHEET

EXPORT CUSTOMER SERVICE CENTER - SHIPPING

Monday – Friday

Hours: 8am – 8pm Eastern Time

NORTH EAST EXPORT CUSTOMER SERVICE

(833) 535-1234

usa.exportcsvner@usa.cma-cgm.com

Bookings

Manual Bookings & Booking Updates usa.manualbookings@cma-cgm.com

Service fees will apply to all Manual Bookings Created

North East Customer Service Escalation Points

Supervisor: Helario DeGuzman

(757) 763-6884

usa.hdeguzman@usa.cma-cgm.com

Senior Manager: Michelle Ruby

(757) 961-2312

usa.mruby@cma-cgm.com

New/Revised SI, correction

usa.exportsi@cma-cgm.com

Change of Destination

usa.destinationchange@cma-cgm.com

Documentation Support Escalation Points

Supervisor: Gracie Minnis

(757) 305-1732

usa.gminnis@cma-cgm.com

Manager: Meri Derringer

(757) 961-2382

usa.mderringer@cma-cgm.com

Rates, Release and F2F Escalation Points

Supervisor: Tashauna Johnson

(757) 961-2478

usa.tjohnson@cma-cgm.com

Manager: Meri Derringer

(757) 961-2382

usa.mderringer@cma-cgm.com

EXPORT SPECIALTY DESKS

(877) 556-6308 → Press 1 for Export

Reefer Cargo

usa.exportreefer@cma-cgm.com

Specialized Cargo

usa.specializedbookings@cma-cgm.com

Supervisor Reefer, OOG, Break Bulk:

Victoria Ford

(757) 961-2289

usa.vford@usa.cma-cgm.com

Africa Desk

(866) 529-4445

usa.expafricacargo@cma-cgm.com

Supervisor:

TBD

Manager:

Toni Gamble

(757) 961-2285

usa.tgamble@cma-cgm.com

Change of Destination – Specialized Cargo

Usa.specialized-cod@usa.cma-cgm.com

Specialized Documentation, Rates, and Release Support Escalation

Supervisor:

Kiala Hodges

(757) 961-2223

usa.khodges@usa.cma-cgm.com

Manager:

Toni Gamble

(757) 961-2285

usa.tgamble@cma-cgm.com

North/South Desk (844) 227-1594

usa.north-south@cma-cgm.com

Manager:

Judy Saenz

(757) 961-2571

usa.jsaenz@cma-cgm.com

Supervisor:

Erica Taylor

(757) 961-2485

usa.etaylor@cma-cgm.com

Foreign to Foreign Customer Care

(877) 556-6308 Prompt 5

usa.foreign-foreign@cma-cgm.com

EXPORT EQUIPMENT SUPPORT

Issues with Container Release and Depots:

(877) 556-6308 → Press 4 for Equipment

Eastern Region | usa.equipmenteast@usa.cma-cgm.com

Midwest Region | usa.equipmwg@usa.cma-cgm.com

Gulf Region | usa.equipmwg@cma-cgm.com

West Coast | usa.equipmentwest@usa.cma-cgm.com

Specialized | usa.specializedrequests@cma-cgm.com

Container Return locations: <http://apps.usa.cma-cgm.com/econtainer>



CMA CGM (America) LLC Easy Access Sheet

IMPORT CUSTOMER SERVICE

(877) 556-6308 → Press 2 for Import usa.impcsv@cma-cgm.com

Delivery Orders

deliveryorders@usa.cma-cgm.com Fax (877) 620-1896

Releases must be in place 48hrs prior to the expiration of free time or storage charges may apply

Diversions

usa.importdiversions@cma-cgm.com

All diversion requests shall be sent 48 hours prior to vessel arrival

Return of Empties (Port/Ramp)

Return locations: <http://apps.usa.cma-cgm.com/econtainer>

Return of Empties (Door Moves) usa.emptynowavailable@cma-cgm.com

To avoid detention charges, customers are responsible to submit emails notifying CMA CGM (America) LLC of the container's available status.

Import Customer Service Escalation

Supervisor: Andrea Velasco	(757) 961-2380	usa.avelasco@usa.cma-cgm.com
Supervisor: Shantiel McDaniel	(757) 763-6867	usa.smcdaniel@usa.cma-cgm.com
Manager: Amy Perkins	(757) 961-2624	usa.aperkins@cma-cgm.com
Senior Manager: Stacy Clark	(757) 961-2398	usa.sclark@cma-cgm.com

Commercial Support

Monday – Friday **Hours: 8am – 8pm Eastern Time**
usa.insalesner@cma-cgm.com

North East Region Escalation

Losa Park, Supervisor	(201) 806-9538	usa.lpark@usa.cma-cgm.com
John McParland, North East Regional Vice President	(630) 573-2263	usa.jmcparland@usa.cma-cgm.com

eBUSINESS SUPPORT CENTER

www.cma-cgm.com/ebusiness/our-offer

(877) 556-6308 → Press 3 for eBusiness
(866) 926-2246 Dedicated eBusiness number
nam.ebusiness@cma-cgm.com

CUSTOMER ADVISORY NOTIFICATION
[http://www.cma-cgm.com/local/united-states/about-us:](http://www.cma-cgm.com/local/united-states/about-us)

"Subscribe to the Local News"

CUSTOMER SERVICE CENTER - FINANCE

Monday – Friday **Hours: 8am – 5pm Eastern Time**

PAYMENT INFORMATION

Wire/ACH Remittance:
ssc.usaarremittance@cma-cgm.com

Checks Payable to:

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

COLLECTION CENTER

(866) 253-3982

DISPUTE CENTER

Usa.cmadisputes@usa.cma-cgm.com