



ARRIVAL NOTICE CLAUSES

- 1) THIS SERVES AS A NOTICE to inform you of the arrival of your consignment. It cannot be regarded as Delivery Order and presented for Cargo Release/Delivery. You are kindly requested to present the ORIGINAL BILL OF LADING to us in exchange for the DELIVERY ORDER. The vessel ETA date is only an estimation (Expected to Arrive). This notice is solely FOR INFORMATION only. Failure to give such notification shall not involve Carrier's Liability nor relieve Merchant of any obligation for taking delivery of the Cargo as per Bill of Lading's Terms and Condition Clause 11 (1).
- 2) Please login to our local website WWW.CMA-CGM.COM.MY for arrival notice clauses and the following services :-
 - Container Tracking
 - Vessel ETA, ID and SCN
 - Manifest Numbers
 - Demurrage & Detention Tariff
 - Deposit Charges
 - Sample /Format of various LOI (Letter of Indemnity)
- 3) CMA-CGM MALAYSIA AGENT CODE is BS0397. (Applicable for CNC and ANL as well)
- 4) NVOCC and Freight Forwarders are to submit their own HOUSE BL/MANIFEST to Customs effective 15TH February 2008. Carrier is not responsible for any correction manifest.
- 5) Importer/consignee is required to produce original B/L and EDO Authorization Letter upon collection of EDO (Electronic Delivery Order) unless shipment is on Sea Way Bill or telex release.
- 6) EDO will only be issued once all documentation/valid LOI are complete and all dues duly settled.
- 7) Please be informed that Delivery Order (DO) Fees of MYR200.00 per DO is applicable effective from February 1st, 2018.
- 8) For Cash Customers, Late Delivery Order Pick Up Fee of MYR200.00 per DO is applicable effective since December 18th, 2016 for any DO late collection after 7 calendar days of cargo discharged from vessel. This charge is also applicable for Credit Customers who failed to pick up their DO exceeding their credit period.
- 9) Demurrage and detention charges are combined effective 21ST July 2008 (Please refer to our local website WWW.CMA-CGM.COM.MY)
- 10) Demurrage and Detention charges starts counting when container is discharged until container empty return to our assigned depot based on CALENDAR DAYS which include Saturdays/Sundays and Public Holidays.
 - Demurrage and Detention charges excludes Quay/Port storage rental which must be paid by consignee directly to the terminal.
 - For reefer container, monitoring charges are payable directly by consignee to terminal.
 - For OOG Cargo, additional OOG handling charge (as per Port Tariff on top of THC charge) for discharge from vessel to terminal will be bill by us to consignee. For Lift Up from Terminal to

Haulier, charges are applicable under consignee's account and must be paid by consignee directly to the terminal.

All demurrage and detention charges (past and present) including any other outstanding charges per Statement of Accounts (SOA) must be cleared/paid before Carrier can release the current shipment.

11) Container Deposit applicable as below :-

- GP / OT / FR / OOG Container and shipment of personal effect – MYR400/20', MYR800/40' for Peninsular Malaysia or as a sum specified by the carrier
- Reefer Container – MYR1000/20', MYR2000/40' for Peninsular Malaysia or as a sum specified by the Carrier
- GP Container – MYR1500/20', MYR3000/40' for Sabah, Sarawak and Brunei or as a sum specified by the Carrier
- Reefer / OT / FR / OOG CONTAINER – MYR2000/20', MYR4000/40' for Sabah, Sarawak and Brunei or as a sum specified by the carrier

Deposit covers damage/repair/cleaning/lost/demurrage and detention cost incurred. It is refundable once confirmed container is returned in good order/condition.

12) Damage and repair notification will be informed within 8 working days.

13) Prior or during unstuffing, should Consignee find damages to the container/cargoes, please immediately contact the following for further instructions:-

- KUA.MNR@CMA-CGM.COM Tel : 03-5520 5852/53
- KUA.CLAIMS@CMA-CGM.COM Tel : 03-5520 5826/27/28)

14) For empty back booking to Westport's CY, please contact KUA.LOGISTICS@CMA-CGM.COM / 03-5520 5852 / 03-5520 5853 / 012-2996552 for booking creation. If no booking found after office hour / weekend / holiday, please proceed empty back to ODD9.

15) For Import Notice of Arrival (NOA) and Import Tax Invoice, please sent your request to :-

SSC.MYIMPNOAINVOICE@CMA-CGM.COM

Please proceed to check your shipment ETA via our tracking facility from our website WWW.CMA-CGM.COM.MY; 5 days prior ETA for long transit vessels and 3 days prior ETA for short transit vessels.

16) For further import enquiries, please contact the following offices :-

- Port Klang Tel : 03-5520 5810 Email : KUA.CMACCIMP@CMA-CGM.COM
- Penang Tel : 04-291 6856 Email : PEN.IMPDOC@CMA-CGM.COM
- Pasir Gudang Tel : 07-225 9097 Email : PSG.IMPORTDOC@CMA-CGM.COM