

**CMA CGM Global Business Services India Pvt. Ltd**

**Standard Operating Procedure**

**VGM Process**

**Revision History**

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**Approval List**

|  |  |  |
| --- | --- | --- |
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| Capt. Abhay Bharti | Director – Ops Support | Approved |

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# Purpose:

The purpose of this document is to define, establish & maintain a standard procedure to be followed by all the VGM team members,

1. To update and upload the VGM information sent by the customers/agencies to the [ssc.vgm@cma-cgm.com](mailto:ssc.vgm@cma-cgm.com) mailbox.
2. To track all the EDI errors received for valid channels in Lara and send notifications to the sender/submitter regarding submission of a revised VGM.
3. To notify customer via Email using different templates to declare missing VGM for containers.

# Scope:

The scope of this Standard Operating Procedure is to upload the VGM details in lara, identify the rejection errors and send an email to customer accordingly & Follow-up on missing VGM as per VGM cut-off date/time.

# Terms & Definitions:

GBS – Global Business Services

AO – Agency Office

LARA – Line and Agencies Real Time Application

VIRA – VGM Internal Reporting Application

VGM – Verified Gross Mass

SOLAS- Safety of Life at Sea

SB – Submitter - Tel – Email

SPC - Company Acting as Shipper of the Packed Container

RFI- Request for Information

EDI- Electronic Data Interchange

# Manual Upload Process

# Purpose of Manual upload task

If Customer is not able to submit VGM by using our E- channels, Website or any other Mode, they can send VGM details to VGM team for Integration of VGM details in the system

# Information required to integrate VGM for container into LARA

Below information to be used to update VGM details in LARA through EDI interface.

1. BOOKING REFERENCE\*
2. CONTAINER NUMBER\*
3. SOC (Y if SOC) (Shipper’s own container)
4. TARE WEIGHT
5. VGM\* (including tare)
6. UOM\* (Unit of Measurement)
7. SIGNATURE\*
8. WEIGHING METHOD (SM1 / SM2)
9. CERTIFICATE
10. CONTACT EMAIL\*

Symbol (\*) denotes as a mandatory detail. If any of the above mandatory detail is missing or having any obvious mistake in the given information, then GBS will raise an RFI.

To raise an RFI, GBS will use below link for standard RFI template.

**Document Name: -** VGM\_Manual Upload\_RFI Template

<https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

**Process Steps:**

1. GBS will receive VGM details thru emails from customer in any format. Mostly observed formats are Excel file, PDF, WORD, Image or body of the mail and CMA approved standard/formatted excel template.
2. GBS will update the required VGM details in VIRA tool to integrate the same into the system. If any mandatory detail is missing then GBS will raise RFI using standard RFI template.
3. After updating the details, GBS will send these details using approved “VGM Container declaration excel file“ on Email Id “**app.solas@edi.cma-cgm.com**” to integrate the details into lara.

* Refer below link for VGM Container declaration excel file.

**Document Name** :- Manual Upload Template\_VGM

**Document location** :- <https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

* **Logic/criteria for successfully integration of data into the system**.

Below are the technical constraints:

1. The file must have 10 columns to be loaded successfully.
2. Then for insertion into database, the weight must be numeric limited to and UOM is limited to 3 characters (should be LARA standard)
3. The booking number, container number length is limited to 20 characters. (should be valid LARA reference)
4. The SOC flag should be Y or N
5. The name or signature is limited to 50 characters
6. The Method should be SM1 , SM2 or NO
7. The Certificate length is 50
8. The contact (email) should be a valid email and limited to 100 characters.

If any of the above criteria does not meet the requirements, then the file will not get uploaded and it would throw rollback error. GBS will identify the root cause of the error and re-upload it again by removing the technical error.

The uploaded details can be seen in **Documentation module** > Dimension screen, for that Booking/Container.

Also, we can see the VGM details in **VGM integration screen** in lara. This module will facilitate to check whether VGM has been submitted / integrated or not. Also, can check if any error received while integrating the data.

In signature/Email ID Field, GBS will update signature/Email ID as per details given in the attachment i.e. Excel,PDF,Word,or if not available in the attachment then GBS will consider the name/Email ID of the sender as Signature (customer or agency) who has requested/sent the manual upload request.

# VGM EDI Rejection

# **What** **is VGM001 EDI Rejection report?**

We use C-report website to pull VGM EDI rejection report. The C-report “VGM001 - Monitor VGM integration by EDI” consist all containers for which VGM is submitted with the error by the customer/GBS in the system. All rejected VGM container details would be extracted from this report.

Below link to be followed to extract report.  
<https://c-report.cma-cgm.com/cognos10/cgi-bin/cognos.cgi?b_action=xts.run&m=portal/cc.xts&m_tab=iF1E853908CE54A508A54852BA0364621>

# **How to pull VGM001 report:**

# **Steps to be followed to extract the report:**

**Document Name** :- How To Pull VGM001 Report

**Document location** <https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

5.2.1 Steps to be followed to schedule the report:

Follow the attached document to schedule VGM001 report.

**Document Name** :- How To schedule VGM001 Report

**Document location** : <https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

Perform VGM001 report:

GBS is responsible to sends EDI Rejection errors only for that EDI Channel which falls under GBS scope which called as Valid EDI Channels. Rest of the channels are called as “Not valid EDI Channel:” which doesn’t fall under GBS scope. Find attached the list of valid channel for which GBS supposed to send the EDI rejections to Customers, Equipment desks & VGM contacts.

**Document Name** :- EDI Channel list

**Document location** :- <https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

Steps to be followed to work on the VGM001 report:

* Once the report is downloaded, please save in below link by creating folder for the same date

Link:- [\\10.13.68.30\Operation Support\Operations Support-KPI\4-VGM\3-Records\2. Reports\VGM Reports](file://10.13.68.30/Operation%20Support/Operations%20Support-KPI/4-VGM/3-Records/2.%20Reports/VGM%20Reports)

* Please insert the current date and time in GMT (time should be until when we have pulled the report) in the name of the report if auto report not receive.
* Open the file and check if any data has been extracted, if there is no data then please add “No Data” in the name of the report.
* Process the report as per steps given in the below path, follow

**Document Name** :- EDI rejection Check list

Link:- <https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

Steps to be followed to run report in the tool:

* Upload the report/file in VIRA Tool .
  + The report automatically gets moved to below path & the tool start sending auto-notifications.

[\\10.13.68.30\Operation Support\Operations Support-KPI\4-VGM\3-Records\4. VGM EDI report\VGM EDI Errors ( VGM001 )\Processing](file://10.13.68.30/Operation%20Support/Operations%20Support-KPI/4-VGM/3-Records/4.%20VGM%20EDI%20report/VGM%20EDI%20Errors%20(%20VGM001%20)/Processing)

* + If column/format of the file is incorrect, tool will not process the file and it will move in “KO” folder. Later, same needs to be rectified and uploaded in the tool.
  + If all columns/formats of the file are correct, tool will start sending emails to customers and VGM contacts, for rejected VGM submissions.
* We will receive one copy of all the emails sent in our [SSC.VGM@CMA-CGM.COM](mailto:SSC.VGM@CMA-CGM.COM) mailbox under sub folder “EDI Rejection”.

**Link for VGM contacts:**

<https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

**Link for manually sending EDI Rejections - RFI template:**

<https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

* For error description **“Max gross weight”,** kindly add “SB contact or SPC contact” email address in To id as per error description.
* If Weight in Excess > 5 000 KGM and VGM provided by customer then send a message to the customer to confirm the VGM. If customer contact is not available then SSC will send notification to the VGM contact or Booker ID.
* If Weight in less than 5 000 KGM and VGM provided by customer then send a message to the VGM contact or booker id
  + If VGM is submitted by terminal and is greater than 5000 then send a message to VGM contact or booker id.

# Reporting:

Once all emails are sent to customers and agents, perform the below steps to update the database.

* GBS will add batch id number in the name of the VGM001 report, for ex,
  + VGM001 - Monitor VGM integration by EDI (HH:MM) Batch xx .xlsx
  + VGM001 - Monitor VGM integration by EDI (HH:MM) No data.xlsx. (If file doesn’t consist any data)
* GBS will update the Batch report details in the SLA file, in the below link.

[\\10.13.68.30\Operation Support\Operations Support-KPI\4-VGM\3-Records\2. Reports\VGM Reports\VGM001](file://10.13.68.30/Operation%20Support/Operations%20Support-KPI/4-VGM/3-Records/2.%20Reports/VGM%20Reports/VGM001)

**CONTACT PREFERENCE document link**

**Document name:** Contact preference document

<https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

# Missing VGM Follow up

Manage missing VGM process is associated with SOLAS (safety of Life at Sea) regulation which enforced VGM (Verified Gross Mass) Declaration mandatory for each packed containers for loading effective July 1st, 2016.

Note: Verified Gross Mass (VGM) is not required for Empty container / RORO / Break bulk cargo. These are out of scope.

The customer or its representative is responsible to send the VGM to the carrier.  
The carrier will send the VGM for each packed container provided by the customer to the Terminal, otherwise the container will not Load on the vessel.

A simple rule is NO VGM = NO LOAD.

VGM chasers are a service offered to your customer to:

* Avoid containers remaining idle on the terminal and in consequence additional charges such as Demurrage / Storage may be applicable
* Avoid customers to pay additional fees if VGM is sent after cut off
* Avoid the re-nomination of their boxes

# Report extraction and scheduling.

The C-report “VGM005 – MISSING VGMs BEFORE LOADING AT FIRST POL”

consist all containers for which VGM is not yet declared / submitted by the customer in the system. All missing VGM container details would be extracted from this report.

Below C report link to be followed to extract report named VGM005  
<https://c-report.cma-cgm.com/cognos10/cgi-bin/cognos.cgi?b_action=xts.run&m=portal/cc.xts&m_tab=iF1E853908CE54A508A54852BA0364621>

# Steps to extract report named VGM005

**Document Name** :- How to extract report VGM005

**Document location** :- \\10.13.68.30\qms\Operations Support\VGM\Formats & Templates

# **Perform missing VGM process**:

GBS pulls the report VGM005 and sends follow up Emails to the customers for containers appearing in this report.  
  
The prime objective is to get VGM declared / submitted from the customer before the VGM cut-off date/time.

GBS to follow pre-defined templates for chasing based on the number of days remaining for VGM cut-off as per the report extracted.

GBS will start chasing the customer from 3 days prior to VGM cut-off, below link is for assistance to send follow-up Emails to the customers.

Once the chaser email is sent to the customer, parallel consolidated voyage wise email will be sent to the Agency only for the Chaser 2 (i.e. -1 Days to 0 Days)

* Once the report is downloaded, please save in below link – subfolder “Original”.

Link:- [\\10.13.68.30\Operation Support\Operations Support-KPI\4-VGM\3-Records\2. Reports\VGM Reports\VGM005](file://10.13.68.30/Operation%20Support/Operations%20Support-KPI/4-VGM/3-Records/2.%20Reports/VGM%20Reports/VGM005)

Take the copy of the report & place it in “Processed & Audited” folder to perform the below steps.

* Process the report as per steps given in the below path.

**Document Name** :- Missing VGM chaser checklist

Link:- <https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

# **Steps to be followed to run report in the tool:**

Upload the report/file in VIRA Tool .

* + The tool start sending auto-notifications.
  + If the file is uploaded with incorrect format, tool will not process the file and mail received in generic mail box [ssc.vgm@cma-cgm.com](mailto:ssc.vgm@cma-cgm.com) as “VGM Missing Chaser File “ file not processed. Later, same needs to be rectified and re-uploaded in the tool.
  + If all formats are correct, tool will start sending emails to customers and VGM contacts, for Missing VGM.
* We will receive one copy of all the notification emails sent in our [SSC.VGM@CMA-CGM.COM](mailto:SSC.VGM@CMA-CGM.COM) mailbox under sub folder “VGM Chaser”.

**CONTACT PREFERENCE document link**

**Document name:** Contact preference document

<https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

**Link for manually sending VGM Chaser notifications**

1. Use below template link when there is E-Booking Requester, BOC or GEN Email contacts are available.

**Document Name** :- Missing VGM chaser template for BOC & GEN is available

**Document location** :- <https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

Use below template link when there is no BOC or GEN Email contacts are available.

**Document Name** :- Missing VGM chaser template for No BOC & GEN is available

**Document location** <https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

1. Below template link will be used to send consolidated voyage wise Emails to the Agency.

**Document Name:** Missing VGM chaser summary template for Agency

**Document location**:- <https://cmacgmgroup.sharepoint.com/sites/CMA-GBSsite/TempSSCI/SSCI/Forms/AllItems.aspx?RootFolder=%2Fsites%2FCMA-GBSsite%2FTempSSCI%2FSSCI%2FVGM%20%28Verified%20Gross%20Mass%29&FolderCTID=0x012000D96592F79E01984DA8BA2830C6C01D9B&View=%7B5227B71B-F43F-418D-B1C7-F8C4101CDEA5%7D>

**Exception on missing VGM chasing:**

GBS will not send chaser notifications to US, Japan, Australia, New Zealand & UAE, France.

**Subject: -** RE VGM Missing VGM chaser



# Guidelines on follow-up Email.

Provide VGM Manual upload template in follow up E-mails to advise the customer to fill the details in it and send to generic Email id of VGM to upload on Ecommerce platform.

In addition, give options to the customer to declare VGM through various sources like E-commerce, EDI and other various sources, if any.

1. Agency is checking the procedure for VGM submission or we receive load list for VGM submission, please advise Agency to contact [ho.vgm@cma-cgm.com](mailto:ho.vgm@cma-cgm.com)  for further questions.
2. Customers raising E-commerce website related issue, please advise customers to contact [ecustomersupport@cma-cgm.com](mailto:ecustomersupport@cma-cgm.com) for further questions.

# APL Scope

# 7.1 Purpose:

The purpose of this document is to define, establish & maintain a standard procedure to be followed by all the VGM team members for APL,

We are following the same process as mentioned in contents 5.0 and 6.0

1. To track all the EDI errors received for valid channels in Lara and send notifications to the sender/submitter regarding submission of a revised VGM.
2. To notify customer via Email to declare missing VGM for containers.

# Exception on EDI notification & missing VGM chasing:

GBS will not send chaser notifications to US, Japan, Taiwan, France, Singapore

x-----------------------------------------------End of Document--------------------------------------------x