

# CMA Ships Logistics Process

Version 1.0 Supporting Connectivity and BridgeLink Only

## Document change history

Revision	Date	Author	Comment / Overview Modification
1.0	02/13/2025	Matthieu ROQUES	Initial Version

## General Information

### Marlink Contacts

Role/Involvement	Name	Email	Contact Number
Sales, Key Account Manager	Philippe Massoubre	philippe.massoubre@marlink.com	
Service Manager	Matthieu Roques	matthieu.roques@marlink.com	
Logistics Operation Manager	Nana Norris	nana.norris@marlink.com	

### Customer Information

<b>Customer:</b>	CMA CGM
<b>Address:</b>	4 Quai D'arenc
<b>Address:</b>	
<b>Zip / City:</b>	Marseille
<b>Country:</b>	France

### Customer Contacts

Role	Name	Email
Satcom logistics officer	Annamaria Tokkes	mrs.atokes@cmaships.com
Smartship logistics officer	Jenny Kusumastuti	sij.jkusumastuti@cmaships.com
Fleet Upgrade logistics Manager	Fethi Kerrouche	mrs.fkerrouche@cmaships.com
Generic logistics adresse		log.fleetupgrade@cmaships.com

# 1. Logistics Process

**Step 1:** Swap of the hardware required is detected by the Marlink Service Desk team.

They request a PO to the CMA Project manager for handling fees (100\$) minimum or 5% of sales order value and freight cost.

The CMA Project manager send the PO to Marlink Service Desk team. **#PO to be added in the mail object line of the email and in the ticket name.**

**Step 2:** Once PO is received, creation of a logistic ticket by the Marlink support team including in the loop the CMA logistic team:

For Connectivity replacement [log.fleetupgrade@cmaships.com](mailto:log.fleetupgrade@cmaships.com); [mrs.atokes@cmaships.com](mailto:mrs.atokes@cmaships.com); **#PO to be added in the mail object line and the ticket**

For Smartship/BridgeLink : [log.fleetupgrade@cmaships.com](mailto:log.fleetupgrade@cmaships.com); [sij.jkusumastuti@cmaships.com](mailto:sij.jkusumastuti@cmaships.com) **#PO to be added in the mail object line and the ticket**

Marlink logistic team also informs CMA Teams (in advance when possible) if the part is in stock and when the shipment is/will be ready (we are obliged to follow up on readiness date, which is supposed to be a future date, so we can plan in advance). A pre-notification of at least 4 days for readiness is required.

CMA logistic officer to advise (according to vessel schedule) preference where to dispatch the spares (Singapore/RTM/Houston).

In the case that the part is not in stock, Marlink logistic team send to CMA teams a supply delay.

**Step 3:** After checking with the CMA Project Manager, the CMA logistic agent defines the delivery port required, and provide agent details/full style delivery address for Marlink to create a quote of delivery.

**Step 4:** Marlink logistic team provide a quote to CMA CGM logistics for approval.

**Step 5-1:** In case of Marlink do the shipment, they should send packing list, commercial invoice and AWB to CMA logistic officer.

**Step 5-2:** In case of CMA logistic officer do the shipping (local), Marlink should send:

- Company name:
- Pick up address:
- Contact / phone / email:
- Date of collection possible:
- Opening hours:
- Pick up Reference/PO number:
- Special requirement for collection (tail lift? Pick up reference?)
- INCOTERM:
- Cargo description: (dangerous/not dangerous) select what applies:
- If dangerous: provide MSDS, add UN#, packing group, Class
- Number of parcels:
- GW:
- Dimensions:
- Stackable: yes/no
  
- Packing list
- Commercial invoice

Then, the CMA logistic officer should provide to Marlink all truck details (driver, plate number, date of pick up) etc with a pre-notification, one day before loading. Marlink provides pick up reference in return. For all communication towards the CMA CGM transporter, **CMA CGM should keep in the subject email Marlink ticket reference.**



## 2. Logistics Process ACKNOWLEDGED

Fethi KERROUCHE

(Signature, Date) 17-FEB-2025

Customer Name:

Address:

