



## CUSTOMER ADVISORY

20<sup>th</sup> October 2023

Dear Valued Customers,

As per the new Dubai Maritime Authority (DMA) directive effective 1<sup>st</sup> November 2023, all Delivery Orders are to be issued as Digital Delivery Orders via the Dubai Trade Platform.

All our customers are hereby advised to ensure that payments for respective invoices are mandatorily paid via the Dubai Trade platform only, to enable DO issuance via Dubai Trade.

Offline payments directly into our bank account for local import shipments are not permitted, except for customers having a credit facility with CMA CGM.

In line with the DMA decision on the transparency of local sea container charges in the Emirate of Dubai, it has been advised by DP World that, effective 1st November 2023, the Terminal Handling Charges (THC) and Truck Loading / Unloading Charge (TLUC) including hazardous surcharge and use of special equipment if applicable, for import and export shipments, shall be collected from customers directly through Dubai Trade Single Window.

We request all our esteemed customers to be guided accordingly.

For and on behalf of

**CMA CGM AND ANL NE LLC**

**As Agents for CMA CGM S.A.**