



30 March 2020

COVID-19: Situation in Guam (Update #1)

The current COVID-19 Outbreak spread is affecting the whole supply chain worldwide, raising potential major challenges.

The CMA CGM Group's priority is to ensure the health and safety of our staff members and partners, while ensuring a smooth business continuity despite the current extraordinary disruptions. We remain determined to ensure the delivery of a seamless customer experience, as much as the current conditions allows it.

On this page, you will find all the necessary information about Guam and our dedicated team of experts remains at your disposal to provide you with tailor-made solutions.

Customer Care

Email: Guam.Marianas@apl.com

Phone: 1-671-588-4651

Business Continuity Plan

In line with the directives from the Government and from the CMA CGM Group, a majority of our staff members are now working remotely.

We have activated our Business Continuity Plan and are operating in full capacity.

All APL staff members based in Guam have access to the necessary tools, documents and software to continue supporting your business.

Our team is available by email and on their mobile phones.

Operational situation in Guam

All our services are operational.

Our depots are fully functional.

Terminals are in activity, with minor disruptions in some of them due to shift work.

Container deliveries are taking place.

Make use to the largest extent possible of the numerous eBusiness opportunities APL can offer

While governments worldwide are encouraging people to stay at home to limit the spread of the Covid-19, you can continue managing your shipments remotely thanks to our [eBusiness platform](#).

- [My Prices](#) – retrieve existing rates or obtain new instant quotation when no reference is available
- E-Transactions – place your bookings and manage your documentation on the platform
- Remote printing of Bill of Lading (BL) – no need to visit our counter, print your Original BL by yourself

CMA CGM
GROUP

Corporate Headquarters - APL Co Pte Ltd - 9 North Buona Vista Drive - #14-01 The Metropolis Tower 1 - Singapore 138588 - Tel: (65) 6278 9000 - Fax: (65) 6278 4900

Private company limited by shares - Status Live Company - Registration No: 199604017Z

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- Paperless Bill of Lading – a fully digital Original BL, same value as paper but easier, faster, more secure and 100% digital
- [E-Signature](#) – sign documents online where applicable (Telex release and print at destination)
- E-Invoice & E-Payment - retrieve your invoices online and organize payment where applicable
- E-Delivery Order – get your delivery Order online in deployed countries
- [Mobile app](#) – track, trace and plan your shipments directly via your mobile phone

Similar tools to the above are also available through [CMA CGM](#), [ANL](#) and [CNC](#).

If you need support from our team to set up your account or navigate on the website, feel free to contact our eBusiness expert:

eCommerce Customer Support

Email: nam.ebusiness@apl.com

Phone: 1-866-926-2246



