

SoDExI  
Customer Service

➤ **Tracing**

- ✓ Track your shipment on our website [www.sodexi.fr](http://www.sodexi.fr)
- ✓ Enter your HAWB number and “search”
  
- If none information available, contact your **Customer service Hot line** :  
+33 (0)1 41 84 55 15 or [reseau@sodexi.fr](mailto:reseau@sodexi.fr)

➤ **Requests regarding delivery time, feasibility...**

[reseau@sodexi.fr](mailto:reseau@sodexi.fr)

tel : +33 (0)1 41 84 55 15

fax : +33 (0)1 49 90 98 89

➤ **Customer Service Managers (escalation)**

|                   |  |                            |
|-------------------|--|----------------------------|
| Valérie Vaity     | <a href="mailto:vvaity@sodexi.fr">vvaity@sodexi.fr</a>       | tel : +33 (0)1 41 84 55 15 |
| Stéphane Vermeilh | <a href="mailto:svermeilh@sodexi.fr">svermeilh@sodexi.fr</a> | tel : +33 (0)1 41 84 55 15 |

➤ **Pre alerts**

[CDGHUB@sodexi.fr](mailto:CDGHUB@sodexi.fr)

➤ **Invoicing :**

[facturation@sodexi.fr](mailto:facturation@sodexi.fr)

tel : + (33) (0)1 49 90 98 25

fax : 33 (0)1 49 90 98 29