

# MEDITERRANEAN SHIPPING COMPANY

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| <p><b><u>For ACH Payments:</u></b></p> <p><b>Bank Information:</b><br/>         Beneficiary: <b>MSC</b><br/> <b>JP Morgan Chase Bank</b><br/>         Account # <b>218811139</b><br/>         ABA <b>021000021</b><br/>         Swift <b>CHASUS33</b></p>  | <p><b>Note:</b> Funds are processed 24-48 business hours after bank deposit, for ACH.</p>  | <p><b><u>For OBL submission:</u></b></p> <p><b>Mediterranean Shipping Company (USA) Inc</b><br/>         8 Essex Center Drive<br/>         Peabody, MA 01960<br/>         United States<br/> <b>Email:</b> <a href="mailto:us038-boscashier@msc.com">us038-boscashier@msc.com</a></p> |
| <p><b>Upload payment remittance through</b> <a href="#">AirSlate   MSC</a></p> <p>Submitting your ACH/wire allocation instructions via AirSlate is required to ensure it will be quickly and properly allocated.</p> <p>No registration is required, and proof of submission is provided for your records.</p> | <p>Any Checks received are subject to a \$75 processing fee.</p> <p><b>Effective 5/28 all Arrival Notices (AN) will no longer include collect charges and are being issued as un-freighted.</b></p> <p><b>Collect charges are being notified via an Advisory of Charges (AoC) notice that is being issued to contacts on record.</b></p> | <p><b>Please note MSC will not be liable for delays caused by incorrect delivery.</b></p>   |

**Chassis Usage Charge:** If CUC is manifested at POL and MSC pool chassis is not used to out-gate the container, the CUC charge will be automatically removed once the container has been returned empty and a revised Arrival Notice will be sent. If CUC is not manifested, then for MSC credit customers if MSC pool chassis is used to out-gate the container, the CUC will be automatically added once the container has been returned empty and an Arrival Notice will be sent. If CUC is not manifested, then for MSC non-credit Customers CUC will be added before vessel arrival and will have to be paid before pick up; Then If MSC pool Chassis is not used to out gate the container, the CUC will be automatically removed once the container has been returned empty and a revised Arrival Notice will be sent. After receiving a revised Arrival Notice, if the CUC was paid and is now removed, it will reflect on the next billing cycle of your account statement showing as an overpayment. At time of receipt, you may contact your financial account representative to further assist with utilizing the credited amount.

**Arrival Notices, Release Status, Tracking, and Last Free Days:** [MyMSC Portal | MSC](#) email [usa-import.customerservice@msc.com](mailto:usa-import.customerservice@msc.com) or call (888)262-2520

**Changes of Destination:** email [usa-import.customerservice@msc.com](mailto:usa-import.customerservice@msc.com)

**Detention:** Charge assessed for the use of the MSC container upon expiration of the LFD while container is **inside** the terminal, container yard or rail yard.

**Demurrage:** Charge assessed for the use of the land upon expiration of the LFD while container is **inside** the terminal.

**Invoice Requests & Payment via credit card for Demurrage and Detention:** [E-Pay Website | MSC](#)

**General Disputes or Inquiries for Demurrage and Detention:** [Demurrage and Detention Disputes | MSC](#) or [email.usa-ny.detention@msc.com](mailto:email.usa-ny.detention@msc.com)

**Disputes on Service Contract for Demurrage and Detention:** email [us038-ldinquiry@msc.com](mailto:us038-ldinquiry@msc.com)

**Per Diem:** Charge assessed for the use of the MSC container upon expiration of the LFD while container is **outside** the terminal, container yard or rail yard.

**Per Diem Disputes:** [Per Diem Disputes | MSC](#) or email [usa-perdiemdisputes@msc.com](mailto:usa-perdiemdisputes@msc.com)

**For Arrival Notice contact updates:** [Arrival Notice Contact Update Request | MSC](#)

**Any assistance with MyMSC.com: reach out to** [us038-mymscusa.help@msc.com](mailto:us038-mymscusa.help@msc.com)

