



# MSC Customer Service

Dear Valued Customer,

We appreciate your feedback and value your business. To improve your experience, we are excited to announce that we are changing our call center.

**Effective February 1st**, we will replace our department phone numbers with centralized entry points to streamline the current process and ensure you are routed to the team that can adequately support you.

- Main Customer Service Line 18002223367
- **Import** Customer Service Line 18882622520
- **Export** Customer Service Line 18776727655
- **Finance** Customer Service Line 18886722965

To further support your interactions with MSC, we are sharing an overview of our phone prompts and the associated email addresses for your convenience.

**Main** Customer Service 18002223367

- Press **1** Import Customer Service
- Press **2** Export Customer Service
- Press **3** Finance including Collection, Freight Cashier, Per Diem, Demurrage, and Detention
- Press **4** To reach the Operator.

**Import** Customer Service 18882622520 ([USA-Import.CustomerService@msc.com](mailto:USA-Import.CustomerService@msc.com))

**Export** Customer Service 18776727655

- Press **1** BOOKINGS
  - o Press **1**: for new Booking ([USA-export.booking@msc.com](mailto:USA-export.booking@msc.com))
  - o Press **2**: for existing Booking ([USA-Export.CustomerService@msc.com](mailto:USA-Export.CustomerService@msc.com))
- Press **2**: Documentation ([USA-Export.documentation@msc.com](mailto:USA-Export.documentation@msc.com))

- Press **3**: All other General Inquiries
  - o Press **1** for Military Cargo ([USA-trade.compliance@msc.com](mailto:USA-trade.compliance@msc.com))
  - o Press **2** for Bahamas ([USA-export.bahamas@msc.com](mailto:USA-export.bahamas@msc.com))
  - o Press **3** for Refrigerated Cargo ([USA-export.reefer@msc.com](mailto:USA-export.reefer@msc.com))
  - o Press **4** for Project Cargo including OOG and Breakbulk (for OOG [US038-oog-ops.sm@msc.com](mailto:US038-oog-ops.sm@msc.com) / for BKK [US038-bbk-ops.sm@msc.com](mailto:US038-bbk-ops.sm@msc.com))
- o Press **5** for All other General Inquires ([USA-Export.CustomerService@msc.com](mailto:USA-Export.CustomerService@msc.com))

**Finance** Customer Service Line 18886722965

- Press **1** for Rail Detention ([USA-rail.detention@msc.com](mailto:USA-rail.detention@msc.com))
- Press **2** for Per Diem Collection ([USA-Finance.truckercollection@msc.com](mailto:USA-Finance.truckercollection@msc.com))
- Press **3** for Per Diem Dispute ([USA-perdiem.disputes@msc.com](mailto:USA-perdiem.disputes@msc.com))
- Press **4** for Port Detention and Demurrage ([USA-ny.detention@msc.com](mailto:USA-ny.detention@msc.com))
- Press **5** for Freight Cashier (Import [USA-Import.CustomerService@msc.com](mailto:USA-Import.CustomerService@msc.com) Export [USA-Export.CustomerService@msc.com](mailto:USA-Export.CustomerService@msc.com))

---

We further would like to remind you that our online platform, **myMSC**, allows you to manage your shipments and access a range of other services anytime, anywhere.

By registering with **myMSC.com**, you can enjoy the following benefits:

- Save time and money by booking your shipments and submitting shipping instructions online
- Access real-time information about your cargo status and location
- Get instant quotes and compare rates across different services and routes
- View and download documents such as booking confirmations, bill of lading copies, invoices, and arrival notices
- Receive personalized notifications and alerts about your shipments
- Access your shipment information 24/7

Registering with **myMSC.com** is easy and free. Just visit our website, [www.mymsc.com](http://www.mymsc.com), and click on the "Register" button.

**REGISTER**

We thank you for your continued support.

**MSC Mediterranean Shipping Company**



MSC Mediterranean Shipping Company SA  
420 Fifth Avenue, New York, NY, 10018 USA  
T: +1 212 764 4800 W: [www.msc.com](http://www.msc.com)

You have received this email as a valued customer of MSC or you have provided permission to receive updates from MSC. We never share this information with third parties. To refer to our privacy policy please visit [msc.com](http://msc.com). This email is intended solely for the addressee(s) and the information it contains is confidential.

If you are not the intended recipient, (a) please delete this email and inform the sender as soon as possible, and (b) any copying distribution or other action taken or omitted to be taken in reliance upon it is prohibited and may be unlawful. You may always unsubscribe if you wish, by using the link in the bottom of this email or further emails that we send to you.

© Copyright 2020- All Rights Reserved

[Unsubscribe](#)