

MSC USA EXPORT FAQ

Note: this FAQ primarily applies to dry, general cargo. Limited information regarding other shipment types may be included. For specialized cargo, please reach out to your customer owner for all requests/issues related to your shipment found on your booking confirmation.

BOOKING & DOCUMENTATION

Question	On MyMSC?	Answer
How do I request a new rate?	Yes	For Standard dry containers and most reefers, you can use the Instant Quote feature on myMSC.com . For Hazardous Quotes, Out of Gauge Cargo (OOG) and Shipper Owed containers (SOC) use the Request for tariff rates feature.
What is the standard free time at destination?	NA	Standard free time and destination-specific import requirements can be found on the myMSC.com Local Information page . Enter the destination country to view the applicable local requirements and free time information. For additional assistance, please contact USA-Export.CustomerService@msc.com .
How do I purchase additional free time at destination?	NA	If additional free time is required, you may send the request to USA-export.ratedisputes@msc.com
How do I place a booking online?	Yes	Register on myMSC , choose your port pair, and select the vessel that fits your schedule.
Can I amend my booking after it's been placed?	Yes	Yes, once your booking is initiated, please allow time for the booking confirmation before submitting any requests for amendments or changes. Once you receive your confirmation, you can submit your amendment request through myMSC , or send manually to USA-Export.CustomerService@msc.com
Can I make booking changes after containers have ingated?	Yes	Yes, you can submit booking amendments via EDI on myMSC.com or via INTTRA after the container has been ingated, and before Shipping Instructions have been submitted. You can also reach out to the Export Customer service team at USA-Export.CustomerService@msc.com
Is there a fee for cancelling or amending a booking?	NA	Currently, there is no fee for booking amendments or cancellations, but this is subject to change.
How do I submit hazardous cargo documentation?	NA	Submit all manual hazardous cargo documentation to USA-Hazardous.Documents@msc.com , including: • Preliminary and Final Dangerous Goods Declarations (DGD) • Material Safety Data Sheets (MSDS) • Tank Certificates • Other hazardous cargo-related documents This email is for documentation submissions only and should not be used for general inquiries. For questions or assistance, please contact Export Customer Service at USA-Export.CustomerService@msc.com or +1 800 222 3367, opt. 2.

Where can I find my booking confirmation?	Yes	You may download your booking confirmation with latest update at any time on myMSC – Booking Confirmation
Can I copy a past booking or create templates?	Yes	Yes. On the eBooking page of myMSC , you can: • Copy previous bookings • Create templates for frequent shipments

EXPORT OCEAN FREIGHT DISPUTE

Question	On MyMSC?	Answer
Who do I contact if consignee is having issues with destination freetime?	NA	For any issues with destination freetime, please be sure to refer to the contracted freetime in your inquiry and send to USA-Export.RateDisputes@msc.com
Where do I send disputes related to charges on my export freight invoice?	NA	For dry, general cargo, please send disputes to USA-Export.RateDisputes@msc.com

EQUIPMENT & CONTAINER HANDLING

Question	On MyMSC?	Answer
Where do I pick up my container/equipment?	NA	After the booking confirmation is received, it will include the load schedule and the empty depot location where the container will be released from. You can also reach out to our equipment team at USA-equipment.team@msc.com
Can I return a container after the cargo cut-off?	NA	You may request a Late Gate by emailing the customer service team at USA-Export.CustomerService@msc.com . Kindly note Shipping Instructions and VGM must be submitted before the request is accepted.
Does MSC provide seals for containers?	NA	No. Shippers must provide and affix seals after the container is loaded, before the container leaves the warehouse. Mediterranean Shipping Company would like to remind our supply chain partners of our policy regarding the mandatory use of International Standardization Organization (ISO) 17712:2013 compliant High Security Seals (HSS) , on all full containers for international transport by MSC.
Are seal numbers required on the shipping instructions?	NA	Yes, seal numbers applied to each unit must be provided on the shipping instructions to be properly declared.

SHIPMENT TRACKING & SCHEDULES

Question	On MyMSC?	Answer
How do I find the latest vessel schedules?	Yes	We encourage our shippers to visit our website to find the most current vessel schedule. You can find the latest vessel dates on our Find a Schedule webpage. If already registered under myMSC.com, vessel schedules are available under our schedules & cut-off section.
How do I track my shipment?	Yes	Track by container, bill of lading, or booking number on MSC.com or myMSC

ADDITIONAL QUESTIONS

Question	On MyMSC?	Answer
Can MSC ship cargo within the USA?	NA	No. Due to the Jones Act , MSC cannot ship between U.S. origins and destinations, including Puerto Rico.