

MSC USA IMPORT DIRECTORY

Kind reminder: Please contact only one email address when submitting your inquiry. Including multiple email addresses may result in your request being routed incorrectly and could delay our response time.

IMPORT CONTACT INFORMATION

Inquiry Type	Email Address	Phone Number
Customer Service – All Ports General inquiries/Documentation/ Intermodal	USA-Import.CustomerService@msc.com	+1 800 222 3367 Opt 1
Rail All US Rail Inland Destinations	USA-Import.CustomerService@msc.com	+1 847 376 5718
Reefer Operations	USA-Import.Reeferops@msc.com	+1 800 222 3367
Ocean Freight Disputes	USA-Import.RateDisputes@msc.com	+1 800 222 3367

EQUIPMENT & INTERMODAL CONTACT INFORMATION

Inquiry Type	Email Address	Phone Number
Equipment - All US Destinations	USA-Equipment.team@msc.com	+1 713 353 5998 Opt 1
Intermodal - All US Door Shipments	USA-Import.CustomerService@msc.com	+1 800 222 3367 Opt 1

SEND DELIVERY ORDERS TO

Port of Discharge	Email Address	Note
All Ports & Inland Locations	USA-Delivery.Order@msc.com	For delivery order submissions only. For inquiries, please contact Import Customer Service

DEMURRAGE, DETENTION & PER DIEM

Team	Contact Information
Demurrage and/or Detention	mymsc.com/myMSC/epay
Demurrage, Detention, Rail Detention and Per Diem Disputes	mymsc.com/myMSC/Dispute
Last free day application questions	USA-Import.CustomerService@msc.com

OTHER CONTACTS

Inquiry Type	Email Address
Cargo Claims	US038-cargoclaims@msc.com

FREQUENTLY ASKED QUESTIONS

For answers to common questions and contact details, please visit our [FAQ accordion](#).