

MSC USA EXPORT 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.

EXPORT CONTACT INFORMATION

Inquiry Type	Email Address	Phone Number
Export Customer Service General inquiries/booking Documentation/Intermodal	USA-Export.CustomerService@msc.com	+1 800 222 3367 Opt. 2, then 5
Export Reefer Customer Service (Non-VIP)	USA-Export.Reefer@msc.com	+1 800 222 3367 Opt. 2, then 3
Export Bahamas	USA-Export.Bahamas@msc.com	+1 800 222 3367 Opt. 2, then 6
Export Ocean Freight Disputes	USA-Export.RateDisputes@msc.com	+1 800 222 3367

DOCUMENT SUBMISSION ONLY

For questions, assistance, or general inquiries, please contact Export Customer Service

Doc Type	Contact Information
Manual Shipping Instructions	myMSC.com (preferred method) US038-manualshippinginstructions@msc.com (fee applies)
Manual BL Amendment	myMSC.com (preferred method) US038-manualblamendments@msc.com (fee applies)

EQUIPMENT & INTERMODAL CONTACT INFORMATION

Inquiry Type	Email Address	Phone Number
All US Destinations - Equipment	USA-Equipment.team@msc.com	+1 713 353 5998 Opt. 1
All US Destinations - Intermodal	USA-Export.CustomerService@msc.com	+1 800 222 3367 Opt. 2, then 5