

DETENTION & DEMURRAGE PAYMENT PROCEDURE

The automated ePay platform now provides two payment options. Please read the information below carefully to ensure the correct option is chosen and to avoid any processing delays.

1. PAY FOR SINGLE INVOICE

CUSTOMS HOLDS:

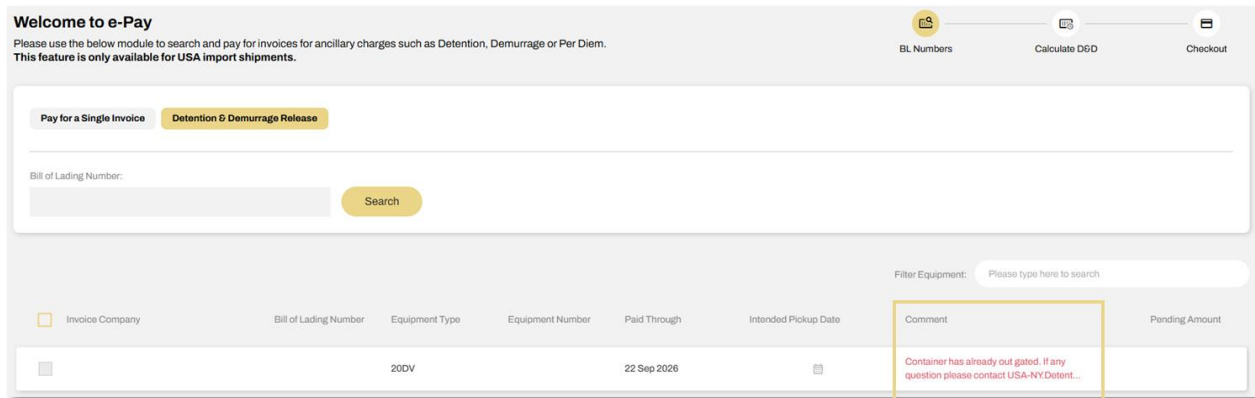
At this time, automated payments through ePay are not available for containers that were selected for a Customs exam and **moved offsite**. Please contact USA-ny.detention@msc.com and advise your intended pickup date.

MISSING OBLS AND/OR COLLECT CHARGES:

Once payment and/or OBLs/Telex/Express has been received and applied, the system will update automatically, allowing you to proceed with detention/demurrage payment through ePay and obtain cargo release.

We recommend monitoring the ePay website for status updates.

If you have questions regarding collect charges or OBLs, please contact USA-Import.CustomerService@msc.com.



Welcome to e-Pay
Please use the below module to search and pay for invoices for ancillary charges such as Detention, Demurrage or Per Diem. This feature is only available for USA import shipments.

Pay for a Single Invoice | **Detention & Demurrage Release**

Bill of Lading Number:

Filter Equipment:

Invoice Company	Bill of Lading Number	Equipment Type	Equipment Number	Paid Through	Intended Pickup Date	Comment	Pending Amount
		20DV		22 Sep 2026		Container has already out gated. If any question please contact USA-NY Detent...	

2. DETENTION & DEMURRAGE RELEASE

Please note that the ePay Detention & Demurrage Release feature is a fully automated cargo release solution. Once payment is successfully submitted, the applicable invoices will be generated and sent via email, and the cargo release

will be processed automatically. There is no need to email proof of payment to USA-ny.detention@msc.com, as manual intervention is not required.

If you are unable to pay by credit card, please contact USA-ny.detention@msc.com and advise your intended pickup date. When reaching out, kindly specify that you require an invoice prior to payment to avoid being redirected to ePay. The shipment will be released ONLY after the payment is received. We therefore recommend requesting your invoice in advance based on your planned pickup date to avoid any delays.